

## JOB DESCRIPTION

**JOB TITLE:** Fabric Technician

**LOCATION:** 201 Bishopsgate, Broadgate Tower, Broadwalk House

**REPORTING TO:** Service Delivery Manager & Site Supervisor

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### OUR VALUES AND BEHAVIOURS

**Respect** - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

**Collaboration** - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

**Integrity** - This is about being honest, reliable and trustworthy and always delivering on promises.

**Innovation** - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

**Excellence** - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

**Trust** - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

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### Job Objective & Responsibilities:

This role is a non-technical role to provide support to the site team and daywork team. Primarily for the daily reactive help desk, monitoring incoming works and seeing through to completion and close-off. Duties will include escorting sub-contractors; PPM works and assisting the shift with their daily tasks.

### Main Duties:

- Ensure that routine fabric maintenance is carried out to meet and exceed expectations and agreed service level agreements.
- Ensure that all reactive tasks logged are carried out to meet and exceed expectations and agreed service level agreements.
- The Fabric Technician will be required to carry out all moves and changes that the client requires to be carried out.
- The Fabric Technician to complete list of tasks given by the Engineering Supervisor or Service Delivery Manager firstly to ensure such tasks are completed prior to undertaking other works on-site can be completed following completion of given tasks.
- Fabric Technician to follow instruction of Supervisor and Manager when on-site but also must assist the site engineering team when required.

- Undertake painting, decorating, and a full range of DIY tasks to ensure the meeting of service levels and to maintain an attractive decorative environment. Ensure the loading and unloading of stock, and appropriate and safe storage of relevant equipment, spares and deliveries.
- Ensure effective lamping replacement is undertaken for all bulbs and tubes, and cleaning of lighting diffusers in line with ABM electrical safety rules and LOTO process.
- Assist the ABM engineering team to ensure that all planned and reactive engineering activities meet and exceed both service levels and customer expectations.
- Undertake planned & reactive medial engineering tasks when required.
- Ensure that all relevant paperwork is completed regarding PPM, reactive and breakdown works and that it is passed without delay to the contract administrator.
- Assist the Water Treatment Engineer in the completion of the Water Management System logbooks, as directed by site management.
- Ensure that Method Statements and Risk Assessments are prepared ready for Supervisor / Service Delivery management sign off and used for all tasks undertaken to ensure safe working practices always.
- Ensure, where applicable, that comprehensive maintenance records are kept.
- To undertake lone working when and where required, subject to passing satisfactory training for new employees.
- To develop a good working relationship with all members of ABM subcontractors and client's staff.
- Ensure the provision of a safe & healthy working environment is met, including the wearing of uniform and appropriate PPE always. To ensure compliance with all company and client policies and procedures, as well as client site policies, procedures and working arrangements, as required.
- Ensure a professional image of ABM and the client is presented to clients and visitors and ensure excellence in customer service is delivered and promoted always.
- Ensure that fabric and engineering skills are maintained through a commitment to personal development and life-long-learning.
- Ensure that Handyman and the client storage area is maintained and kept safe and tidy.
- Assist when requested with routine daily and weekly plant checks as detailed in the site log books.
- Ensure the equipment storage areas in the facility are kept clean and tidy daily.
- Escort visiting subcontractors around site to ensure safe execution of service-related tasks, and ensure RAMS are reviewed by the engineering teams and contract management according to company and client protocols.
- Ensure the plant rooms under the responsibility of the Handyman are locked always and kept in a clean and tidy condition.
- To Ensure tasks as directed are completed with the appropriate H&S awareness and implementation.
- Ensure the provision of a Safe and Healthy working environment. To include the wearing of uniform and PPE always.
- Any other task as directed by the site management team.
- Ensure the engineering team on site produce required near miss reports, dynamic risk assessments and detailed records of site activities, and ensuring any noncompliance is challenged and escalated where necessary.

## Person Specification:

### Essential

- Education, a good basic education is essential, with good written and spoken English and basic Mathematics skills.
- Formal fabric Training.
- Formal Building Maintenance training.
- Formal health and safety training.
- Experience (Essential) Sound understanding and experience of meeting health and safety obligations regarding maintenance activities
- Aptitudes Good verbal communication skills and good written English skills.
- Character Committed to the delivery of excellent customer service. To have a calm manner and able to work under pressure. Able to make sound decisions when needed. Physically fit and able to carry tools and components by hand up to 20kg.
- A team player, able to work with the ABM team and client's representatives at all levels.
- Politically astute.
- Incumbents must have a high level of energy, be self-starters, confident and stable in manner. Circumstances Must be willing to provide holiday and sickness cover at short notice and be flexible in their working patterns.

### Health & Safety Responsibilities

- Always follow ABM Group and company policies and procedures;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system.

### NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.