



Job title	Maintenance Operations Manager	Job family and level	Administrative, Professional and Managerial Level 4
School/ Department	Estates & Facilities, Campus Services Team	Location	All U.K Sites

Purpose of role

To manage internal resources and third-party providers undertaking planned and reactive maintenance across the Campus. Allocate works to the appropriate resource and ensure the work is undertaken effectively, safely and cost effectively. Provide technical support as required. The role requires a positive and flexible customer focussed attitude towards work. It will promote the improvements to working practises, adopt a quality approach to all aspects of work and encourage others to achieve and maintain high standards.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Operational Management - Proactively engage with the entire service delivery team to champion a culture of trust, openness and engagement. - Manage the overall budgets for the teams reporting to this post in line with the University's financial regulations. - To work closely with the Head of Maintenance to proactively manage cost and cash flow variances. - Supervise the activities of operatives/teams, including third party providers undertaking planned and reactive maintenance activities in allocated area. - Ensure team members are deployed to respond to tasks in a timely manner. - Ensure resources are available to support the team in their day to day work. - Monitor performance, timekeeping and deployment of staff as necessary and address employment matters when applicable including sickness, capability, grievances and disciplinary matters or refer to the HOM when necessary. - Advise and gain support of others (e.g. contractors) in order to ensure the delivery of services/project objectives where there is no formal line management responsibility. - Undertake staff Appraisal Development Conversations (ADC) in line with the standard University guidance and carry out regular one-to-one meetings with staff. - Undertake periodic staff reviews, identifying training needs and ensuring resources under your control receive appropriate training to maintain and enhance their skills as necessary to ensure competent and safe working and add value to the service where possible.	30%

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
	- Provide training and development to meet the section's training needs for individuals and teams within the department and consulting with external sources as required. - Ensure all mandatory training is undertaken by the team in a timely manner. - Identify and make recommendations for improvements either in policies, procedures or best practice to contribute to the continuous operational improvements of the Estates team. - To ensure all services are delivered in accordance with sustainability and energy conservation guidelines.	
2	Leadership and Management - To lead maintenance services for a defined skillset within the EMS team, encouraging development of innovative solutions for running the services and positively impacting the staff, student and visitor experience, whilst identifying and managing any risks to the University. - Lead, manage and mentor Maintenance operatives to ensure development of the professional capabilities and can-do culture within the team and ensure all activities meet operational, environmental, sustainability and customer service delivery standards in line with stated SLA', budgetary constraints, as well as legislative and safety compliance. - Review team structures making recommendations for changes in resource levels to the Head of Maintenance and be involved directly in the recruitment and selection process for replacement or new posts. - To proactively support the development of the Estate Strategy around all three campuses and its integration into the strategic framework of the University.	10%
3	Stakeholder Management and Service Improvement - Utilise the Estates Facilities Management software and manage the works through planning to completion ensuring comment and feedback to customers on the progression of the works and ensuring that work undertaken is of an appropriate quality, delivered cost effectively and in compliance with KPI targets. - Ensure the delivery of all Service Level Agreements (SLAs) and service contracts are planned, specified and managed in order to derive optimum service delivery and value for money. - Provide regular performance reports to the Head of Maintenance on the performance/effectiveness of teams, individual operatives/contractors against KPIs. - Consult with service users on a regular basis to ensure that their service requirements are understood and that any quality issues are addressed. - Provide specialist advice and recommendations to all customers within professional guidelines. - Build effective working relationships with key stakeholders and ensure stakeholders are kept well informed of planned and/or reactive maintenance work whilst responding to their queries in a timely manner.	40%

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
	- Actively engage with stakeholders and the wider University community to raise the profile of the Estates Department, identify opportunities for improvement and to gain knowledge of/share best practice with peers. - Liaise with Senior School and Department Managers on service delivery and continually identify ways of improving the service - Network with colleagues in other areas of campus to share best practice, resource and agree priorities.	
4	Health & Safety and Compliance - Produce model and task specific risk assessments and method statements for work activities reviewing the documents on a periodic or reactive basis to ensure they are suitable and sufficient to cover all work activities undertaken by the team. Ensure the risk assessments are communicated to the team and understood by utilising team meetings, toolbox talks, etc. - Ensure all third-party providers engaged to carry out work are correctly inducted, follow all university guidelines and comply with the UON contractor framework including risk assessments and permits to work. - Undertake audits and inspections of works in progress and works completed to ensure they are satisfactorily undertaken. Identify to the HOM any corrective actions required. - Undertake accident and incident investigations and provide formal reports identifying causal factors, instigating remedial measures and making recommendations to prevent reoccurrence. - Ensure the adherence and compliance of University safety, health and well-being policies, procedures and guidance (including the management of contractors), with regard to the planning and monitoring of estates work activities. - Issue permits to work, where competent to do so, in line with safe systems of work. - Review risk assessments/method statements of in house and external labour before commencement of work. - Undertake other duties that may arise or as may be delegated from time to time, appropriate to the grade of this post.	20%

Person specification

	Essential	Desirable
Skills	▪ Excellent interpersonal, oral and written communication skills. ▪ Excellent level of numeracy and literacy. ▪ Ability to work to tight deadlines. ▪ Excellent attention to detail. ▪ Ability to work in a team environment, supporting colleagues and sharing expertise. ▪ Innovative and open to change. ▪ Seeks explanations and solutions.	
Knowledge and experience	▪ Experience in leading, motivating and supervising a team of skilled trades staff undertaking maintenance activities in a large multi-site organisation. ▪ Proven experience of managing, motivating, engaging, recognising, empowering and communicating effectively with large complex teams. ▪ Previous experience working in a similar role. ▪ Proven working knowledge of the maintenance requirements for buildings and mechanical and electrical building services. ▪ Excellent IT skills including ability to utilise packages such as Microsoft Office to produce reports, spreadsheets, presentations, etc. ▪ Supervisory experience managing a diverse workforce. ▪ Thorough understanding of the work practices, processes and procedures relevant to the role. ▪ Experience of influencing and persuading others in a proactive way. ▪ Proven ability to present complex technical concepts in a clear and concise manner to technical and non-technical people. ▪ Ability to adapt to change and ensure that change is carried out.	▪ Experience of using CAD software.

	Essential	Desirable
	- Experience of leading on allocated projects. - To be conversant with and competent to use all systems relevant to work area, including CAFM, financial and administration systems.	
Qualifications, certification and training (relevant to role)	- Trade based qualification to City and guilds Level 3 or equivalent level in relevant subject and continued post qualification training with experience in a similar role or a proven track record of relevant work experience in a similar role demonstrating practical and theoretical knowledge of a specialised field of work. - Full driving licence, the post holder will move equipment around sites and respond to emergencies.	- IOSH Managing Safely or equivalent Health and Safety management qualification. - Supervisory or management qualification.
Statutory, legal or special requirements	- Experience of reviewing and undertaking risk assessments and method statements minimising safety risks within the workplace for self and team. - Be available to support and respond to the team if they are working outside normal working hours.	



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	Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
Taking ownership	Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
Forward thinking	Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
Professional pride	Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
Always inclusive	Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

