

Department of Estates & Facilities Management
Job Title: Maintenance Services Manager
 Job Ref: REQ250158

General Details	
Job Title:	Maintenance Services Manager
Professional Service:	Estates and Facilities Management
Location	Loughborough University
Tenure:	Permanent
Hours/FTE	37 hours per week
Grade/Salary	Grade 7 - (£46,735-£55,755per annum) depending on qualifications and experience
Holiday	30 days and 14 university closure days including bank holidays
Pension	Automatic enrolment into the Universities Superannuation Scheme with an employer's contribution of 21%
Starting date:	Asap

Job Purpose
<p>Reporting to the Director of Maintenance, Engineering and Sustainability, the Maintenance Services Manager will provide lead and be directly responsible for overseeing and managing c55 staff responsible for the service delivery of all urgent, reactive and compliance maintenance necessary for the upkeep of the LU Estate. To take responsibility for expenditure of c£5m on the maintenance budgets.</p> <p>To oversee and manage day to day the Operational and Technical response teams, taking overall responsibility for all aspects of maintenance so that planned and reactive asset management, H&S, statutory compliance works are planned and delivered effectively. To ensure that the Maintenance Staff have a developed awareness of University priorities manage performance across the Team as a whole, ensuring that a consistently high-quality service is delivered to stakeholders throughout the University and that positive stakeholder feedback is achieved and maintained.</p>

Management & Supervision	
Reporting to:	Director of Maintenance, Engineering and Sustainability

Responsibilities
<ul style="list-style-type: none"> To provide Leadership and Management to a team of c 55 multi-disciplinary staff who undertake maintenance and compliance-based tasks; manage the recruitment, selection and induction of new staff; set high standards of performance and behaviour and ensure the engagement of staff in the delivery of excellent service to all stakeholders; undertake Performance and Development Reviews (PDR's) with relevant direct reports, embedding a strong team ethic, cascading clear expectations, measuring performance and identifying training requirements for all levels; to oversee the Reward Review process making sure that University procedure is applied fairly and correctly to the Maintenance Team as a whole. To work closely with the Director and the Department's Senior Leadership Team to develop an understanding of their key priorities, translating these into effective operational implementation plans; to support and act as an advocate for new initiatives, formulating and embedding change within the Maintenance Team where this is required.

- To take responsibility for day to day expenditure of the c£5m maintenance budgets, ensuring that spend is allocated against the correct budget codes, is on target, and that University procurement processes are fully adhered to throughout the Team; identify and discuss any potential budgetary anomalies with the Director of Maintenance, Engineering and Sustainability
- To work in co-operation with the Head of Operations on the implementation and embedding of the CAFM (Archibus) system and the utilisation of management information to inform future service delivery.
- To co-ordinate and engage with work processes relating to Reactive Maintenance, Planned and Preventative Maintenance and ongoing Compliance works, making sure that Staffing resource is utilised effectively, and that stakeholders are kept fully involved in the planning process to minimise disruption; to attend out of hours emergencies where senior input is required, and to take responsibility for follow-up communications with customers; to manage customer feedback responses for all categories of work, making sure that work is prioritised effectively, is undertaken to a high standard and completed within stated Service Level Agreements; to undertake regular reviews and adjust processes to ensure that high standards of delivery are maintained.
- To work in conjunction with the Engineering Team to co-ordinate and allocate tasks relating to minor works requests received from Schools and other Professional Services; oversee the work involved and manage the Customer Feedback process.
- To act as a champion for Health and Safety policy, ensuring that this culture of commitment is reflected and embedded within the Team; to take responsibility for H&S audits throughout the Maintenance area, and to ensure that information and data is recorded accurately; to work closely with the department's Data and Information Team to ensure that asset data is up to date and accurate.
- To work closely with colleagues from the extended Estates and Facilities Management Team (e. g Development Manager, Technical Property Manager, depending on the situation) to develop and co-ordinate work plans for large scale projects (e.g Asset Tagging process) and emergency situations.
- To engage fully with the PDR process, and work with the Director of Maintenance, Engineering and Sustainability, Electrical Manager, Residential Building Fabric Manager and Plumbing, Heating and HVAC Manager to identify personal training and development required throughout the team and take forward any elements of training that subsequently need to be cascaded within the Team.

Note: The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Professional Development

Loughborough University supports the professional development of colleagues and encourages continuous professional development to ensure professional skills and knowledge are maintained.

Conditions of Service

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Significant knowledge and experience of co-ordinating front-line services to customers and significant experience in the EFM industry.	1,2,3
	Substantial knowledge of Health, Safety and Environmental legislation and experience on how to apply within Facilities Management.	1,2,3
	Significant experience of managing process change and delivering continuous improvement	1,2,3

	Experience of successfully leading in the delivery of a high-quality EFM operations	1,2,3
	Significant experience in budgetary control and review	1,3
Skills and abilities	Excellent communications skills, both written and oral including the delivery of significant briefs to senior staff or stakeholders.	1,2,3
	Highly professional with proven ability to establish and maintain good working relationships with a broad range of clients	1,2,3
	A team player with outstanding people skills who can influence effectively, and gain buy in from colleagues	123
	Able to work under pressure whilst delivering high quality outputs	1,2,3
	Proactive, with a strong customer focus and a practical approach to problem solving	1,3
	Competent in the use of IT (MS Office and Project) with an ability to quickly learn the operations of new systems	1,2,3
Training	Evidence of continual professional development (CPD) to enhance management and technical skills	1,2,3
Qualifications	Graduate in an Engineering, Facilities Management or Building Services subject or HND/C with extensive work experience in one of these areas	1,3
	Management and Leadership qualification eg ILM Level 5 Cert/Diploma or demonstrate substantial successful management experience	1,2,3
	NEBOSH or equivalent H&S qualification	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working at a management level in a Facilities Management department from a commercial, retail, education or Higher Education background	1,3
	Involvement in the delivery of projects to time and on budget	1,3
	Experience of negotiating contracts for service delivery	1,2,3