

A day in the life with...

# Jade Williams

*What is your official job title?*

Housekeeping

*How long have you had the position here at LDO?*

I started when it opened in 2013, so next year will be 10 years. They didn't have all of the shops, the flats and stuff weren't here.

*So you're part of the furniture here, everyone knows you?*

Yeah! So, when I started we were part of the company called CSP, we worked here and at stadiums and sports events at different venues, like Wimbledon, and Sandown racecourse. We were TUPED over to ABM four or five years ago. I was working at Twickenham and then they asked me to stay here permanently. I like it here because the clients are like family, we help them a lot if they need anything. We have some brilliant people here – colleagues, managers who have come and gone, so I just decided that if I can stay here for the rest of my working life,

I will. It's a wonderful place. And what's good about ABM are the courses, I found some really amazing courses because they give you room to grow into management or different aspects of the job. I'm really keen on the manager we have in at the moment, he has really good insight and good vision. Also I like that now, especially after lockdown, the managers are more involved with the staff.

*Do you think the site has changed a lot because of COVID?*

Well, we had lots of empty shops obviously, but compared to public high street shops that were empty, ours were full. I think we're blessed because we have the stadium so the people who come in are coming from the stadium. And we have a good, positive working team, if we didn't have that, people wouldn't return.



It's actually really improved since the lockdown, we've got new, high-end shops that bring a different calibre of people. And then we have sport shops downstairs that attract other people so we attract a big range of people. There are different places in the area people could go, but they come back here every time.

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*What is a typical day for you look like?*

In the housekeeping team you take on all roles, guest service, security etc. to be eyes in case of missing children, elderly people on their own, accidents, people just generally needing help. No day is ever the same. So you come in, your trolley should be ready from the night before, we have a briefing, but because a lot of us know what we're doing, we get ready, go out see what's going on. So sometimes there might be a flood or there might paint somewhere so you just get on with it really and start cleaning. Sometimes there might be emergencies and we don't leave someone to do it – everybody helps, it's all hands on deck.

*Do you like event days?*

It's normally very exciting. It is tough when we have dual events – 100,000 in the big arena and 10,000 in the small arena – that can be overwhelming.

*What would you say is your favorite part of your job?*

My favourite part is my colleagues and I really, really love the clients in the shops, some of them become close friends and you kind of miss them when they're not here. I like working outdoors, I like the independence of it because obviously I've been here a long time, I'm a leader and I'm trusted to do my jobs.

*If you could give someone else one piece of career advice, what would it be?*

When you don't love something anymore and you're not enjoying it, it is time to move on. When we used to have agency staff that I would have to train, it would infuriate me if they're not doing their job properly because they're not passionate. My mum used to say to me, do it 100 per cent or don't do it at all. So that would be my advice – if you're not smiling anymore, it's not making you happy and you don't want to get up in the morning, then it's time to move on.

That, and another one: make sure that you sort your pension out because we have lots of schemes, we have good opportunities in this company that you should take advantage of. The younger staff say they don't want to pay into it! We have a good work place pension at ABM that you have to take advantage of.