Maintenance Manager

Job Description

University of Northampton Enterprises Limited

Job Title: Maintenance Manager
Grade: 8
Responsible to: Head of Hard and Infrastructure Services

Overall Purpose

As a member of the Estates & Campus Services leadership team the post holder will support the successful delivery of the University's estate, commercial, and facilities development plans in the context of the University's strategy.
The postholder will develop and deliver the maintenance strategy, specifying and directing planned, reactive and external maintenance across the University estate, whilst leading and developing the Building Services and External Services teams.

Core People Management Duties & Responsibilities

- Manage performance and behaviour (including the PDR and the Probation period) of team on an ongoing basis.
- Monitor leave and absence of the team on an ongoing basis. Approve annual leave requests, manage poor attendance and support staff with ongoing ill health issues.
- Monitor and approve development opportunities to meet changing needs of the University and personal development.
- Communicate effectively at all levels, ensuring relevant information is cascaded to the team and allow for two way communication including team meetings and 1-2-1's.
- Foster wellbeing of team members ensuring maintenance of work life balance, adherence to Working Time Regulations and providing opportunities for staff to raise issues e.g. through regular 1-2-1 meetings.
- Plan resources (human and capital) to ensure adequate coverage to meet the needs of the service whilst recognising employee wellbeing.
- Undertake all aspects of recruitment in accordance with University policy and procedure, for both within the team and supporting other departments and faculties across the University.
- Undertake investigations and undertake role of hearing manager in cases of disciplinary and grievance for employees across the University in line with University Policy and procedures.

Principal Duties and Responsibilities

- Operational Delivery relating to Building Services (including reactive and planned maintenance) and External Services, leading the service to ensure service levels and KPIs are met, and buildings/systems are kept in an excellent condition through planned preventative and reactive

maintenance of the external envelope, internal fabric, Electrical, Mechanical, Heating, Ventilation and Air Conditioning (HVAC) equipment.

- Working closely with the Director of Estates & Campus Services and Head of Infrastructure and Hard Services to develop a comprehensive, efficient, customer focused maintenance services strategy and implementation plan to support the achievement of the University's strategic and operational objectives.
- Ensuring effective key performance indicators and service level agreements are in place to enable measurement and monitoring of the service provision.
- Providing excellent leadership, management and coordination of service provision, developing and engaged and motivated maintenance services team, ensuring staff can fulfil their roles to the highest standards, whilst also encouraging a positive and proactive culture that embraces service innovation and excellent health and safety standards.
- Collaborate with the Estates Department and consultants to deliver the carbon management plan and recommend energy efficiency improvements.
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- Work with customers and stakeholders across the University to support a student- and customer-focused maintenance approach.
- Provide maintenance services that consider campus impact, including customer engagement and signage.
- Assist the Head of Infrastructure and Hard Services in maintaining the University asset register and developing a compliance programme on the CAFM system.
- Support supplier selection, tendering, and contractor management processes.
- To manage and support the University PTW process, and relevant documents. Contributing to overall risk management in the university by ensuring effective risk management procedures and protocols are developed and implemented for all aspects of the estate, its plant and general facilities.
- Leading the summer works programme within student accommodation to ensure all areas are maintained to the UUK Code of Practice for Student Accommodation.
- Development and implementation of robust internal audit processes to support delivery of policies and statutory compliance.
- Providing leadership and direction in relation to contracted maintenance activity, working in accordance with the University's procurement policies to ensure timely delivery, budget and quality.
- Working within the incident command framework to lead or assist in the management of any major disruptive event to restore business critical services as soon as possible.
- Responsibility for development, monitoring and control of budgets, with provision of forecasts and reports as required.
- Keeping up to date with technological developments and new legislation to provide advice on strategic plans and highlight impacts to existing infrastructure.
- Oversee the development and implementation of maintenance services policies, procedures and risk assessments.
- Working with the Estates & Campus Services Leadership team to drive improvements in the

University's environmental sustainability and impact.
- Production of university committee and forum reports to demonstrate performance and compliance throughout the service area.

Generic Duties and Responsibilities

The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Director of Estates & Campus Services.
The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues.
The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.

Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

	Criteria	Essential / Desirable	Assessment Methods
Qualifications			
1	Degree in relevant discipline or formal professional qualification	Essential	Application
2	Evidence of continued professional development	Essential	Application
3	IOSH and other relevant qualifications	Essential	Application
4	Appropriate membership of a professional body as recognised and required for the post	Desirable	Application
5	NVQ Level 3 in Mechanical and/or electrical services	Desirable	Application
Skills, Knowledge and Experience			
6	Demonstrate an understanding of HR policies and procedures	Desirable	Interview
7	Ability to identify and undertake vital conversations appropriately	Essential	Interview
8	Ability to make dynamic assessments, make quick decisions and delegate appropriately	Essential	Interview
9	Experience of working in a maintenance services leadership position in a large organisation, preferably higher education	Essential	Application Interview Presentation
10	Extensive experience of maintenance strategy development and deployment throughout a large and complex organisation	Essential	Application Interview Presentation
11	Use of CAFM (Computer Aided Facilities Management) and Helpdesk systems	Desirable	Application
12	Contract management experience	Desirable	Application Interview
13	Experience of budget management and development	Essential	Application Interview

14	Experience of leading multi disciplinary teams and managing the performance of building services professionals	Essential	Application Interview
15	Comprehensive understanding of health and safety legislation and its application in building services	Desirable	Application Interview
16	Excellent oral and written communication skills and proven ability to influence people at all levels, both inside and outside the University	Essential	Interview
17	Experience of designing and implementing productivity improvements	Essential	Application Interview

Personal Qualities

18	Ability to adapt to organisational change	Desirable	Interview
19	Ability to adapt to technological advances in the workplace	Essential	Application Interview
20	Persuasion and negotiation skills	Essential	Interview
21	Excellent interpersonal skills	Essential	Interview
22	Ability to work under pressure and to deadlines	Essential	Interview
23	Integrity and professionalism, demonstrating a commitment to ethical standards, confidentiality, and the University's values of inclusivity, trust, sustainability and aspiration	Essential	Application Interview