



Job title	Head of Maintenance	Job family and level	Administrative, Professional and Managerial Level 5
School/ Department	Estates and Facilities, Estates Operations	Location	University Park Campus

Purpose of role

The Head of Maintenance is responsible for the effective delivery of all planned and reactive maintenance and services across the university estate. This includes leading a 60 strong internal Direct Labour Organisation (DLO) and managing a large and diverse external contractor supply chain with an annual spend in excess of £8m.

The Head of Maintenance will ensure that all maintenance services are delivered in a safe, compliant and efficient manner against a suite of robust Service Level Agreements and KPIs aligned to the needs of our diverse range of stakeholders.

The role will provide leadership and line management to the internal DLO and will work with the Director of Asset Management and the Director of Estates Operations to develop and implement robust maintenance strategies and delivery models tailored to the needs of the university and its diverse estate.

This role reports to the Director of Asset Management within the Estates Operations section.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Maintenance delivery strategies</p> <ul style="list-style-type: none"> • Develop effective maintenance delivery strategies in partnership with Director of Estates Operations and the Director of Asset Management and ensure the successful implementation of agreed strategies. • Continuously review the balance of in-house and externally contracted services and present options for consideration to Senior Management on how this can be managed more effectively. • Support the implementation of a proactive Planned Preventative Maintenance (PPM) approach to maintenance across the Estate in order to reduce downtime and business interruption and maximise cost efficiencies. • Provide specialist expertise to develop and implement strategies to improve the service delivered by the DLO. Review workforce size and configuration and present proposals for support and development, where applicable, in response to a growing estate. 	15%

	<ul style="list-style-type: none"> • Work collaboratively with the Director of Estates Operations and the Director of Asset Management to continuously identify solutions to improve the delivery of maintenance and statutory compliance activities and provide specialist technical input or resources as required. • Troubleshoot and find resolutions of technical issues across the estate, in collaboration with Estates colleagues, specifically the Technical Services and Estates Compliance teams. • Provide professional expertise, advice, guidance and support to the team and key stakeholders within Departments, Schools and Faculties. ▪ Take the lead and initiative at internal business meetings and working groups at operational service level to influence governance, organisational policy and procedures and standards for the service. 	
2	<p>DLO leadership and management</p> <ul style="list-style-type: none"> • Provide leadership and line management to the DLO teams, including objective setting, performance reviews, mentoring and succession planning. Lead by empowering, encouraging, recognising, motivating and communicating effectively. • Develop a high performing DLO team that delivers an efficient, customer-focussed service based on industry best practices and latest asset management thinking. • Undertake staff Appraisal Development Conversations (ADC) in line with the standard University guidance and carry out regular 1-2-1 meetings direct reports. • Support the welfare and well-being of the team and ensure common staff welfare issues are addressed. • Lead on interviewing, selection and recruitment of new staff, ensuring that suitable staffing levels are maintained in order to deliver maintenance services in line with SLA's, developing business cases for any staffing changes and development needs. • Monitor performance, timekeeping and deployment of staff as necessary and address employment matters when applicable including sickness, capability, grievances and disciplinary. • Ensure new and existing staff are appropriately trained for the tasks which they are directed and develop training programmes to achieve a range of skills required by the section. • Ensure all University HR policies and procedures are fully implemented and that issues such as performance management, disputes and grievances are effectively managed. • Work collaboratively with team members, stakeholders and Trade Union representatives to build and maintain excellent working relationships. • Ensure the DLO team has access to the necessary tools and equipment for the safe and effective delivery of their work. Prepare costed business cases for any new plant or equipment required by the team. 	30%
	<p>External contractor management</p> <ul style="list-style-type: none"> • Support the procurement and management of an effective and efficient supply chain of maintenance contractors, materials suppliers and specialist consultants. 	

3	<ul style="list-style-type: none"> • Work collaboratively with the Senior Contracts Manager to ensure all contractors are fulfilling the requirements of their contracts with the UoN and meeting the standard KPI's and SLA's. • Ensure all new and existing contractors have attended the University Induction process before undertaking work on site and ensure they comply with all aspects of the induction in relation to Health and Safety, compliance and conduct on site. • Take the lead on reviewing all contractor working practices to ensure KPI targets are consistently achieved and customer needs across the estate are understood and responded to in a timely manner. • Ensure all reactive and planned services provided by contractors is completed in a timely manner and report any inconsistencies or concerns to the Senior Contracts Manager. ▪ 	20%
4	<p>Service delivery performance</p> <ul style="list-style-type: none"> • Ensure the effective and efficient delivery of all maintenance services in line with operational, safety, legislative, environmental, and customer service standards. • Plan, schedule and oversee the delivery of planned and reactive maintenance activities both in-house and by external contractors, and monitor work performance against agreed KPI's and SLA's, addressing any shortfalls when needed. • Take the lead on developing and implementing robust Planned Preventative Maintenance (PPM) regimes aligned to SFG20 and business needs. • Plan, manage and organise work schedules and resource plans in the immediate and longer term ensuring appropriate levels of resourcing and workload prioritisation. • Ensure the Helpdesk Manager and team maintain accurate asset registers and maintenance data on the CAFM system and other designated systems. • Work in partnership with the Helpdesk Manager to produce regular management reports, data sets and dashboards for Senior Management. • Support the development of annual maintenance budgets and manage expenditure against agreed budgets, reporting on any variances or shortfalls. • Implement robust checks and audits of completed works to ensure quality and safety standards are maintained, KPIs are met, and issues are fully closed out to the satisfaction of building users. • Provide cover for other senior Asset Management colleagues during periods of absence. • Undertake other duties as may reasonably be required by the Director of Estates Operations and Director of Asset Management. 	20%
	<p>Health and Safety</p> <ul style="list-style-type: none"> • Assume the role of Safety Officer for the DLO, acting as the first point of call to operatives who need advice or are concerned about safety issues, 	

<p>5</p>	<p>liaising with the Health & Safety Manager and the university's Safety Office as necessary.</p> <ul style="list-style-type: none"> • Drive high standards of safety performance across the maintenance function, including directly employed staff and external contractors, ensuring full compliance with university safety policies, processes and guidance, risk assessments and safe systems of work. • Ensure the effective management of health and safety risks including disseminating health and safety information, toolbox talks for existing staff and induction briefings for new staff and contractors, conducting risk assessments and investigating incidents. • Work closely with the Head of Compliance Services, the Compliance Managers and the Safety Office to ensure that all legislation, University policies, procedures, codes of practice and guidance notes relating to safety and statutory compliance are understood by the team and are fully implemented and complied with. • Ensure the team have attended all Health and Safety training and briefings as required for their roles. Ensure Supervisors keep all training records up to date and follow up with any additional requirements. • Ensure appropriate PPE is made available and used by the team. • Ensure that all chemicals and dangerous substances are stored, handled and used in full compliance with the requirements of COSHH regulations and good industry practice. 	<p>15%</p>
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Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Excellent leadership and management skills, with an ability to communicate, build relationships and engage at all levels. ▪ Flexibility and the ability to adapt to a changing work environment. ▪ Well-developed problem solving skills, using initiative and judgement in more complex situations ▪ Able to plan, prioritise and work independently and to deal with unforeseen problems and circumstances effectively ▪ Able to work under pressure and meet competing deadlines ▪ Excellent interpersonal, organisational, oral and written communication skills ▪ Excellent practical IT skills including Microsoft Office (Office 365) and Outlook ▪ Ability to extract, collate and present data from a range of sources ▪ Competent in identifying methods and processes for undertaking effective maintenance operations ▪ Identify and pro-actively manage important risk, issues and problems effectively. 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ Significant experience in delivery of maintenance and small works to recognised industry standards and methodologies ▪ Demonstrable experience of working across large and diverse portfolios of buildings ▪ Demonstrable experience of managing large operational maintenance teams and services ▪ Demonstrable experience of statutory compliance and safety legislation and regulations relating to the built environment. ▪ Experience in managing, auditing and quality control of maintenance and statutory compliance data ▪ Staff Leadership, Management and Development. 	<ul style="list-style-type: none"> ▪ Experience of working in the Higher Education or a similar research focused sector.

	<ul style="list-style-type: none"> ▪ Proven operational or line management experience in senior position. ▪ Knowledge and experience in planning, scheduling and prioritising maintenance activities using CAFM platforms. ▪ Advanced technical knowledge of mechanical & electrical plant & systems. ▪ Experience of managing, motivating, engaging, empowering and communicating effectively with large complex teams. ▪ Experience of working within a customer focused environment and dealing with people in a variety of complex and difficult situations. ▪ Experience of working within a strongly focussed SLA and KPI environment. 	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ A HND qualification or equivalent in a maintenance or construction related subject ▪ Relevant professional health & Safety qualifications (e.g. IOSH, NEBOSH) 	<ul style="list-style-type: none"> ▪ Membership of an appropriate professional body. ▪ Authorising Person/Authorising Engineer qualifications.
Statutory/legal	<ul style="list-style-type: none"> • Knowledge and experience of statutory compliance, health and safety within the built environment. • Knowledge of current building regulations, Health and Safety legislation and energy regulations. • Be available to support and respond to the team if they are working outside normal working hours. 	



The University strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women's careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Understands that it is essential to provide a structure that people can thrive in. Knows how to communicate with people to create a healthy working environment and get the best out of people.
- Taking ownership** Communicates vision clearly, providing direction and focus. Knows how to create a productive environment where people are inspired and can work cross-departmentally in partnership.
- Forward thinking** Has the ambition to be a pioneer in own area, anticipating the future change, needs and challenges. Knows how to innovate within their work context and champions others to be part of this ambition.
- Professional pride** Keeps up to date on latest thinking, trends and work practises. Supports team to be thought leaders; willing to challenge if obstacles get in the way.
- Always inclusive** Establishes far reaching partnerships, well beyond own area across a broad range of networks. Understand role to pay due regard to the needs of the whole community.

Key relationships with others

