

Job Description

Job Title: Louvre Technician Reports To: Site Supervisor / Contract Manager
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Job Summary:

To undertake the Window Louvre maintenance, repairs and servicing. Complete all associated PPMs, maintain an up to date servicing schedule and defect log and assist with maintenance and repair of the building as required under the service contract.

General Duties:

- Carry out all Planned Preventative Maintenance and complete the appropriate paperwork and reports associated with the Window Louvre system fitted at 1 Blackfriars, London.
- Carry out all Reactive and emergency breakdown tasks and complete the associated paperwork and reports associated with the Window Louvre system fitted at 1 Blackfriars.
- Take full responsibility and ownership of all Window Louvre Planned Preventative Maintenance, Reactive and breakdown tasks and complete the associated paperwork.
- Liaise with the client and tenants to ensure all servicing booked in is agreed and attended to promptly.
- Maintain the Window Louvre system servicing schedule as a live document and update the client accordingly.
- Ensure a defect log is maintained and all reported defects are closed out promptly and the client is kept informed of progress.
- Liaising with the helpdesk, when required, to ensure calls are closed off in accordance with the contract specification.
- General duties may include cleaning, painting, moves and changes.
- To provide cover and assistance to the other Window Louvre Technician as required.
- Respond in a timely manner to verbal and written requests.
- Notification of any complaints/discrepancies with the contract premises.
- Escort duties to subcontractors and suppliers as required and in line with authorisation.

Technical Requirements:

- City & Guilds qualification or equivalent in relevant & related discipline.
- Knowledge of and experience in Window Louvre system Maintenance, Servicing and breakdowns and the corresponding control systems associated with the Window Louvre system fitted on site.

General:

- To be a 'team player' within the office and contract.
- Helping colleagues, as and when necessary, especially to meet deadlines.
- Contribute effort towards Company Vision and Mission and observe Company values when actioning your objectives.

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with the other team members.

- Recognise people's needs for alternative methods of communication and respond accordingly.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Platinum Facilities as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Equality and Diversity:

The post-holder will support the Equality, Diversity and rights of colleagues to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Company procedures and policies and current legislation.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

Quality:

The post-holder will strive to maintain quality within the Company, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Effectively manage own time, workload and resources.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Platinum Facilities Health & Safety Policy, to include:

- Using security systems within the workplace according to Company guidelines.
- Identifying the risks involved in work activities and understanding such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Reporting potential risks identified.

Confidentiality:

- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information. All such information from any source is to be regarded as strictly confidential.
- Information relating to colleagues, third parties or the business of the Company may only be divulged to authorised persons in accordance with the Company policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Note:

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.