

JOB DESCRIPTION

Role: Building Services Technician (3 roles: Multiskilled , Mechanical and Electrical Bias)

Location: Royal Albert Hall

Salary: £51,814 per annum

Reports to: Building Services Manager

For over 150 years we have been fulfilling our vision of inspiring artists and audiences worldwide with the magic of the iconic Royal Albert Hall; creating life-enriching, unforgettable experiences for everyone. Hosting 390 events a year in the main auditorium and more than 800 in other smaller spaces, the Royal Albert Hall stands true to its original purpose of promoting the Arts and Sciences. As a charity, the Hall is dedicated to maintaining the Grade I listed building and giving access to all.

OUR VISION AND VALUES

Our vision is to bring people together for inspirational events on the world's most eclectic stage.

The Royal Albert Hall is more than just a building. Together we are...

Responsible

We own challenges and find solutions.

Ambitious

We are creative and driven, always looking for a better way.

Human

We are team players, welcoming, warm, and open, and we embrace diversity.

THE ROLE

To work within the Building Services team on a shift basis providing Mechanical & Electrical (M&E) skills and expertise to maintain the fabric of the building and its facilities and services. To ensure all M&E services are functioning and to provide any building facility services for the successful staging of events. To undertake day-to-day monitoring, maintenance, and small mechanical works projects to a high-level quality of craftsmanship, and work throughout the building with a flexible and adaptable approach to support the staging of all Hall events.

The shift pattern will usually be four days on (this consists of two 'day shifts' followed by two 'late shifts') and four days off. You could be required to work a shift at any time between the

hours of 07:00am and 02:00am Monday to Sunday, 365 days per year. Day shifts are usually from 07:00am to 16:30 and late shifts are usually from 16:00 to 02:00am.

KEY RESPONSIBILITIES

1. To maintain the Hall's mechanical plant services and electrical services ensuring that they are in a safe working condition, comply with safety regulations and are fit for use.
2. To ensure that all domestic services to the Hall (including the use of equipment and systems with water, HWS, CWS, electric and gas) are maintained in a good working order and that repairs or improvements are undertaken to ensure uninterrupted service.
3. To maintain all electrical installations, services, and plant in a safe efficient manner, and in accordance with current electrical regulations.
4. To ensure all life safety installations are maintained and kept in a good working order, i.e. e.g. PA system, fire alarm, secondary lighting; and to carry out first line response / repairs to these systems.
5. To be fully conversant with the 18th Edition IEE Wiring Regulations and on-site guide.
6. To be competent and conversant with all types of modern electrical installation systems, have an ability to carry out fault diagnosis, and have a good working knowledge of electrical equipment to undertake repairs.
7. To undertake occasional Portable Appliance Testing.
8. To maintain the Hall's heating, ventilation and air conditioning plant and systems ensuring that all air handling units, chillers, fan coil units are kept in good working order.
9. To carry out any pipe work installations and repairs as requested ensuring that all work complies with current regulations.
10. To carry out daily plant room, boiler room, and lamp checks throughout the building. To monitor throughout the shifts and check the Halls Building Maintenance System (BMS) and ensure that any malfunction or issues of concern are noted and acted upon and reporting to senior colleagues as required. BMS adjustments and requests to be actioned where required.
11. To attend to plumbing requirements at the Hall including the unblocking of toilets and any remedial work that is required.
12. To carry out basic maintenance check on the stage lift working with your BST colleagues and liaising with external lift contractors when required.

13. To attend the Hall in an emergency as requested by the Hall's management team to assist with the building facility or services.
14. To ensure the workshop, workbenches, equipment, and parts stores are kept in a clean and tidy manner, that all equipment is properly put away, ensuring unobstructed access to all areas and that stock levels are maintained at an appropriate level. To inform the M&E Services Manager of any stock, equipment, or parts required.
15. To undertake the PPMs on electrical, mechanical, domestic, and heating systems when requested.
16. To undertake any other duties as reasonably requested by the Hall Management including the Building Services Manager, Mechanical and Electrical Services Manager, Facilities Manager and Director of Operations.

PERSON SPECIFICATION

The ideal candidate will:

Experience

- Have a good all-round knowledge and experience of working with electrical and mechanical building services and systems.
- Be able to undertake installation, testing and inspection of M&E services, systems, and equipment with an ability to work on pumps and motors, inverters, plumbing and HVAC systems, gas fired boilers, low temperature hot water systems, fan coil units, air handling units and chillers.
- Demonstrate a knowledge and have experience within the Building Services industry and have BMS operating and monitoring experience.
- Have experience in a complex and large public entertainment venue, or similar, responding to a helpdesk system and BMS-generated alarms. Experience in fast paced critical environments, public facing with good communications skills.
- * Demonstrate knowledge of all statutory legislation in relation to building services L8, COSHH, Asbestos, Risk assessments, Method statements, Safe working Practices, Working at Height etc.

Skills / Qualifications

- Completed an Apprenticeship with completion of City and Guilds or other relevant courses (such as 236 part 1 and 2, Electricity at work regulations, 18th edition - wiring regulations, 2391- electrical test/inspection are desirable) or at minimum Level 3 City & Guilds, NVQ or equivalent.

- IPAF, PASMA, IOSH, L8, Lift entrapment training and/or qualifications.
- Be capable of fault finding, testing, and inspecting electrical circuits and equipment, as well as fault finding and rectification of mechanical systems. Identifying solutions and rectifying system faults or issues to provide a safe working condition, which is often to tight deadlines particularly just prior to the commencement of a show.
- Ability to prioritise and manage multiple tasks.
- Be computer literate to include a reasonable knowledge of Word, Excel and Outlook. Building Services Technicians are required to complete a duty log report for show duty shifts.
- Understand energy management and environmental control measures and be able to offer creative solutions for improvement of building services systems.
- A CSCS certificate is desirable.

Personal Qualities

- Have a flexible adaptable approach, ability to work constructively within a team with excellent communication skills, to be clear and concise and capable of remaining calm during potentially stressful situations.
- Strong belief in continuous improvement to customer service and maintenance throughout the Royal Albert Hall.
- Have a 'hands on and can do' approach to work.
- Motivated and driven to resolve issues throughout the business. Assisting teams such as Production and Technical, Projects, Security, Housekeeping and Catering.
- Undertake work with due diligence and with a thorough understanding of health and safety processes, particularly in relation to restricted access and high hazard areas, as well as the need for permits to work for certain Building Services activities.
- Committed to recognising, valuing, and celebrating Equality, Diversity, and Inclusion. Embracing our Charitable values and commitments.

HEALTH & SAFETY

You will have a good understanding of the Hall's Health and Safety guidelines and your responsibilities within these. Your role will include promoting a safe working environment and fostering a non-blame culture, adhering to any Health and Safety requirements, flagging any conflicts that may arise with Health and Safety and working towards finding effective solutions.

SUSTAINABILITY

The Hall is committed to maintaining and furthering greater sustainable practices in all areas of the organisation to act on climate change. Whilst working at the Hall, you will be expected to embrace the Hall's Sustainability Policy and work to meet its objectives, putting sustainability at the forefront of all decisions.