

## Job Description

**Position:** Building Services Technician (Electrical)

**Reports to:** Building Services Manager

### Purpose of the Role

The primary function of the role is to provide both reactive and planned maintenance support with particular emphasis on electrical services. The role holder will be required to deliver electrical services to the venue ensuring that all electrical components and equipment are maintained to industry and statutory standards. The role must also ensure that all electrical installations work efficiently within industry standards and work closely with electrical staff including technical services and contractors to ensure their work is compliant and adheres to health and safety requirements and meets all appropriate KPI's/SLA's. The role holder may tend to focus on specific areas based on individual experience levels.

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### Responsibilities

#### 1. Delivery of Electrical Services

To deliver effective maintenance and electrical services support and encompassing reactive, planned preventive maintenance, inspection and testing tasks and to carry out all other duties as may be reasonably assigned by the Lead Technician or Manager. The role is responsible for ensuring that all electrical services are delivered safely and reliably and in a timely manner, meeting all requirements to agreed deadlines and to assist with any specific projects which may be allocated to the team from time to time.

The role works closely with electrical services contractors and technical services department to ensure customer satisfaction is maintained.

The role must also assist the Lead Technician and Manager in ensuring that all relevant testing procedures are carried out correctly to ensure compliance with statutory regulations applicable and documentation completed.

The role must also assist the Lead Technician and Building Services Manager to maintain the stock list of electrical equipment to ensure consistent delivery of services to the business and to the customer.

#### 2. Technical Duties and Administration

Assembly, installation, testing and maintenance of electrical, electronic wiring, equipment, appliances, apparatus and fixtures using hand and power tools. Diagnose malfunctioning systems and components using test equipment to locate causes of breakdown and identify correction of problem. Inspection of electrical systems to identify potential hazards and defects and priority of repair complying with industry codes and escalating to the manager when appropriate.

Implement planlayout and installation of electrical wiring, equipment and fixtures based upon job specifications in close liaison with electrical building services staff, electrical staff, electrical contractors and the wider technical services team.

The role will also be expected to participate in HV power switching as part of the Building Services team as required.

Responsible for all associated administrative activities, including but not limited to, completing and returning PPM, Reactive and Manifest job sheets, completion of specific Risk Assessments, method statements, completion of timesheets, completion of any safety or work permits

### **3. Quality Assurance/Health and Safety**

Assist with the undertaking of Quality Assurance (QA) audits in conjunction with the Building Services Manager ensuring all procedures are followed. Ensure statutory and legislative compliance is met at all times with all site procedures and practices. Ensure tasks are undertaken in a safe and compliant manner that adheres to all current ExCeL procedures, industry standards and legal requirements.

The role holder must be able to carry out electrical installation work in accordance with the National Working Rules for the Electrical Contracting Industry, the current I.E.E. Regulations for Electrical installations and the Construction Industry Safety Regulations.

### **4. Maintain SLAs/Customer Service**

Ensure that the Teams Service Level Agreements (SLA's) and associated Key Performance Indicators (KPI's) are met or exceeded, whenever possible. To ensure all PPM, Reactive and Manifest tasks are completed effectively and efficiently within the agreed SLA's. To deliver at all times "First Class Customer Experience" being focused and applying a "can do" attitude. To liaise with all sub-contractors and co-ordinate their day to day operations, maintenance and repairs, whilst ensuring they comply with their respective SLA's and flag any issues or concerns as well as working with department managers to identify appropriate solutions.

### **5. Team working**

This role is responsible for maintaining the level of service provided by the team in conjunction with the qualified team, Lead Technician and Manager, ensuring that all events related and maintenance requirements are delivered appropriately. The role is expected to work closely with experienced members of the team and be proactive in the development of their own skills and experience.

The role is responsible for supporting the qualified team, Lead Technician and Building Services Manager in the supervision of contractor/ casual staff ensuring our core expectations are met, including timekeeping, competence, customer service, work quality and quantity as well as demonstration of a positive attitude to work. The role holder is expected to demonstrate appropriate behaviours towards the wider team ExCeL team maintaining ExCeL London's core values.

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### **Team Support**

This role is responsible for maintaining the level of service provided by the team in conjunction with the Lead Technician and Maintenance and Building Services Manager, ensuring that all events related and maintenance requirements are delivered appropriately. The role is expected to support less experienced members of the team and to aid in the development of their skills and experience.

The role is responsible for supporting the Lead Technician and Building Services Manager in the supervision of contractor/ casual staff ensuring our core expectations are met, including timekeeping, competence, customer service, work quality and quantity as well as demonstration of a positive attitude to work. The role holder is expected to demonstrate appropriate behaviours to the wider team, maintaining ExCeL London's core values.

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## Core Competencies

**Team Working:** Able to build relationships with team, company colleagues and customers.

**Initiative:** Demonstrates a proactive approach to ensure all assigned tasks are completed comprehensively and efficiently. The ability to work using one's own initiative balanced with playing a key team role

**Work Quality:** The ability to deliver consistently high quality work under pressure and within deadlines.

**Attitude:** Self-motivated individual achieving deliverables, displaying a positive, helpful and approachable attitude towards colleagues and customers. Smart and presentable appearance

**Adaptability & Versatility:** Flexible and dynamic attitude with strong customer awareness skills, able to adapt quickly when emergency situations arise. A flexible individual capable of evolving with the changing requirements of a developing role

## Skills & Knowledge:

- Familiar with principles of critical recovery systems
- Good written and oral communication skills and able to present information in a clear and concise fashion to engineering and client levels
- Is aware of Health & Safety practices required to enable the safe operation of the plant and to carry out planned maintenance and fault finding.
- Sound knowledge of M&E maintenance regimes, including work instructions, asset history, documentation procedures
- Understanding of basic energy monitoring and targeting processes
- Sound BMS knowledge
- PC literate and able to use Microsoft packages
- COSHH awareness
- Water treatment (L8) knowledge would also be of benefit
- Basic HV knowledge would also be desirable

## Education and Qualification:

Qualified to City & Guilds standard in a building services related discipline or equivalent.

For example but not limited to the following for roles with Electrical bias:

1. C&G 2360 Electrical(level 2)/ Equivalent C&G 2330
2. 17th Edition IEE Regulations qualified
3. C&G 2391 Inspection & Testing/Equivalent C&G 2394/5
4. C&G 2377-12 Portable Appliance Testing

## Experience

Able to demonstrate a history of Electrical & Mechanical (multi-disciplined building services) experience within a public venue environment.

**In addition to the above you are required to undertake such duties as may reasonably be required of this role. ExCeL London may update this Job Description from time to time in order to reflect changes in business requirements. This procedure will be undertaken through discussions between the job holder and their manager.**