Zone Manager (Maintenance Manager)

Department: Directorate of Estates and Campus Services

Hours of work: Full time 37 hours per week

Contract type: Open

Salary: £40,322 – £49,553 a year
Introduction

This role will report to the Head of Estates & Operations & Maintenance and will ensure that their zone is maintained in line with the asset management plan, meets all compliance requirements and works are well planned and communicated to those affected, with disruption minimised. The post holders will ensure their teams are efficiently and effectively organised to deliver a highly valued service and are capable of competing with contractors, with work done in house where value for money can be evidenced.

The post holders will manage and take full responsibility of planned and reactive maintenance inspections of all areas of building fabric and engineering services, exercising expertise and initiative in assessment of defects. The Zone Managers will ensure statutory compliance of all planned and reactive maintenance inspections and rectification.

The Zone Managers will contribute to an effective customer focussed and professional maintenance service and will deliver minor works. They will manage a large multi skilled team of trades and maintenance staff and will ensure their compliance and continued development.

The Zone Manager will act as a primary interface for Residential and non-residential communities within their assigned zone. They will be accountable for all operational activity, standards and procedures within their zone, ensuring that buildings are used safely and that the built environment is maintained to agreed standards, in terms of hard facilities management services.

Main purpose of the role

You will ensure that your zone is maintained in line with the asset management plan, meets all compliance requirements and works are well planned and communicated to those affected, with disruption minimised. You will also ensure your teams are efficiently and effectively organised to deliver a highly valued service and are capable of competing with contractors, with work done in house where value for money can be evidenced. You will be pivotal within the zone for communication and interfacing with customers and stakeholders at all levels. You will consider both current and future needs of building users, feeding into the long term maintenance and future development plans and strategy for the University.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- Be a proactive member of your management team, jointly owning key decisions that best support delivery of DECS' agreed strategies, plans and programmes.
- Assist your line manager in leading the necessary service change within your area, whilst maintaining a positive working approach through upholding DECS values.
- Work collaboratively with relevant colleagues, students, partners and other relevant customers to build strong and productive relationships within DECS and beyond.
- Ensure the activities you are responsible for are well planned, compliant, effective and efficient to ensure high levels of customer satisfaction.

- Responsible for the promotion and management of positive Health & Safety culture throughout the maintenance teams and/or any representatives employed.

- Responsible for ensuring service delivery is constrained within available budget and demonstrating value for money in that delivery.

- Full responsibility to manage Zone budgets up to £1.3m

- Formulate Zero Based Budgets in readiness for the new financial year

- Attend monthly Financial meetings and be accountable for reporting on monthly budget spends

- Manage and procure a number of key service agreements

- Managing small works, projects and installations in excess of authority levels for the grade (up to £100k)

- Take full financial responsibility for all buildings, services and staff resource, be it in-house or externally sourced, to fulfil service level agreements criteria within defined budget areas.

- Manage a zone of mixed buildings - accommodation, research, scientific, administrative, teaching and related infrastructure.

- Cooperate with and support works, which may be managed by others eg: Projects, Operations, Technical, Statutory and Non Statutory PPM’s, EA Issues.

- Manage external areas and services related these areas

- Responsible for managed stores to ensure maintenance of supplies, materials and equipment to support out of hours and emergency needs and responses.

- Increased support of post capital projects, managing defects, snags and handovers

- Use IT to help support the work and performance management, using spreadsheets, word, graphs, dashboards, etc, complex Building Management Systems

- Manage and take full responsibility of planned and reactive maintenance requests c40k reactive and c40k PPM across all zones

- Where appropriate diagnose faults and prioritise repairs

- Issue various statutory permits.

- Provide technical assistance, guidance, advice on tasks, works and faults

- Decision making on purchasing of goods and materials, working closely with procurement where appropriate to achieve value for money and economies of scale.
• Approval of Contractors RAMS

• Responsible for ensuring the provision of appropriate resources within a budget for specified activities related to the operational management of facilities, buildings and relevant services; particularly in regard to staffing levels, supply of equipment and consumables to enable staff to carry out their work.

• Responsible for coordinating the work of multi-disciplinary staff, determining what jobs are urgent, emergencies or non-urgent; what can be managed in house and those to be distributed to external service providers.

• Responsible for the performance management of a multi-skilled maintenance team and individuals.

• Identify any training needs of individuals in relation to their roles and opportunities for development.

• Proactively communicate with Departments and other relevant stakeholders schedules of works and actively keep disruption to a minimum.

• Provide assistance, guidance and solve technical problems related to maintenance or potential works

• Identify, manage and implement continuous improvement opportunities for the team

• Identify, manage and implement initiatives for efficiency improvements and cost savings. Take on a proactive initiative of building checks and improvement works.

• Measure performance of the team and individuals in relation to a range of key performance indicators.

• Carry out work visit assessments for quality and health and safety to ensure safe working practices and adherence to regulations and University policy.

• Responsible for the calibration of all the statutory testing equipment

• Responsibility for the assessment of risk and method statements for specific pieces of internal and external work to ensure that Health & Safety practices are adhered to at all times

• Assess and provide estimates to customers and stakeholders of potential additional works and minor projects

• Implement where appropriate University policy and process for minor works in line with ISO9001 and ISO14001

• Administer CDM regulations
Responsibility for the delivery of EA minor projects under the guidance of the University Officer

Required to disseminate technical, regulatory and procedural information to people who may not understand such complex issues, particularly relating to building infrastructure and services, equipment or statutory compliance and University policy.

Negotiate costs and prices with contractors and suppliers

Provide a pivotal role in liaising with customers and stakeholders

Carry out routine enquiries and be the first line response to customer complaints or reports of accidents, incidents, equipment and or systems failure, performance of external service providers, staff performance issues.

Provide accurate and timely reports for colleagues and stakeholders

Have responsibility to themselves and to others in relation to managing risk and health and safety. They are required to work within the policies and procedures laid down by the University of York and ensure that assurance systems are in place for all those higher risk activities which are the responsibility of the post.

Responsibility for authorisation and approval of any relevant time and analysis system.

Responsibility for delivering appropriate resource cover 7 days a week to meet the demands of the business.

Use the job reporting system (currently Planon) and any other systems effectively to achieve efficiency in the management of tasks, identifying trends and responding to those trends to achieve benefits for customer, stakeholders and wider business.

Provide a conduit and play an active role in feeding into long term maintenance and potential capital projects, including the University Masterplan.

Support engineering and design teams in recommending and agreeing specifications for key installations and initiatives.

Work with the wider community by providing opportunities for Apprenticeships, Work Experience and interaction with Local Education Authorities as part of wider succession planning opportunities.

Provide out of hours support, including evenings and weekends, for both events and emergencies.

*The post holder will be required to be flexible according to the needs and resources of the University and maybe requested to undertake other duties as appropriate to the grade of post.*
## Person specification

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<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>A degree or equivalent relevant experience</td>
<td>Essential</td>
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<tr>
<td>Appropriate engineering/building services or facilities management qualifications</td>
<td>Essential</td>
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<td>Health and Safety qualification such as IOSH</td>
<td>Essential</td>
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<tr>
<th>Knowledge</th>
<th>Essential</th>
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<tr>
<td>Excellent knowledge of relevant Health &amp; Safety legislation</td>
<td>Essential</td>
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<tr>
<td>In depth knowledge of building services</td>
<td>Essential</td>
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<tr>
<td>In depth knowledge of statutory, mandatory and best practice working processes in relation to building and structure maintenance and repair.</td>
<td>Essential</td>
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<td>Knowledge of managing a budget, authorising and reporting on expenditure against a budget</td>
<td>Essential</td>
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<tr>
<th>Skills, abilities and competencies</th>
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<tbody>
<tr>
<td>Proven management skills, with substantial experience of strategic planning, service delivery and financial management</td>
<td>Essential</td>
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<tr>
<td>Able to self-motivate and to work on multiple projects independently as required</td>
<td>Essential</td>
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<td>Able to assimilate information on a wide-range of complex subjects, make decisions and develop action plans based on this information</td>
<td>Essential</td>
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<td>Able to collaborate, delegate and maintain oversight of delivery so that tasks and collaborative projects are completed on time</td>
<td>Essential</td>
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<td>Able to set up new systems to deliver improvements</td>
<td>Essential</td>
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<tr>
<td>Strong organisational and communication skills</td>
<td>Essential</td>
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<tr>
<td>Able to manage own time effectively and deliver outputs to strict deadlines</td>
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Proven management skills, with substantial experience of strategic planning, service delivery and financial management

Able to self-motivate and to work on multiple projects independently as required

**Experience**

- Substantial experience across a range of building maintenance disciplines
- Substantial experience of leading and motivating others to achieve results.
- Experience of managing multi-disciplinary teams, scheduling reactive and planned maintenance activity and minimising disruption to customer service.
- Financial management and monitoring
- Drafting plans and reports for consideration at a senior level
- Managing staff; leading and motivating others to achieve results

**Personal attributes**

- Interest and experience in collaborative working
- A keen awareness and appreciation of user requirements and expectations
- A strong sense of task/project ownership
- Enthusiasm and flexibility
- Commitment to professional development
- Personal authority to enforce compliance with standards while maintaining good interpersonal relations with staff and colleagues

**Additional personal attributes**

- Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others
- Have strong team spirit and pride in your standard of work
<table>
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<tr>
<th>Essential</th>
<th>Value colleagues and support their commitment to behaviour that is consistent with DECS core values</th>
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