JOB DESCRIPTION & PERSON SPECIFICATION

TITLE: Estate & Facilities Support Technician

REPORTS TO: Estate & Facilities Team Supervisor

WORK PATTERN: Average 40-hour week

COMPANY OVERVIEW

London Luton Airport (LLA) is a key gateway to the city of London, which is the world's largest aviation system. LLA is the United Kingdom's fifth largest and fastest growing airport, having facilitated 18 million passenger journeys in calendar year 2019, and with strong ambitions to continue this growth story. Passengers have now returned to 90% of pre COVID levels in 2023. 11 airlines operate from LLA, including key carriers easyJet, Wizz Air,Jet2 and Ryanair. LLA's route network serves over 150 destinations across 42 countries with 24/7 operations. LLA is an integral part of the local region and a major economic contributor to the UK through direct employment of over 700 people and indirectly supports over 10,000 jobs.

MAIN PURPOSE OF THE POST

The Estate & Facilities Support Technician will report to the Estate and Facilities Team Supervisor. You will complete a broad variety of planned and reactive preventative maintenance across the Airport site and offer support to the team or TSD as required.

To be considered for this role, we are looking for an individual who has experience in maintenance in commercial premises or semi-skilled trade background. Undertake planned preventative maintenance (PPM) and other maintenance works as required to meet operational needs

The role will be extremely varied and will cover all building fabric maintenance and you will join an excellent team based at London Luton Airport.

KEY TASKS AND PRINCIPAL ACCOUNTABILITIES

The principal role is to maintain the building portfolio of LLAOL.
This can require the candidate to fulfil such duties as

Planned preventative and reactive maintenance across the building portfolio, including:

- Painting and decorating
- Plastering and wall repairs
- Minor plumbing
- Carpentry and joinery

- Door and ironmongery repairs
- Tiling and flooring repairs
- Ceiling repairs
- General building fabric maintenance
- Carry out tasks to improve the guest experience
- Undertake any other reasonable duties as requested by the Line Manager to meet the operational needs of the business.

Demonstrate professional behaviour, a positive attitude and a high standard of personal presentation, as this is a customer-facing role.

Responsibility for the health, safety and wellbeing of yourself and colleagues in the workplace; supporting our journey to create an open and honest wellbeing culture at LLA.

- Baggage Operations Support:- This includes working as part of the Baggage Operations Team, when guest, baggage movement activity is at its highest level, typically during the peak summer period between the hours of 0400 to 0830. Any work outside of contracted hours will be classed as overtime.

Please note, this list is not exhaustive, and you may be asked by your Line Manager to fulfil duties not listed.

KNOWLEDGE & EXPERIENCE:

The ideal candidate is expected to hold and have some experience and knowledge in the following:

- Ability and commitment to work as part of a team
- Experience in Construction or maintenance is required
- Good H&S understanding
- Willingness to work in conjunction to other trades and subcontractors if required
- A can-do attitude and a proactive manner
- Ability to work independently and use initiative to manage a constant and conflicting demand.
- Good verbal communication skills and active listening skills
- Commitment to excellent customer service
- Open to new ways of working and a willingness to embrace change
- Ability to work to strict deadlines
- Excellent timekeeping
- Ability to produce high-quality workmanship, first time round.
- Happy to undertake work outside normal working hours as and when required
- Ability to complete physically demanding tasks and work at heights in confined spaces, in line with our Safety procedures
- Spots opportunities to improve processes and existing standards
- Demonstrates integrity at all times
- Accurately records work on required CMMS system ensuring the right information is fed back to manager. (Training provided)

PERSON SPECIFICATION:

As a prospective candidate you will have the following:

- A positive outlook and attitude
- Capable of identifying and resolving problems
- Possess good organisational skills
- Work on your own initiative as well as part of a team
- Task oriented individual
- Ability to communicate well with all stakeholders, be customer focused and capable of delivering excellent service against agreed organisational objectives.

This job description is intended to give an appreciation of the role and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific task and objectives will be agreed on an on-going basis. The post holder will be required at all times to perform any other reasonable tasks, as requested by the Line Manager in order to meet the operational needs of the business.

For any further information, please contact the Human Resources department askhr@ltn.aero London Luton Airport Operations Ltd collects your personal information when you submit your application. For more details about the personal information LLA collects, how we collect it, why we need it, what we do with it, how long we keep it and what your rights are, please see our privacy notice at https://www.london-luton.co.uk/privacy-notice.

LLA is committed to fostering, promoting and preserving a culture of diversity, equality and inclusion, as we carry out our mission. We will always be respectful and seek to learn from those different from ourselves. We strive to be an equal opportunities employer and we are determined to ensure that no applicant or employee has a negative experience for being who they are. We welcome all applications!