

Candidate Information

Position: Estates Officer - DLO
School/Department: Estates
Reference: 24/112175
Closing Date: Monday 23 September 2024
Salary: £33,785 - £38,765 per annum.
Anticipated Interview Date: Wednesday 9 October 2024

JOB PURPOSE:

To support the Assistant Estates Manager (DLO Maintenance) by leading, managing and delivery within approved budgets the University Direct Labour Organisation (DLO) in providing an efficient reactive and planned maintenance customer focused service 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 - Planon, BMS, QFIS and Permit to Work systems.

MAJOR DUTIES:

1. Assist the Assistant Estates Manager (DLO) Manager and act as a deputy to lead and manage the provision of an efficient and effective planned and reactive mechanical, electrical and building related maintenance provision by internal DLO staff. This will include staff/personnel related issues including discipline, grievance, absence management, holidays, pdrs, recruitment, overtime and training needs. Use of contractors as appropriate.
2. Assist in the planning, prioritising and co-ordinating of maintenance work, ensuring the efficient deployment of staff and other resources including effective use of Helpdesk system to allocate work, monitor, provide reports and control performance with Key Performance Indicators (KPI) and meeting with key customers to ensure that their requirements are being achieved.
3. Manage and maintain communication to deliver objectives, policies and business plan for a team of directly employed Administration and Helpdesk support staff, maintenance trade staff and Supervisors and a Store Person responding as necessary to changing priorities, circumstances, workload and management of call out rosters.
4. Assist in leading 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. Assist 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 and the development and creation of internal compliance policies, procedures and manuals in a timely manner in line with agreed process.
6. 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.
7. 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.
8. Retain appropriate written and computerised maintenance and staff records and ensure completed records of work are accurate, update risk and COSHH assessments and method statements and charging of work where required.
9. Monitor expenditure compared to budget and identify lifecycle replacement of assets and costs. Develop tenders for services and products and raise orders.
10. Act as a 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.

11. 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.
12. Assist in achieving the Environmental goals of the University.
13. Other duties as reasonably requested by the Head of Estates Services or Director of Estates.

ESSENTIAL CRITERIA:

1. Educated to HNC / HND level. Or;
Educated to a recognised trade apprenticeship NVQ Level 3. Or;
Time served In a Mechanical, Electrical or Building Services Engineering, or Building Construction/Surveying related discipline or equivalent
2. 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.
 - (b). Management of multi-trade staff undertaking response and planned preventive maintenance tasks.
 - (c). Financial budgetary management.
 - (d). Experience of using and managing a helpdesk CAFM system to receive, issue and monitor work to maximise productivity.
 - (e). Good technical and practical knowledge of building construction, electrical and mechanical systems in response, ppm, major & minor projects including on listed/historical buildings.
3. Up to date knowledge of relevant professional regulations, codes of practice and Health and Safety legislation (Risk Assessments, COSHH, Control of Asbestos) to ensure maintenance meets statutory and current best practice requirements.
4. Proficient in the use of general IT systems with a particular emphasis on helpdesk systems and PPM programmes, spreadsheets and databases.
5. Excellent communication skills, both verbal and written with staff at all levels and the ability to write clear reports and present options and recommendations.
6. Organisational and time management skills with ability to plan and organise short term activities.
7. Good communication and interpersonal skills.
8. A focus on quality and be self-motivated and proactive.
9. Logical and methodical approach to work, detail orientated, including the ability to direct and organise others.
10. Able to work on own initiative and be part of a team.
11. Valid Driving License.
12. Able to attend out of hours emergency call outs.
13. Willing to carry a work phone.

DESIRABLE CRITERIA:

1. GSCE (or equivalent) in Mathematics and English.
2. Certified H&S training.
3. 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.
 - (f). BMS control system.
 - (g). Management of a store.
 - (h). Pool Management.
4. Experience in CAD as applied to building services.
5. Evidence of continuing professional development.
6. CSR Card.