

Maintenance Service Technician

Job Title:	Maintenance Service Technician
Department:	M&E
Reporting to:	M&E Manager
Responsible for (staff):	N/a
Location:	Field Based – Bedfordshire
General Purpose of Role:	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.
- 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:

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

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others