

IOP Institute of Physics

Job Description

Job title	Workplace Services Technician	Grade	C
Department	People and Operations		
Team	Workplace		
Responsible to	Workplace Manager		
Revision Date	January 2026		

Purpose of the job

This role will require specialist knowledge in building control systems, common issues and resolutions allowing them to challenge our maintenance to provide best interest economical solutions. Keeping the building running smoothly through good planned preventive schedules based on best practice and complying with all relevant legislation. They will be responsible for basic planned maintenance such as flushing, water temperature checks, emergency lights and doing a full building inspection at least once a week to pick up on issues before they are reported.

Driving down our reactive costs through proactive work, combining work where sensible to do so, and conducting basic handy person tasks for minor repairs. Being proactive to constantly make improvements to the building environment and workspaces like touch-up painting, tightening screws in furniture, or replacing fuses as needed to keep the standard higher and reduce fix times, or to action investigations straight away.

They will be required to work closely with the Senior Workplace Officer who is responsible for the front of house and meeting room provision to ensure that the building is clean, well maintained, and any work is arranged together to cause the least disruption. They will also assist with the layout changes each week to move furniture and moveable walls as required. Ensuring these are done in a timely manner and safety with two people for lifting items or moving heavier items.

They will also work closely with our Health and Safety Adviser as they will be responsible for the permits to work, our building systems and equipment meeting regulations, and raising any health and safety concerns. They should have a good understanding of risk assessments and methods statements as they will be accountable for checking these are being complied with while onsite.

As a maintenance technician, you will be responsible for undertaking both planned and reactive minor maintenance such as flushing, emergency light tests, and fabric repairs or improvements. The purpose of the role is to carry out day-to-day maintenance to keep our offices running smoothly and our assets are maintained in a safe, efficient, and functional order.

Where a specialist is required or the asset is under our maintenance agreement, work with our maintenance provider to book in all work via their CAFM system (computer assisted facilities management). Supervise their subcontractors on site for all the planned

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maintenance and reactive maintenance (unplanned) ensuring compliance with our permit to work system. Confirm that the PPM schedule matches the manufacturers recommendations in the operational and maintenance manuals (OM&Ms). That this is undertaken with minimal disruption and in the most cost-efficient way.

Debrief with the engineer's directly to understand the problem or explore further investigation while onsite and check that the area is left in a usable condition where possible. Responsible for ensuring that site specific risk assessments and method statements are complied with. Conduct the site induction for engineers on their first visit or work with the site manager when there are several people in for a specific piece of work and attend all H&S site briefings before work begins to have reassurance that everything has been covered sufficiently.

We take our health and safety responsibilities seriously and do not allow lone working in higher risk situations, in isolated areas, and out of hours. It is expected that this role will escort contractors as needed and act as the emergency marshal and first aider in these cases. We expect proactive and regular checks of the building for both safety hazards and resolving any minor issues immediately.

Responsible for obtaining the information for the permit to work (PTW) approval by the Health and Safety Adviser or Workplace Manager. Where these are not up to standard they must work with the supplier to change as needed. They are expected to keep track of all active and upcoming PTWs and review the preapprovals proactively to ensure insurances are in date and the RAMS (risk assessments and method statements) have not changed.

Working with the Senior Workplace Officer to assist with furniture movement in the building and flagging planned work that might impact the meeting room hire in the building.

Bring to the attention to the Workplace Manager of any issues with completing Planned Maintenance within the timescales provided, any issues that affect the operations in the building, and where the agreed completion times for unplanned maintenance cannot be achieved. Where Statutory Planned Maintenance cannot be completed, they are to ensure that the equipment is isolated and taken out of service in accordance with regulations.

Context of the job

The Workplace Team is responsible for ensuring that the IOP has the most appropriate working environment for its employees to support them to perform to high levels and create a culture that promotes flexibility and innovation. This includes the general running of the building, wellbeing, health & safety, and environmental issues across the IOP.

This teams' wider responsibilities are across the UK and Ireland however this role will be focused on our London premises. We are also critical in the revenue generated through renting meeting rooms and office space at the London premises.

We promote the efficient and effective use of resources in the pursuit of value for money and quality of delivery in all Workplace services.

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Our building in London was specially designed with physics at the heart of it, to be a living example of the advances with technology and represent our membership. We wanted it to be inclusive and welcoming to all who entered and therefore it is essential that all our services are working well. We want to make sure that the presentation of the building is top tier and that we proactively keep it looking its best.

This will be a flexible part-time role doing 21 hours, which can be split across three days, four or five days in agreement with the Workplace Manager. This is office-based and the requirement is to be onsite whenever we have maintenance contractors there or to conduct meeting room furniture set-up. This will require some flexibility each week to meet the business needs and can be flexible for personal reasons. Please note the expectation is there may be a need to start as early as 7am or finish as late as 10pm if out of normal business hours are required.

There is some weekend days required which will be in addition to the normal working hours and will be paid as overtime or as TOIL (roughly 10 days a year).

Key decision-making in the job

To escalate issues to our maintenance provider and to challenge any costs or advice that does not seem to be the most cost efficient or in our favour.

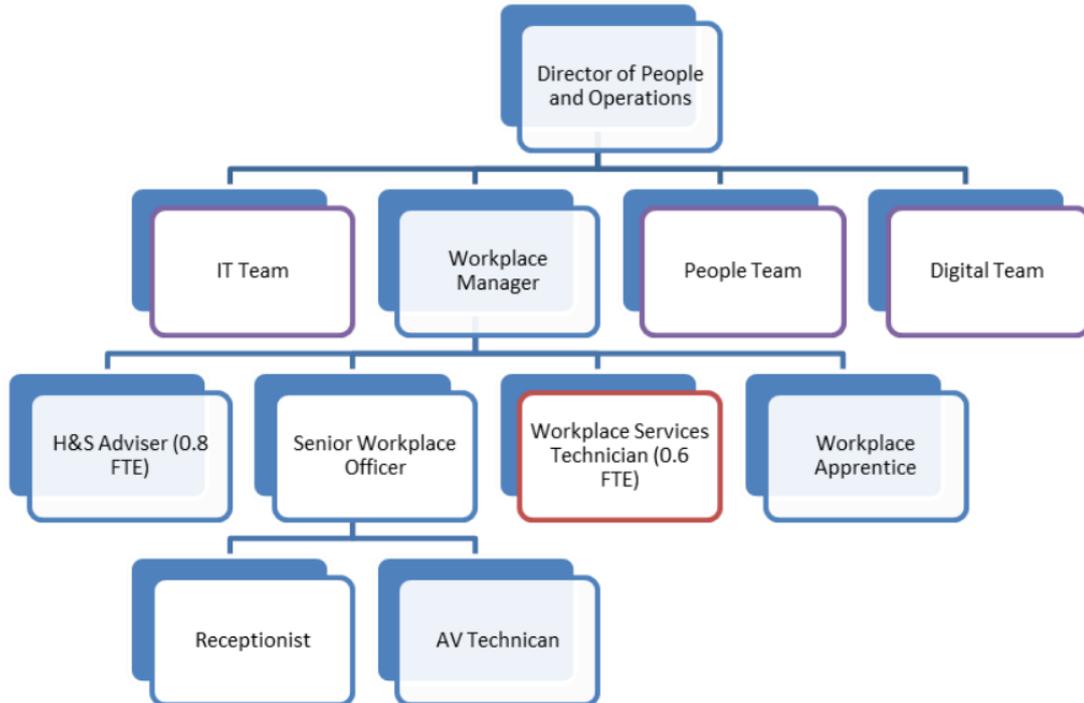
They will advise the Workplace Manager of decisions regarding work that is needed and if the pricing is fair for what is required.

Accountability of the job

- They will be able to approve work up to £500 to keep things running smoothly and quickly.
- They will be reviewing any reactive spend and certifying that the work was completed as per the quote and we are satisfied with the end results.
- They are vital to ensure that we are compliant and that work is conducted in a safe manner, reducing the chances of accidents.
- Supervise contractors who are onsite.

Organisational chart

The Institute of Physics is an open and inclusive organisation that welcomes and celebrates diversity.



Main responsibilities of the role

<ul style="list-style-type: none"> • 	<p>Managing the relationship with our maintenance provider to ensure our building is in good repair and being maintained as per the manufacturer’s instructions. Supervising work that is happening onsite to understand the cause and solution as well as making sure that it is conducted safely.</p> <p>Holding weekly check-ins and ensuring work is completed as expected, and escalating to the Workplace Manager as needed.</p>
<ul style="list-style-type: none"> • 	<p>Maintaining a safe and healthy workplace through regular inspections, keeping all spaces safe, reviewing RAMS, and enforcing our permit-to-work system.</p>
<ul style="list-style-type: none"> • 	<p>Escalating and advising the Workplace Manager of any issues that might compromise the safety of site, will incur high costs to resolve, ideas for improving functionality or impact on the operations.</p>
<ul style="list-style-type: none"> • 	<p>Respond to reactive maintenance requests in a timely and professional manner. This includes undertaking a wide range of fabric work such as basic plumbing, painting / decorating, or mechanical issues.</p>
<ul style="list-style-type: none"> • 	<p>Working with the Senior Workplace Officer to move furniture safely and working together around dates for work that balance the need of resolution and cause the least amount of disruption.</p>

Person Specification

We are looking for someone who...
<ul style="list-style-type: none"> • Has a drive for results, who can be counted on to meet or exceed goals successfully • Can manage and measure work effectively, taking responsibility for tasks and decisions • Is customer focused and dedicated to meeting the expectations and requirements of internal and external customers / partners • Has great functional/technical knowledge and skills to do the job at a high level of accomplishment • Is committed to their personal learning, picking up on the need to change personal, interpersonal, and where applicable managerial behaviour quickly
Experience this person should have is...
<p>Required:</p> <ul style="list-style-type: none"> • Previous Building Services/M&E trade skills/experience/qualifications • Good knowledge and clear understanding of Health and Safety regulations such as LOLER, Electricity at Work, Working from Heights, and used permit to work systems before. • Knowledge of and experience in BMS / Generator / Controls / Lighting Systems / Pumping / Sanitary Wear / Drainage Systems / Low Pressure Hot Water Systems / Pressurisation Systems / Ventilation Systems • IOSH Working Safely <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge and experience solar panels, and air sourced heat pumps. • Mansafe wired system working from height training (must be willing to hold this qualification) • First aid and Fire Marshal training (must be willing to hold this responsibility)
Skills this person requires are...
<ul style="list-style-type: none"> • Team player – the ability to work co-operatively with others to achieve common goals • Negotiation skills – the capability to explore different positions and alternatives to reach outcomes that gain acceptance of all parties • Proactive – to think ahead and act to ensure the smooth completion of team/individual aims and objectives • Dependable – able to complete tasks to high standard and to deadline • Organisational skills – ability to work with minimum supervision, prioritise workload, and handle multiple tasks • Computer literate – good working knowledge of Microsoft Office and experience with CAFM (computerized added facilities management)
Qualifications required are...
<p>Required:</p> <ul style="list-style-type: none"> • Qualified to City & Guilds Level II/III or equivalent in Electrical OR Mechanical discipline • Completed 18th Edition I.E.E <p>Desired:</p> <ul style="list-style-type: none"> • Member of Institute of Workplace and Facilities Management (IWFM)