JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Maintenance Supervisor - Services</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Estates</td>
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<td>Grade:</td>
<td>6</td>
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<td>Accountable to:</td>
<td>Quality and Performance Manager</td>
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<tr>
<td>Accountable for:</td>
<td>Direct Labour Team</td>
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Purpose of the Post

This position sits within the maintenance team, which is collectively responsible for the effective delivery of a range of services across campus to enhance the student, staff and visitor experience.

The post holder will be responsible for ensuring that the quality and performance of work carried out by maintenance staff and contractors meets industry best practice, University requirements and is compliant with all legislative requirements including building codes and Health and Safety standards.

Key Tasks

Team Management and Development

1. Manage and develop of team members:
   a. Provide technical guidance and assistance to maintenance staff on a day today basis as required, including faults finding on building services systems.
   b. Conduct and document regular 1.2.1’s with members of the team providing feedback
   c. Contribute to individual team members Training Needs Analysis on an annual and ongoing basis based on measured quality and performance outcomes
   d. Contribute to the creation and implementation of annual training plans for all team members
   e. Encourage and coach the team to develop and improve problem solving skills.
   f. Ensure that the maintenance team are fully aware of quality and performance standards expected.
   g. Ensure that team members demonstrate personal ownership and responsibility for tasks given to them
2. Manage the delivery of College cyclical and ad hoc events in relation to maintenance team activities such as:
   a. Graduation (Summer & Winter)
   b. Summer Ball
   c. Applicant Visitor Days
   d. Open Days
   e. Science Fair
   f. Conferencing & Catering events

3. Manage maintenance repair works and small “projects”
   a. Agree and develop programmes
   b. Ensure resource is available and allocated to complete projects to agreed programmes either from the In House team or Outsourced providers
   c. Provide/obtain quotes for work requested.
   d. Manage works delivery ensuring programme and departmental standards of work are met

Quality and Performance Management

5. Complete regular site audits of all works managed by the Estates Department providing structured and objective reports on compliance, quality of work, progress and completion in relation to required standards for:
   a. Planned and reactive work carried out by maintenance staff
   b. Works carried out by service contractors and small works contractors
   c. Cyclical works programmes
   d. Major capital works

6. Initiate and manage performance management procedures for staff where standards and quality fall short of requirements and follow up with contractors where work does not meet job or quality requirements.

7. Contribute to the regular review of all Maintenance Team Procedures annually

8. Utilise performance statistics provided by the Service Delivery Team and develop actions plans to deliver improvements

9. Respond to queries and escalations from Service Delivery regarding work requested or completed.

10. Identify any areas with continual reactive maintenance and investigate and implement improvement plans

11. Contribute to the safe and secure operation of the department including reviewing of RAMS and issue of Work Permits

12. Contribute to the annual review of planned preventative maintenance schedules to respond the needs of the University.

13. Contribute to the planning and development of cyclical and capital works as required, to ensure compliance with Departmental requirements and industry best practice
14. Contribute to the annual review, update and improvement of departmental standards using lessons learned

15. Participate in capital, cyclical and small works projects handover:
   a. Reviewing, commenting and participating in handover processes
   b. Reviewing and commenting on handover documentation
   c. Uploading final handover documentation to the Estates centrally accessible storage
   d. Provide advice and support to estates staff, framework partners, consultants and contractors to ensure compliance and delivery of departmental standards.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.