



## Job Description

<b>Job Title:</b>	Maintenance Manager
<b>Accountable to:</b>	Head of Operations and Estates
<b>Accountable for:</b>	Assistant Maintenance Manager Maintenance Tradesperson Maintenance Technician Maintenance Administrator
<b>Hours:</b>	Full-time (35 hours per week) over any five days out of seven This will typically be Mondays to Fridays but it will include weekend days on occasion
<b>Grade:</b>	Grade 6

### Overview of the role

Reporting to Head of Operations and Estates, the Maintenance Manager has responsibility for the maintenance and safety of all College premises. The post-holder will ensure that the College's buildings, utilities, plant, machinery and equipment are properly maintained and conform with current regulations and recognised good practice.

The Maintenance Manager is responsible for ensuring all work carried out by the Maintenance Team and by external contractors sourced by the Maintenance Team is of an excellent standard, delivering good customer service, and high customer satisfaction.

The Maintenance Manager line manages all members of the Maintenance Team and is responsible for managing maintenance contractors.

### Main Duties and Responsibilities

#### Planned preventative maintenance

- Support the Head of Operations & Estates in developing annual and long-term maintenance plans, including an annual planned preventative maintenance programme, taking into account budgetary constraints and times available for works to be undertaken;

- Maintain by updating the rolling 5-year Maintenance Plan for all of the College buildings and accommodation properties; based on actions taken, projects completed and proactively raising issues where appropriate;
- Implement and manage projects within the planned maintenance programme as required, and ensure that the projects are completed on time and to budget;
- Investigate and incorporate sustainable options and solutions, when cost-effective, to reduce carbon use and emissions, and to protect the College's properties from forecast changing climate events.

### **Reactive maintenance**

- Make proactive use of the maintenance reporting system (ZenDesk) to ensure that reactive maintenance tasks are managed according to the service standards set by the College. This will require you to prioritise work according to urgency and importance, to engage contractors where appropriate, and to monitor the quality of work (whether carried out by College staff or contractors);
- Ensure that all maintenance work is carried out with due regard to the nature, age and characteristics of the College buildings;
- Ensure provision of an efficient, high quality and cost-effective maintenance service to the College that meets customer needs.

### **Health and Safety**

- Ensure that all maintenance and other work is carried out in strict compliance with all relevant Health and Safety legislation;
- Monitor and maintain a health and safety regime consistent with legislative requirements through the College online portal;
- Ensure that staff are instructed and informed on all relevant Health and Safety issues including ensuring that technical data and information is provided as required (RAMS, SSOWP's).

### **Maintenance Records and Systems**

- Maintain and update all records and plans following completion of any maintenance or alteration work;
- Maintain the maintenance department records and archive and oversee the record systems for all legislatively required information e.g. Risk Assessment, COSHH, asbestos, training and fire alarm testing, etc. This will be done in conjunction with Departmental Heads, as appropriate, e.g. Lodge Manager, Chef, Accommodation Manager and Steward;
- Ensure the safe maintenance and inspection of all relevant equipment and facilities and the safe implementation of maintenance tasks - particularly those involving heating, ventilation plant, electrical and machinery works - to British Standards and ensure that service and maintenance contracts are in place as appropriate;

- Ensure that all machinery, equipment and materials required by the Maintenance Department are purchased and that items are securely stored, maintained and controlled and an inventory kept;
- Ensure, in conjunction with the Lodge Manager, that appropriate systems are in place to respond in case of fire or other emergencies.
- Work with the Head of Operations & Estates to ensure the creation and maintenance of a full inventory of equipment and services across the estate (including for example a complete list of boilers together with last service, warranty expiry and end of life, oversight of heat pumps, etc).

#### **People Management (including contractors)**

- The Maintenance Manager is responsible for leadership and line management of the Maintenance Team. This will involve providing an effective and meaningful induction; managing workloads; delegating duties; establishing priorities and ensuring that safe standard systems of work and procedures are in place, as well as managing performance; reporting sickness absences; carrying out annual Personal Development Reviews; and developing staff and ensuring training needs are met;
- Keep resourcing under review and make recommendations as appropriate.

#### **Where contractors are to be engaged for responsive or planned maintenance works:**

- Obtain competitive quotations/tenders as required by the College's financial regulations and procedures;
- Ensure appointed contractors comply with all statutory, insurance and reference requirements before being appointed;
- Supervise contractors involved in major planned maintenance projects, and ensure satisfactory completion of the maintenance work required;
- Supervise contractors where responsive maintenance services are outsourced, and ensure satisfactory completion of the maintenance work required;
- Ensure that orders are raised for work carried out by contractors, and check that invoices are correct before payment is authorised.

#### **Other**

- Proactively communicate and liaise with relevant managers, staff and users to ensure they are aware of any planned maintenance work, and of the progress of reactive maintenance;
- Manage the Maintenance budget effectively, raising any issues as required;
- Monitor and manage utilities costs to control expenditure against the budget.
- Undertake any other duties as may reasonably be required

## Person Specification

### Essential

- Previous experience in a similar role, including developing and implementing a long-term maintenance plan
- Proven success in managing staff and leading a small team
- Experience of appointing and dealing with contractors, including obtaining competitive quotations/tenders and compliance with relevant regulations
- Project management experience with an ability to complete projects on time and to budget
- Excellent knowledge of health and safety policies and practices including COSHH, Working at Height and Manual Handling
- Awareness of the statutory ACOPs including gas, electricity etc. and an ability to work within their remits
- An interest in investigating and incorporating sustainable options and solutions
- Good IT skills including all Microsoft Office applications
- Strong organisational skills and an ability to correctly priorities work
- Good administrative skills and able to accurately maintain and update records and plans
- Excellent and effective communication and interpersonal skills
- Flexibility (some work outside core hours will be required), flexible approach to work, and the ability to be proactive and work without direct supervision
- Experience of managing departmental budgets

### Desirable

- Familiarity of planning regulations
- Knowledge of building regulations
- Membership of the Chartered Institute of Building (CIOB) or other relevant professional body
- Holder of the SMSTS (Site Managers' Safety Training Scheme) Certification
- Sympathy with the values, ethos and objectives of a small, collegiate institution.