Maintenance Manager

Department: Directorate of Technology, Estates & Facilities - Estates Operations & Maintenance

Hours of work: Full-Time / 37 hours a week

Contract type: Open

Salary: £34,308 - £42,155 a year / Grade 6
Introduction

DTEF is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’.

Our directorate consists of three sections which are:

**Technology:** IT Infrastructure: Networks, Faculty IT and Security, Systems, Desktop and Print.

**Digital:** Software, Projects, BA/change management.

Estates Development: Estates Programmes, Projects, and DTEF Engagement.

**Facilities:** Campus Services: Facilities, Admin. & Customers, Accommodation & Room Bookings
Commercial Services: Retail, Catering, Conferences, Nursery, Copy & Print, York Sport, York Science Park Ltd & Guildhall.

This role forms part of the Estates Operations & Maintenance team within the Estates section of our directorate, and will report to the Head of Estates Operations and Maintenance.

Main purpose of the role

Postholders ensure that all works comply with internal policy and processes, ensuring that works are well planned and communicated to those affected, with disruption minimised. Responsibilities include ensuring that teams are efficiently and effectively organised to deliver a highly valued service to customers; that is capable of competing with contractors. Postholders look to ensure the wider Trades teams complete tasks in-house where value for money can be evidenced. They work with and support the Maintenance Zone Managers to manage a large multi-skilled team of trades and maintenance staff with particular emphasis on issues of safety and technical standards. They also have responsibility for Quality Assurance and continued development of the team and individuals.

This role also supports the compliance activities of Estates Operations and ensures the effective planning of works.

Key responsibilities

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

1. **Role Specific Responsibilities**
   - Ensure all planned and reactive maintenance inspections and rectification are completed in line with appropriate technical standards and to the highest quality and safety requirements.
   - Issue and control of relevant safe working permits.
   - Confirm that all statutory testing equipment in use has appropriate in date calibration.
   - Lead the assessment and production of risk and method statements (RAMS) for specific pieces of internal and external work to ensure that Health & Safety practices are adhered to at all times.
   - Assist the Policy and Assurance team in the dissemination of procedural information to an audience of varying experience and capability, particularly relating to building infrastructure and services, equipment and University policy.
● Carry out work visit assessments for quality and health and safety to ensure safe working practices and adherence to regulations and University policy.

● Ensure reporting of non-conformances and emerging issues are integrated with the Quality and Environmental Management Systems (ISO9001 and 14001).

● Ensure equipment and protective clothing used by staff are appropriately maintained, worn, supplied and audited.

2. University of York Responsibilities for Grade 6

Service and Operational Delivery

● Oversee a responsive and proactive support service to ensure service expectations are met.

● Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.

● Contribute to operational leadership teams and decisions making to shape the nature and level of support services.

● Implement changes to the design and development of a service.

● Accountable for delivery of a service within a defined area or defined responsibilities.

● Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.

● Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis

● Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement

● Analysed service and operational delivery data and provide reports, making recommendations for improvement as appropriate.

● Ensure the review and improvement of systems and procedures in line with University frameworks.

● Review internal and external practice to identify opportunities for future improvements or efficiencies.

● Apply expertise to identify, understand and propose resolutions for issues or problems.

● Proactively identify opportunities for building personal knowledge and skills for self and others.

● Deliver knowledge sharing on specialist defined processes across the broader team.

Specialist Contribution

● Provide advice to stakeholders in relation to complex policies, procedures and regulations.

● Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.

● Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.

● Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.

● Deliver training, teaching and/or development delivery for stakeholders.
Collaboration and Communication

- Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
- Build relationships and networks internally and externally to build and update knowledge and skills.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.

Governance and Oversight

- Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
- Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
- Contribute to the creation or development of policy and procedures to take account of internal and external changes.
- Ensure activities and documents comply with internal University and external regulation, policy and procedures.

Planning and Organisation

- Plan, organise and prioritise own workload (and, where applicable, the workload of team members on a regular basis), taking into account operational needs and changing circumstances of the team over the short to mid term.
- Plan and manage longer term programmes of work, monitoring progress as required.
- Lead the delivery of projects to facilitate service operational change or play a role in University-wide projects.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
**Person specification**

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Appropriate engineering/building services or facilities management qualifications or significant relevant experience in one of these areas</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to undertake work or attend campus ‘out of hours’</td>
<td>Essential</td>
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<tr>
<td>In-depth knowledge and understanding of Compliance regulations and issues</td>
<td>Essential</td>
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<tr>
<td>Full UK Driving licence</td>
<td>Desirable</td>
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<tr>
<td>Health and Safety qualification such as IOSH</td>
<td>Desirable</td>
</tr>
<tr>
<td>Asbestos awareness accreditation</td>
<td>Desirable</td>
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**University of York Person Specification for Grade 6**

**Qualifications:**

Level 3 qualification. (Qualifications at this level include A levels. Please view the full list). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

- Lead projects                                                               | Essential             |
- Gather, analyse, interpret and report complex data/information              | Essential             |
- Use digital technologies including Google applications and/or Microsoft Office | Essential             |
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools | Essential             |

**Behaviours:**

- Works collaboratively with others                                           | Essential             |
- Delivers a quality service                                                  | Essential             |
- Develops self and others                                                    | Essential             |
- Actively champions respect, inclusivity, equality and diversity             | Essential             |
- Identifies and implements continuous improvement                            | Essential             |