

A day in the life with...

Michael and Matthew

How long have you both been here at LDO?

Michael: So, I've been here since September 2021 – just over a year now. I originally came as an electrician when there was no maintenance manager at the time. In January, I got the role as maintenance manager which has been my first role in maintenance management, so it's definitely been a learning curve.

Matthew: I'm an engineer and started in March 2021. I was meant to start here in January, but they asked me if I wanted to start at Liverpool St, so I worked there for nine weeks [for ABM] and then I came here on the 24 March.

So both of you came from engineering backgrounds?

Michael: So, I was an electrician at Harvey Nicholls at Knightsbridge for three years and did my electrician courses there.

Matthew: I was an electrician by trade and started with ABM in 2016, based at White City.

Do you notice the difference in your day if it's an event day compared to a normal day?

Michael: Some of our routines are different on event days, so we'll do more walks around the site and fabric checks. In terms of what we do on site with our plant, it's all back of house, so we don't really deal with shop tenants. It's definitely more fabric checks, for example, in the stairwell maybe a piece of gripping has come off which could injure someone, or making sure escalators and lifts are working. On the day, we have to be much more reactive. We do our normal morning checks and walk arounds, but then we are listening out for the radio to respond to any maintenance requests. So it does change compared to a normal day but not as much as housekeeping, security or guest services, because they are much more customer facing so their experience is definitely amplified on an event day.

Matthew: The major thing for us on event days is preparation so we're ready for the big crowds.



What is a day in the life for you? What are typical things you experience in a day?

Matthew: We may have to deal with things like a tap leaking, completing PPMs, dealing and working with contractors who have come to site.

Michael: We are quite a small team, there's just three of us. We can be quite stretched at times, especially when one of us is on holiday. Since I've become manager, I've found a lot of my job is more office based, managing PPMs and admin, or sorting out the contractors that are coming on site before Matthew goes out to work with them. I like to be out and about so moving to this

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manager position has been a big change for me – I miss being on the tools every day! We've been doing some new projects recently, like running new cables for things and I've had to jump in and I've really enjoyed dusting off my screwdrivers. When I get the opportunity to do that, I really relish it!

What would you say is your favourite part of the job?

Michael: Getting out and getting hands on. Always dealing with different people and different projects, managing new jobs and liaising between all the people involved. I like building relationships with the contractors that we have on site.

Matthew: I like to know if there is a problem, what is in there, how to get it going and how to get it fixed. I'm so interested in finding out how things operate, and trying to figure it out and solve the problem.

What do you wish you knew about your job before you started it?

Matthew: With every site, I always wish that I could get the plans for the building, or drawings of the plumbing and electrics so you can move on and get started with the job straight away, so you know where to look and don't have to spend ages trying to work out where everything is. When I started here, I had to spend a lot of time walking around learning the pipe runs, cable runs, where the fuse boards are, and doing some problem solving!

Michael: There are lots of things I wish I knew! I was lucky that when I started, Matthew had been here for six months so he'd done all the legwork for me! I lean on Matthew, he is the on-site guru and I rely on him! He has done all the background work. We still have to walk around and we're still mapping it all out but he did a huge amount of it. I wish I'd known how much time as the manager would go to admin, so I'd like to have known how to manage that time effectively which I struggled with a bit at the beginning. I am getting better at it now, but one week to another is completely different, so it is always changing and moving.

We do slow down a little over Christmas because a lot of contractors close down over the Christmas period, so it gives us some time to take a breather and catch up. We have a lot more reactive things to deal with like leaks and floods, but fewer contractors, so it balances out.

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