

## JOB DESCRIPTION

<b>Job Title:</b>	Head of Maintenance:
<b>Department / Unit:</b>	Estates Department
<b>Job type</b>	Permanent
<b>Grade:</b>	Grade 9
<b>Accountable to:</b>	Deputy Director (Facilities Management)
<b>Accountable for:</b>	<p>Line management of the following Estates Services.</p> <ul style="list-style-type: none"> <li>• M&amp;E Project Co-ordinators</li> <li>• Maintenance Supervisors (x2)</li> <li>• Direct labour Team-DLT (x23)</li> <li>• Service Contract Supervisor</li> <li>• Maintenance Team Assistant</li> </ul> <p>As defined in the attached departmental organogram (Appendix 1 v12)</p>
<b>Purpose of the Post</b>	
<p>This post is a key senior strategic planning and operational position, at departmental Head of Section level, with an emphasis on MEP service and infra-structure project and programme management governance and reporting and its ancillary functions. This role has the capacity when designated to act for the Deputy Director (FM) and is designed to form a potential succession post.</p> <p>The post holder will provide the essential leadership required to ensure that the department's maintenance and infra-structure resources, staff, and materials are managed and engaged on a continuous improvement basis. This approach should support and drive a step change in the culture of respect, professionalism, and positive expectation at an individual level across and throughout the maintenance staff resource, within and out with the University This is in support of the University's emergent Strategic Plan; post pandemic works and works associated with the development, implementation, and management of estates capital, recurrent, backlog and infra-structure management and compliance works projects, programmes, and services.</p> <p>This role will ensure that the MEP and infra-structure strategies and policies used are effective and specifically align with and support existing and emergent College initiatives around ongoing issues such as Sustainability, Hybrid Working, College growth or any other identified associated with the College academic or residential estate, physical, experiential, or virtual.</p> <p>The delivery of a professional, valued and appropriately consulted and communicated "customer focused" coordinated estates maintenance departmental service for the benefit of the University's wider stakeholder community will be achieved utilising appropriate and reported customer focussed KPI's and SLA's that are accepted and understood by its clients.</p>	
<b>Key tasks and duties</b>	

**1. Implementation of the University's 'Strategic Plan' with an emphasis on post pandemic building service strategies, fabric, estates services backlog and infrastructure estate management and the leading edge of estate capital, recurrent and compliance works programmes.**

- Supporting the estates senior team in the services and infra-structure delivery of the Strategic Plan through the various project boards, governance committees, and internal/external stakeholder groups to brief for and deliver the Estates services, fabric and infra-structure elements required to ensure its effective application.
- Support College Executive, Estates directorate, senior team in providing clear and consistent leadership and best practice guidance in the management of a customer focussed effective and motivated direct labour work force, with an emphasis of delivery at an individual level.
- Take a leading role in the development of capital M&E and infra-structure Options, strategies, and investment programmes to promote a positive PPM programme of work and minimise unnecessary reactive works, with a view to eroding the dependency on MEP systems in the long term.
- Assist in the development of digital management services, infra-structure management and reporting systems designed to better understand and report on the improvement strategies to address estate condition, prioritised investment and improvement of its backlog maintenance.
- Assist in the development of services and infra-structure strategies, programmes and projects designed to facilitate and enable growth in research facilities across campus.
- Develop complimentary MEP and Infra-structure methodologies that will enable the University to positively explore the ongoing need to right size its estate, while supporting the potential for growth and reducing the dependency of fossil fuel based utilities.

**2. Directing and managing a progressive and pro-active customer focussed response for University stakeholders and visitors in relation to estate maintenance services, infra-structure, and estate related issues, with a specific reference to the continuous improvement of the DLT.**

- Take a leading role in the ongoing development, pro-active customer focussed management and timely communication of web-based PPM, backlog and reactive maintenance projects and programmes.
- Take a leading role in developing processes and systems that improve timely maintenance engagement and provide a pro-active, coordinated, and supportive customer focussed approach to estate management and other Professional Services based project works programmes.
- Directing, managing, and reporting on a front of house maintenance staff resource to deliver a common high standard Estate / Maintenance fault reporting process, working in conjunction with departmental TOM's and TEC's for all University stakeholders and Visitors at all locations of the estate.
- Actively assist in the management, collation, sign off and reporting of recurrent estate data i.e., HESA, EMS etc.
- Develop the Maintenance Supervisor roles to focus on work oversight and quality control reviews. Periodic random evaluation of works to positively enforce the value of high quality, right first-time working methodologies.
- Work with the Head of Estates Services to monitor and manage individual DLT work order processing, reporting and sign off.

**3. Assist in the embedding of a new environmental and sustainability strategic focussed approach to all estates related maintenance and services activities wherever possible in support of achieving a net zero carbon campus in accordance with the Colleges Sustainability Strategy.**

- Engage with the ongoing development of the University's Sustainability Strategy, through the Sustainability Programme Board, focussing on passive environmental service strategies wherever possible and minimising the estate services-based carbon and utility footprint.
- Take a leading role in determining a services and infra-structure baseline and an improvement programme to ensure that the College can deliver its carbon neutral objectives in line with its sustainability strategy and SBTi process.
- Assist in the development of enabling on campus services and infra-structure works programmes in support of electric charging systems for cars, cycles, scooters etc.
- Assist in the coordinate and development of utilities infra-structure to ensure maximised college service resilience and future flexibility around supply, capacity, and ability to carbon offset.
- Take a leading role in the definition, promotion and use of digital and virtual services and infra-structure monitoring and reporting (hardware and software) to maximise the effective and efficient use of utilities, services, and infra-structure.
- Take a leading role in the ongoing development of services resilience around critical College systems i.e., data centres.

**4. Directing and managing a pro-active, engaged, and sustainable H&S culture for all maintenance, infra-structure, and estate related works with a clear emphasis on developing robust and transparent compliance management and reporting systems and procedures.**

- Direct the management of MEP spaces i.e., boiler houses and plant rooms to ensure that they are not used for inappropriate uses such as storage, waste materials dumping by DLT staff of external contracted staff.
- Active engagement with the management pro-active procedures for estate management i.e. appropriate application of RAMS, permits and contractors documentation prior to the commencement of on-site works.
- Take a leading role in supporting the estates and H&S senior team in defining, developing and implementation of works programmes and systems to improve College compliance in all areas.
- Active engagement with the University's Major Incident and Business Continuity and Disaster Recovery strategies.
- Active engagement with the development and roll out of a corporate and departmental service and maintenance related Health and Safety Management Plan.
- Active engagement with the ongoing development, currency, reporting and application of estates and maintenance policies and procedures.

**5. Directing the delivery, management and reporting of external service contracts (consultancy and services) to secure an effective, best value and customer focussed service delivery for the University.**

- Take a leading role in the onward development of service and infra-structure

College employers' requirements (ER's) to better inform consultants and contractors in the delivery of projects and works programmes, to ensure alignment with issues such as Sustainability, Hi-flex teaching and Hybrid working...

- Active management of the University's services and infra-structure estate procurement processes and procedures, in conjunction with the University's Finance Department, Legal Support and Procurement Team to maximise effectiveness and value for money through procurement frameworks etc.
- Take a leading role in the preparation, pro-active management and reporting of all service maintenance contracts. This will engage periodic pro-active quality control reviews; project sign off procedures and timely performance reviews.
- Active management of the University's Estate Condition Survey, with an emphasis on services and infra-structure, enabling appropriate reporting and scheduling of investment programmes to support the resilience and growth of the existing estate.
- Development of an appropriate and effective service-based Heritage Management Plan for the Grade 1 listed aspects of the campus i.e., Founders, Boiler House etc.
- Actively engage and assist with the delivery of long-term staff working models through the Hybrid Working Programme Board.

#### **6. Miscellaneous.**

- Represent the University to the outside world, to further the University's interests and secure its objectives.
- Promote and maintain equality of opportunity and diversity with respect to both University staff, students, and external stakeholders.
- Appropriately and effectively discharge departmental and University Health & Safety obligations and responsibilities.
- The post-holder will from time to time undertake such other responsibilities determined as appropriate by the Estate Deputy/Director or other designated Senior or Executive University staff member.

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 their manager.

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

#### **Internal and external relationships**

The following list is not exhaustive, but the post holder will be required to liaise with:

##### **Internal (College)**

- College Council
- College Executive/SMT
- Project and Programme Boards or Committees (PAG, EB, BCPC, FC, EPC and College Council)
- College MI&BC
- College Academic Schools
- College Professional Services Departments
- College Students Union

##### **External**

- Runnymede Borough Council\*
- Surrey County Council\*
- MP and Local Councillors
- The Crown Estate
- Local Community and Resident Associations i.e., RH&RCG

\*Including associated services i.e., highways, planning, statutory services.

### PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

**Job Title: Head of Maintenance**

**Department: Estates Department**

	Essential	Desirable	Tested by Application Form/Interview/Test
<b>Knowledge, Education, Qualifications and Training</b> <ul style="list-style-type: none"> <li>• Minimum degree level or higher (or equivalent) in a property management or Facilities Management (FM) related professional service area i.e. Building Services, Surveying, Quantity Surveying, Project Management, Project Procurement etc.</li> <li>• Recognised qualifications or substantial training in BMS (Planet FM) and BIM</li> <li>• A demonstrable awareness of pertinent Health and Safety / Compliance legislation.</li> <li>• A working knowledge of property related legislation and formal procedures i.e. rating, service contracts, utilities management etc.</li> <li>• A proven awareness of key maintenance, capital equipment and infra-structure management</li> </ul>	<div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div>		Application Form

techniques i.e. critical path analysis, contingency planning etc.			
<b>Skills and Abilities</b> <ul style="list-style-type: none"> <li>• Excellent written and oral communication skills with the ability to negotiate in a variety of contexts and interact with internal and external contacts at all levels, developing mutual understanding and trust.</li> <li>• An ability to take and maintain a strategic viewpoint while securing the implementation of detailed operations and services.</li> <li>• Able to take a variety of roles in teams, appropriate to the context, to achieve the desired outcome together with the ability to motivate colleagues to reach objectives with limited resources and meeting tight deadlines when required.</li> <li>• Appreciation of the needs and interests of diverse staff, students and external University clients.</li> </ul>	✓  ✓  ✓  ✓		Interview
<b>Experience</b> <ul style="list-style-type: none"> <li>• Demonstrable awareness and proven track record in the provision of a leading edge customer focused service provision within a large and dynamic organisation.</li> <li>• A proven track record at a team leader/head of section level, of responsibility for staff management (including direct labour), preferably within the public/education sector.</li> <li>• A proven track record at a senior level of managing large scale or complex multi-stakeholder M&amp;E Services /Infra-structure projects including a proven record of achieved delivery through a “customer focused” service.</li> </ul>	✓  ✓  ✓		Application Form/Interview

<ul style="list-style-type: none"> <li>• Demonstrable experience in managing multi-disciplinary services and infra-structure driven projects, co-ordinating external contractors, and internal service providers to ensure work is completed on programme, within budget and to agreed standards.</li> <li>• Demonstrable experience in the positive application of change management procedures within the HE sector.</li> <li>• Demonstrate ability to absorb, analyse and make informed use of, large quantities of complex information, identifying the underlying implications including financial and service provision implications whether individual, structural or contextual.</li> </ul>	✓		
<b>Other requirements</b> <ul style="list-style-type: none"> <li>• A commitment to continuous personal development.</li> </ul>	E		<ul style="list-style-type: none"> <li>• Application form/ Interview</li> </ul>