



Candidate Information

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| Position: | Assistant Estates Manager (DLO) |
| School/Department: | Estates Services |
| Reference: | 19/107839 |
| Closing Date: | Monday 7 October 2019 |
| Salary: | £33,797 to £40,322 per annum |
| Anticipated Interview Date: | Friday 18 October 2019 |

JOB PURPOSE:

This permanent post is available immediately. To support the Estates Manager (Maintenance) by leading and managing the University Direct Labour Organisation (DLO) in providing an efficient reactive and planned maintenance service where carried out by DLO. Support the functions of the Estates Directorate including the delivery and handover of Development Projects. Use of relevant University Software systems including Helpdesk and Permit to Work systems. Ensure DLO reactive and planned maintenance supports the efficient operation of the University.

MAJOR DUTIES:

1. Lead and manage the provision of an efficient and effective planned and reactive mechanical, electrical and building related maintenance by internal DLO staff. Use of contractors as appropriate.
2. Plan, prioritise and co-ordinate maintenance work, ensuring the efficient deployment of staff and other resources including effective use of Helpdesk system to allocate work, monitor and control performance.
3. Manage, supervise, direct and advise a team of directly employed maintenance staff and trade Chargehands responding as necessary to changing priorities, circumstances, workload and management of call out rosters.
4. Lead the continuous improvement of DLO performance and the development of customer focused maintenance services including preparation of written working procedures and safe working systems.
5. 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.
6. Continuously review and, where necessary, revise working methods and procedures to optimise efficiency and productivity, and manage / monitor the performance of the DLO to ensure that all work is carried out in compliance with relevant health and safety and CDM regulations and good practices.
7. Retain appropriate written and computerised maintenance and staff records and ensure completed records of work are accurate, update risk assessments and method statements and charging of work where required.
8. Maintain effective communication with Helpdesk staff and initiate the collation of information and provide reports as required.
9. Deal with staff/personnel related issues including discipline, grievance, absence management, appraisal, recruitment, overtime and training needs.
10. Monitor expenditure compared to budget and identify lifecycle replacement of assets and costs.
11. Act as first point of reference for resolving complaints arising from maintenance services and undertake quality inspections of a representative sample of completed work including provision of written or computerised performance reports and records.
12. Effective use of computers including the University Helpdesk system, permit to Work System and BMS control system.
13. Assist in the delivery and completion of Development projects including commissioning, project handover, development and upkeep of BIM system and during the defects liability period including providing information on defects, improvement issues and accuracy of record drawings and ensure all assets are being maintained.
14. Deputise for the Estates Manager on maintenance related issues.
15. Any other duties as reasonably requested by the Head of Estates Services or Director of Estates.

Planning and Organising:

1. Plan the most effective use of the DLO team in relation to reactive maintenance and planned maintenance to meet the needs of the University.
2. Lead and manage the performance of DLO staff to approved guidelines.
3. Carry out condition surveys and the preparation of schedules of plant, equipment and building installations including asset listing and condition reports.
4. Allocate work effectively using the Helpdesk system including monitoring completion of tasks and quality of service.
5. Assist in the preparation of procedures and maintenance plans.
6. Contribute to policies and procedures including Maintenance Procedures, Risk Assessments and Quality Procedures.
7. Develop tenders and manage contracts for supplying parts with Procurement.

Resource Management Responsibilities:

1. Manage an effective reactive and planned maintenance service, in those areas provided by DLO staff, which will ensure the safe operation of around 280 University buildings and a university campus of approximately 320,000 square metres.
2. Efficiently manage DLO staff consisting of 23 skilled and semi-skilled staff within a range of trades including electricians, fitters and joiners – which is likely to increase.
3. Monitor and manage budget for DLO staff and materials currently in the region of £1,200,000 per annum.
4. Manage and organise stores to support the DLO service.
5. Manage vehicles used by DLO.

Internal and External Relationships:

1. Daily contact with staff throughout the Estates Directorate relating to maintenance, development projects and finance issues.
2. Daily contact with Estates Managers, Assistant Estates Managers and Helpdesk staff.
3. Daily contact with maintenance staff and a wide variety of staff at all levels within the University.
4. Regular contact with a multiplicity of suppliers.
5. Regular contact with the University Safety Service.

ESSENTIAL CRITERIA:

1. Completion of a degree in Mechanical, Electrical or Building Services Engineering, or Building Construction/Surveying related discipline, or equivalent, and a minimum 3 years recent relevant post qualification experience as outlined below,
OR
Educated to HNC / HND level in Mechanical, Electrical or Building Services Engineering, or Building Construction/Surveying related discipline or equivalent and at least 4 years recent relevant post qualification experience as outlined below.
2. Operation and management of physical maintenance infrastructure in a multi-site complex building environment.
3. Direct management of multi-trade staff undertaking response and planned preventive maintenance tasks.
4. Management of budgets, raising orders, payment of invoices and ordering materials.
5. Performance monitoring and management of a team of trade staff within a complex organisation.
6. Well-developed staff management skills.
7. A detailed technical knowledge of maintenance procedures for building fabric, mechanical and electrical installations.
8. Keyboard skills and computer literate with a wide range of computer based systems used in the management of facilities and proficient in the use of general IT systems with a particular emphasis on spreadsheets and databases.
9. Excellent communication skills, both verbal and written, including the ability to write clear reports and present options and recommendation.
10. Logical and methodical approach to work, detail orientated, including the ability to direct and organise others.
11. Good analytical skills.
12. Strong negotiating and interpersonal skills.
13. The ability to maximise productivity.
14. The ability to use initiative and to work quickly and accurately under pressure and to tight deadlines.
15. Valid UK driving licence.
16. Willing to carry a mobile telephone.
17. Willing to attend University out of hours.

DESIRABLE CRITERIA:

1. Hold membership of a relevant professional body.

2. Direct experience in:
 - (a) The use of a Permit to Work System.
 - (b) Management of a store including ordering materials.
 - (c) The use of a CAFM system.
 - (d) Recent relevant awareness of H&S management including risk assessments.
 - (e) Preparation of detailed maintenance procedures.
 - (f) BMS control systems
3. A successful record of achievement in the management of change.
4. Up to date knowledge of relevant professional regulations and codes of practice to ensure maintenance meets current best practice or statutory requirements.
5. Experience in Quality Management procedures.
6. Evidence of working without detailed supervision.
7. A focus on quality and be self-motivated and proactive exhibiting initiative and enthusiasm.