

# JOB

# DESCRIPTION

<b>Job Title:</b>	Maintenance Service Technician
<b>Department:</b>	M&E
<b>Reporting to:</b>	M&E Manager
<b>Responsible for (staff):</b>	None
<b>Location:</b>	Field Based - Bedfordshire
<b>General Purpose of Role:</b>	To carry out planned and reactive building fabric tasks safely and to an agreed standard. To provide first line response to all emergencies whilst on site.

## ACCOUNTABILITIES

- To deliver pre-planned and reactive maintenance tasks
- To utilise initiative and planning tools to deliver efficiencies with a customer focus, ensuring communication with site teams on tasks being undertaken.
- To ensure compliance with all health and safety requirements and adhere to best working practices
- To undertake relevant HR processes including, notification of absence, holidays and training needs
- To investigate and report in detail any accidents and near misses
- To actively support colleagues and be willing to learn
- To attend training courses as and when necessary to develop your technical knowledge and skills in line with business requirements
- Assist the delivery of excellent customer service resulting in asset uptime, first time fix and quality workmanship
- Undertake legislative checks to comply with client's corporate requirements
- Undertaking proactive and reactive tasks including general fabric maintenance, installation, decorating, basic plumbing and painting.
- Completing Emergency Lighting testing, Lamp Changing and Water Hygiene tap checks.
- Completing filter cleaning and changing of HVAC systems.
- Reviewing helpdesk reports on a daily basis.
- Proactively making visual checks on site to ensure adherence to Health & Safety legislation.
- Being responsible for the site-based log book containing all risk assessment, method statement, third party engineer's reports.
- Liaising daily with the Regional Manager to provide updates on tasks.

## KNOWLEDGE AND SKILLS

### Specific Qualifications:

- Drivers Licence

### Experience

- Experience of working within a customer facing, time pressured environment
- Experience of working within a Maintenance remit for a multi-site facility