



Candidate Information

Position:	Assistant Estates Manager (Contractors and Compliance)
School/Department:	Estates
Reference:	24/112035
Closing Date:	Monday 8 July 2024
Salary:	£37,841 - £45,148 per annum
Anticipated Interview Date:	Tuesday 30 July 2024
Duration:	Permanent - Full Time

JOB PURPOSE:

To support the Estates Manager (Maintenance) in the provision of response, routine and planned maintenance through in-house staff and external contractors. There is a specific emphasis to develop and manage external contracts, suppliers and contractors with a responsibility for the design and implementation of minor projects ensuring that all work is carried out to the required standard complying with all statutory regulations.

To monitor and manage statutory compliance including UUK Accommodation Code, to input into lifecycle plans and programming, to monitor and manage risk for the Estate.

MAJOR DUTIES:

1. Lead and manage the provision of an efficient and effective planned and reactive mechanical, electrical and building related maintenance provision mainly via external contractors and the use of DLO staff as appropriate.
2. Plan, prioritise and co-ordinate maintenance work, ensuring the efficient deployment of contractors, staff and other resources including effective use of Helpdesk system to allocate work, monitor and control performance with Key Performance Indicators (KPI) and meeting with key customers, including Accommodation, to ensure that their requirements are being achieved.
3. Lead on the elimination/reduction of operational risk for the Estate by ensuring routine condition surveys, statutory planned assessments and inspections are undertaken and non-compliances actioned, management of a gas network, including the Accommodation Gas Safety Plan, and the development and creation of internal compliance policies, procedures and manuals in a timely manner in line with agreed process.
4. Prepare contract documentation and procedures by setting objectives and performance indicators to aid control and monitoring of contracts and contractors, negotiate and manage contracts for the supply of equipment and maintenance services to meet statutory regulations, legislative requirements, good maintenance practices and payment of these works. Be responsible for H&S and risk assessments for maintenance contractors coming onto Accommodation sites.
5. Identify minor projects, equipment lifecycle replacements and manage improvement programmes. Manage Health and Safety files to ensure that all planned maintenance requirements are added to the maintenance programme, assets are added to the asset database and additional budget requirements are identified.
6. Provide technical advice, guidance and ensure that all works are carried out in accordance with relevant statutory requirements, codes of practice, UUK Accommodation Code, contracts, specifications, established standards and SLA's including planning and programming work to meet customers' requirements and to minimise disruption and inconvenience. Assist with the preparation for UUK Accommodation Code audits and be the conduit to provide maintenance compliance evidence documents to auditors.
7. Continuously review and, where necessary, revise working methods and procedures to optimise efficiency and productivity, and manage / monitor the performance of contractors to ensure that all work is carried out in compliance with relevant health and safety and CDM regulations and good practices.
8. 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.

9. Monitor expenditure compared to budget and identify, manage lifecycle replacement of assets, costs and processes with the use of condition surveys to organise and control response and planned maintenance. In regard to Accommodation, assist in the preparation of the annual budget prepare annual and review the existing maintenance budget, in order to provide monthly management reports on expenditure within a budget circa £1m.
10. 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 and that corrective actions are implemented.
11. Effective use of computer systems including the University Helpdesk system, QFIS, Permit to Work System and BMS control system.
12. Assist in the delivery and completion of Development projects including input during the design stage, 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.
13. Assist in achieving the Environmental goals of the University.
14. Deputise for the Estates Manager on maintenance related issues.
15. Other duties as reasonably requested by the Head of Estates Services or Director of Estates.

ESSENTIAL CRITERIA:

1. Completion of a degree
 - In a Mechanical, Electrical or Building Services Engineering related discipline or equivalent.
- OR
2. - a lesser qualification or trade in a Mechanical, Electrical or Building Services Engineering related discipline or equivalent with substantial experience.
3. Substantial recent relevant post qualification experience to involve each of the following in an environment similar to a university:
 - (a) Operation and management of physical maintenance infrastructure in a multi-site complex building environment and review of statutory compliance and risk.
 - (b) Direct management of contractors undertaking response and planned preventive maintenance tasks with performance monitoring.
 - (c) Management of budgets, raising orders, payment of invoices and ordering materials and development of tender documents.
 - (d) Preparation of Planned Preventative Maintenance Schedules and Programmes to ensure maintenance meets statutory and current best practice requirements.
 - (e) Operation and daily use of a large BEMS system to control HVAC and Electrical systems.
4. Training and experience in Health and Safety and COSHH and awareness of current practice and standards, including the Control of Asbestos regulations.
9. The use and management of a helpdesk CAFM system to receive issue and monitor work to maximise productivity.
10. Good technical and practical knowledge of building construction, electrical and mechanical systems in response, ppm, major & minor projects including on listed/historical buildings.
11. Financial and budgetary management.
12. Up to date knowledge of relevant professional regulations and codes of practice to ensure maintenance meets statutory and current best practice requirements.
13. Understanding of quality standards and customer satisfaction.
14. IT literacy, analytical and problem solving skills.
15. Organisational and time management skills with ability to plan and organise short term activities.
16. Excellent communication skills, both verbal and written with staff at all levels and the ability to write clear reports and present options and recommendations.
17. Proficient in the use of general IT systems with a particular emphasis on CAFM systems and PPM programmes, spreadsheets and databases.
18. Excellent communication and interpersonal skills.
19. Good negotiation and persuasion skills.
20. Good time management skills including the ability to coordinate numerous tasks and to work to strict guidelines.
21. A focus on quality and be self-motivated and proactive.
22. Good analytical skills.
23. Logical and methodical approach to work, detail orientated, including the ability to direct and organise others.
24. Able to work on own initiative and be part of a team.

25. Valid Driving License.
26. Able to attend out of hours emergency call outs.
27. Willing to carry a work phone.

DESIRABLE CRITERIA:

1. GSCE (or equivalent) in Mathematics and English.
2. Hold, or be working towards membership of a relevant professional body.
3. Certified H&S training.
4. Experience in:
 - (a) The use of Permit to Work systems
 - (b) Managing asset registers
 - (c) Working within a client organisation
 - (d) Quality management procedures
 - (e) Working knowledge of CDM
5. Significant recent relevant post qualification experience to involve each of the following in an environment similar to a university:
 - (a) Operation and management of physical maintenance infrastructure in a multi-site complex building environment and review of statutory compliance and risk
 - (b) Direct management of contractors undertaking response and planned preventive maintenance tasks with performance monitoring
 - (c) Management of budgets, raising orders, payment of invoices and ordering materials and development of tender documents
 - (d) Preparation of Planned Preventative Maintenance Schedules and Programmes to ensure maintenance meets statutory and current best practice requirements
 - (e) Operation and daily use of a large BEMS system to control HVAC and Electrical systems
6. Experience in CAD as applied to building services.
7. Evidence of continuing professional development.
8. CSR Card.

ADDITIONAL INFORMATION:

Informal enquiries may be directed to Chris Johnston at C.T.Johnston@qub.ac.uk