

Building Fabric Services Manager REQ260397

School/Department summary:

The Estates and Facilities Management team at Loughborough University is central to creating the world-class campus experience for which the University is known. We are a large and diverse team made up of Catering, Residential, Domestic, Projects, Operations, Maintenance, Engineering, Sustainability and Space teams. Together, we manage and develop one of the UK's largest single-site campuses, ensuring that its buildings, grounds, infrastructure and support services are sustainable, stylish and set up for success. We work collaboratively to support our students, colleagues and partners, helping to shape the exceptional campus environment we are consistently recognised and awarded for. Above all, we take pride in creating a welcoming, vibrant and authentic workplace where everyone can thrive and we welcome likeminded individuals to join us and be part of our future.

Job Description

Job Family and Grade

Estates and Facilities Management. MA6

Job Purpose

The Building Fabric Services Manager will oversee and manage an Operational and Technical response team with full responsibility for the maintenance of the University Building Fabric Services; ensuring effective planned and reactive asset management, adherence to H&S statutory compliance requirements and that work is delivered to a high standard and within budget.

Job Duties

- Lead, motivate, develop and performance manage Trades Team supporting Fabric Services and the delivery of statutory compliance inspections and testing.
- Ensure Staff annual appraisals are conducted and completed in accordance with Loughborough University policies and guidelines, and that performance issues are identified and resolved effectively.
- Responsible for the prioritisation, planning and delivery of reactive maintenance work through efficient use of allocated budgets, internal staffing resources and external contracted services to ensure all works are delivered within agreed timescales and within budget.
- Ensure that all work is recorded and visible through the FM asset management tool.
- Evaluate, co-ordinate and prioritise Planned Preventative Maintenance (PPM) to minimise disruption to service, making best use of the resource and maintaining a quality service to customers in the University.
- Take engineering ownership of statutory and non-statutory equipment campus wide.
- Take overall responsibility for the supervision of contractors employed on maintenance work, testing and inspection at the University.
- Manage the handover of assets and facilities following refurbishment or other changes.
- Take responsibility for effective communication with customers, ensuring they are kept informed of progress on maintenance work, and that queries or concerns are handled appropriately, and in a timely manner.

Points To 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 outlined in the document.

Organisational Responsibility

Reports to the: Maintenance Services Manager

Direct Reports: 21 roles

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 – Criteria measured at Interview

Essential Criteria:

Area	Criteria	Stage
Experience	Substantial experience of co-ordinating the delivery of maintenance and project work in a busy customer-based environment	1,3
	Proven track record of successfully managing high performing multidisciplinary fabric maintenance teams	1,3
	Experience of reading and interpreting engineering and building schematic drawings	1,3
	Experience of working closely with and overseeing Contractors	1,3
	Experience of fulfilling a Duty Authorised Person role	1,3
Skills and abilities	Highly professional with a commitment to excellent Customer Service	1,3
	Proactive and working to exacting standards to pre-empt and address problems or issues	1,3
	Demonstrable effective organisational skills with the ability to motivate Staff and prioritise work schedules efficiently	1,3
	Experience in managing substantial budgets and monitoring costs	1,3
	A team player with excellent communication and interpersonal skills and the ability to deliver information effectively in verbal and written form	1,3
	Proven ability to prepare and develop Planned Productive Maintenance documents in line with best practice and statutory requirements	1,2,3
	High level of computer literacy including fluency in Autocad	1,2,3
	Proven knowledge and a working understanding of current Health, Safety and Compliance legislation	1,3
	Adaptable and able to manage change in a progressive work environment	1,3
Training	Evidence of continual professional development (CPD) together with a willingness to undertake further training and to adopt new procedures in line with changing business needs	1,3

Qualifications	Degree or equivalent in a construction related discipline or HNC/HND with substantial relevant experience	1,3
	City and Guilds level 3 technical qualification or equivalent in Building Studies	1,3
	To have served an indentured apprenticeship or equivalent	1,3
	NEBOSH National General Certificate	1,3
Other	Leadership qualification eg ILM Certificate at level 3, or 5 in Leadership and Management or equivalent, or a willingness to undertake this	1,3
	Flexible and willing to attend fault finding problems outside of normal working hours when the need arises	1,3
	Hold a full driving licence	1,3

Desirable Criteria:

Area	Criteria	Stage
Experience	Some experience of working in the Higher Education Sector	1,3
Skills and abilities	Ability to facilitate in-house training and coaching to trades staff	1,2,3
	Knowledge of a Computer Aided FM (CAFM) system eg "Archibus".	1,3
	Confident presentation skills	1,2,3
Qualifications	Management Coaching qualification	1,3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to principles of equity, diversity and inclusion (EDI) while carrying out all duties, behaving in a manner that treats others with dignity and respect and upholds every persons right to lawful freedom of expression, freedom of speech and academic freedom. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity 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 career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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.