

Candidate Information

Position:	Assistant Maintenance Manager
School/Department:	Accommodation
Reference:	19/107642
Closing Date:	Monday 22 July 2019
Salary:	£27,831 to £32,236 per annum (potential to progress to £35,210 per annum through sustained exceptional contribution).
Anticipated Interview Date:	Thursday 1 and Friday 2 August 2019

JOB PURPOSE:

Reporting to the Accommodation Maintenance Manager responsible for the delivery of the accommodation maintenance service including, the preparing, scheduling and management of planned maintenance programmes, ensuring statutory maintenance and regulatory requirements are met and assist in the management of reactive maintenance demands. Manage a maintenance team across three locations.

As part of the Queen's Accommodation management team; the successful post holder will be part of the duty manager rota and will be required to be available to be contacted via mobile phone outside of normal working hours (1 week in 12); to work check-in over two consecutive weekends in September each year for which time off in lieu is offered; and contribute to the Queen's Accommodation monthly management meeting.

MAJOR DUTIES:

1. Responsible for the day-to-day operation of the maintenance service ensuring an efficient and effective service is provided, responsive to the users' needs and supports the Accommodation business units aims and objectives.
2. Delegation of work to the in-house team and where appropriate to relevant outsourced contractors.
3. Preparation of asset registers and planned maintenance programmes for mechanical and electrical services and ensuring planned works are scheduled and that residents and building users are notified of works in advance.
4. Supervision of the Helpdesk and Maintenance staff, monitoring and reviewing individual and team progress and performance.
5. To be responsible for responding to customer maintenance queries, analysing trends and developing solutions in conjunction with the maintenance and operational teams.
6. Monitor expenditure compared to budget and identify lifecycle replacement of assets and maintain the asset database.
7. Liaise with contractors where they are required to carry out maintenance activities to support the needs of the University and the maintenance service.
8. Effective use of electronic systems including the University's Building Management System. Understand and use computerised systems for reactive and planned maintenance, asset registers, quality and performance reports.
9. Ensure that all works are carried out in accordance with relevant statutory requirements, codes of practice, contracts, specifications, established standards and SLA's including planning and programming work to meet customers' requirements and to minimise disruption and inconvenience.
10. Ensure that areas under your responsibility comply with Health and Safety Compliance Regulations and ensure incidents are dealt with in an appropriate manner. Monitor and review quality standards eg maintain Health and Safety, hygiene, culture, security, and facility maintenance ensuring high standards are maintained and recommendations made for future improvements.
11. Ensure staff are aware of University health and safety policies and that regular refresher training is given in this area.
12. Assist in the preparation of tenders for contracting out maintenance or other services including updating requirements as the needs of the University or Student Plus change.
13. Liaise with Estates Development on major projects and minor works. Ensure all handover information received and assets maintained.
14. Deputise for the Maintenance Manager as and when required.

15. Other duties as requested by the Maintenance Manager/Assistant Head of Accommodation.

Planning and Organising:

1. Plan and allocate work and responsibilities over the short and medium term with an awareness of longer term issues including the effective division of work between in-house maintenance and external contractors in relation to planned maintenance and statutory compliance.
2. Develop appropriate work schedules that will meet the current and future needs of the business.
3. To plan and hold weekly/monthly and quarterly meetings within own area and with support departments to ensure that communication is timely, relevant and supports the aims and objectives of the Department.
4. In appropriate circumstances use initiative and discretion, based on their knowledge of the site to determine priorities and resolve conflicts to meet targets and deadlines.

Resource Management Responsibilities:

1. Provide operational line management for a team (multi-locations) including recruitment, training, development and performance management of staff to ensure that individual contributions are maximised and relevant to the needs of the business.
2. Ensure that all matters relating to staff development, retention and personnel issues are managed in accordance with University Policies and Procedures including handling absence, disciplinary and grievance procedures.
3. Assume delegated responsibility for overseeing and managing allocated budget/resources to ensure they are appropriately and efficiently managed and monitored and delivered within the objectives and budgets set.
4. Provide timely and relevant information which contributes to the resource and budget planning for Queen's Accommodation.
5. Checking and maintaining Health and Safety files for buildings, facilities and services and ensuring that all new developments are handed over fit for purpose and in compliance with all statutory, legislative requirements and where appropriate in accordance with manufacturers specifications.

Internal and External Relationships:

1. Daily contact with Maintenance Manager and Maintenance Helpdesk.
2. Regular contact with maintenance staff, Student Plus business units' operational staff, contractors and suppliers, Estates staff and a wide variety of staff at all levels within the University and University Professional Services to ensure the efficient delivery of new/improved processes and supporting systems
3. Contribute to effective working relationships between the different teams working in the business.
4. Attend internal and external meetings to ensure that accommodation issues are appropriately represented, reported and acted upon; deputise for the Maintenance Manager as required, eg Monthly Maintenance and Statutory Compliance Meetings.

ESSENTIAL CRITERIA:

1. Alternatively, a higher relevant qualification less relevant experience (as above).

(Candidates with an HNC/HND qualification in Mechanical, Electrical or Building Services Engineering must demonstrate 3 years relevant experience

Candidates with a Degree qualification must demonstrate 2 years' relevant experience)

Applicants without the relevant qualification(s) but demonstrates broad relevant experience within a similar maintenance environment will be considered.

2. Relevant knowledge and experience of the operation and maintenance of heating, domestic hot water and ventilation systems.
3. A technical knowledge of maintenance procedures, including computerised maintenance systems, associated with mechanical and electrical installations.
4. Knowledge of relevant professional regulations and codes of practice to ensure maintenance meets statutory and current best practice requirements.
5. Logical and methodical approach to work, detail orientated, including the ability to direct and organise others.
6. Keyboard skills and computer literate with a wide range of computer based systems used in the management of estates services and proficient in the use of general IT systems with a particular emphasis on CAFM programmes, spreadsheets and databases.
7. Good communication skills, both verbal and written, including the ability to write clear reports and present options and recommendations.
8. Assertive and able to work without detailed supervision.

9. Willing to carry a mobile telephone and attend the University out of office hours.
10. Valid UK driving licence or otherwise able to meet the mobility requirements of the post.

DESIRABLE CRITERIA:

1. Educated to degree level in Mechanical, Electrical or Building Services Engineering or equivalent.
2. Hold, or be working towards membership of a relevant professional body.
3. Certified Health & Safety training.
4. Use of BMS systems.
5. Working with a Helpdesk system.
6. Managing asset registers.
7. Performance and financial monitoring.