

JOB DESCRIPTION

Job Title:	Maintenance Supervisor
Department / Unit:	Estates Department
Job type	Professional Services
Grade:	Grade 7
Accountable to:	Head of Maintenance
Accountable for:	Line management of the following Estates services. <ul style="list-style-type: none"> • Direct Labour Team (G4 and 5)
Purpose of the Post	
<p>This post is a key planning, and supervisory position based predominantly out on site, with a clear emphasis on the quality and performance aspects of the Estates front of house Direct Labour Team (DLT) delivery within the Facilities Management deputy directorate (hard and soft), governance and reporting and its ancillary functions necessary to enhance the student, staff, and visitor experience.</p> <p>The post holder will ensure that the department's front of house DLT services and related resources, staff, and material; in house and external, and external contracts are directed in the most effective and efficient manner required to meet industry best practice, University requirements and is compliant with all legislative requirements including building codes and Health and Safety standards. These activities will support of the University's Strategic Planning processes and works associated with the development, governance, implementation, and reporting of estates capital, recurrent and compliance works projects, programmes, and services.</p> <p>The delivery of a professional "customer focused" estates departmental service for the benefit of the University's wider stakeholder community will be achieved utilising appropriate, web based transparent and dynamically reported customer focussed KPI's and SLA's, validated through regular testing via staff and student customer focus groups.</p> <p>This position sits within the Facilities Management Team, which is collectively responsible for the effective delivery of a range of front of house FM services across campus to enhance the student, staff, and visitor experience.</p>	
Key Tasks	
<ol style="list-style-type: none"> 1. Supporting the Head of Maintenance (HoM) in the implementation of the University's 'Strategic Planning' processes with an emphasis on front of house operational management of the DLT in support of the long-term issues of growth, sustainability and hybrid working and their leading edge of estate capital, recurrent and compliance works programmes, governance, and services. 	

- Manage and develop of team members:
- Provide technical guidance and assistance to maintenance staff on a day today basis as required, including faults finding on building services systems.
- Conduct and document regular 1.2.1's with members of the team providing feedback
- Contribute to individual team members Training Needs Analysis on an annual and ongoing basis based on measured quality and performance outcomes
- Contribute to the creation and implementation of annual training plans for all team members
- Encourage and coach the team to develop and improve problem solving skills.
- Ensure that the maintenance team are fully aware of quality and performance standards expected and validated by regular on-site quality inspections.
- Ensure that team members demonstrate personal ownership and responsibility for tasks given to them.
- Manage the delivery of College cyclical and ad hoc events in relation to maintenance team activities.
- Participate in the Duty Manager rota for dealing with out of normal hours emergencies

2. Supporting the Head of Maintenance (HoM) in Directing and managing a progressive, pro-active, transparent, and enabling physical and digital customer focussed response for University stakeholders and visitors in relation to the estate and estate related DLT management issues, based on reliable and accessible Estate performance SLA's and KPI's.

- Manage maintenance repair works and small "projects", to include-
 - Agree and develop programmes
 - Ensure resource is available and allocated to complete projects to agreed programmes either from the In-house team or outsourced providers
 - Provide/obtain quotes for work requested.
 - Manage works delivery ensuring programme and departmental standards of work are met, by on site quality inspections.
- 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, to include-

- Planned and reactive work carried out by maintenance staff
 - Works carried out by service contractors and small works contractors
 - Cyclical works programmes
 - Major capital works
- Initiate and manage performance management procedures for staff where standards and quality fall short of requirements and actively follow up with contractors where work does not meet job or quality requirements.
- Contribute to the regular review of all Maintenance Team Procedures and its

digital data capture and reporting.

- Utilise and report performance statistics provided by the Service Delivery Team and develop actions plans to deliver improvements
- Respond to queries and escalations from Service Delivery regarding work requested or completed.
- Identify any areas with continual reactive maintenance and investigate and implement improvement plans
- Contribute to the safe and secure operation of the department including reviewing of RAMS, creation of ER's and issue of Work Permits
- Contribute to the annual review of planned preventative maintenance schedules to respond the needs of the University
- Contribute to the planning and development of cyclical and capital works as required, to ensure compliance with Departmental requirements and industry best practice
- Contribute to the annual review, update and improvement of departmental standards using lessons learned
- Participate in capital, cyclical, and small works projects handover, including:
 - Reviewing, commenting, and participating in handover processes
 - Reviewing and commenting on handover documentation
 - Uploading final handover documentation to the Estates centrally accessible storage
 - Provide advice and support to estates staff, framework partners, consultants, and contractors to ensure compliance and delivery of departmental standards.

determined as appropriate by the Estate Director or other designated Senior or Executive University staff member.

3. Assist the HoM in the embedding of a new environmental and sustainability strategic focussed approach to all estates related activities wherever possible in support of achieving a net zero carbon campus by no later than 2035. Applicable to new build as well as refurbishment projects, it will be underpinned by a comprehensive suite of coordinated and complimentary policies.

- Actively support the onward development, management and reporting of the College Sustainability Strategy and carbon management plan in support of the College NZC objectives.
- Support the HoM in engaging with student and staff stakeholder and focus groups to consult and secure feedback on DLT and operational maintenance management initiatives, strategies, and projects.
- Assist in the preparation of DLT and operational maintenance management related sustainability policies to assist in the briefing of contractors and consultants for new build and refurbishment works.
- Assist in the development of Estates DLT and operational maintenance management related sustainability metrics and performance data particularly from capital, recurrent and maintenance works programmes.

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

- Support the HoM in engagement with the development and roll out of a corporate and statutory compliance framework and management plan for the estates DLT and operational maintenance management function.
- Support HoM engagement with the pro-active management procedures for DLT and operational maintenance management to improve their accessibility, wayfinding and contribution to general staff, student, and visitor well-being.
- Support and promote engagement with the University's Major Incident and Business Continuity and Disaster Recovery strategies.
- Support and promote engagement with the development and roll out of a corporate and departmental Health and Safety Management Plan for the use and accessibility of the Colleges internal and external spaces.
- Support engagement in the recording, development, and reporting of an Estates DLT and operational maintenance management projects and programme related departmental and College risk register.

5. Directing the delivery of DLT and operational maintenance project and programme related external service contracts (consultancy and services) to secure an effective, best value and complimentary Estate's customer focussed service for the University.

- Support and promote active management of the University's DLT and operational maintenance management project, programme and service-related estate procurement processes and procedures, as directed by the Head of Maintenance in conjunction with the University's Finance Department, Legal Support and Procurement Team to maximise effectiveness and value for money through procurement frameworks etc.
- Assist the Head of Maintenance in the development of effective and efficient procurement strategies for the delivery and reporting of Capital, Recurrent (Cyclical Maintenance & Small Capital Works) and specialist strands of Estate DLT and operational maintenance management works.
- Assist the HoM in the development of an appropriate and effective strategic maintenance strategy and individual Heritage Management Plans for the Grade 1 listed estate i.e., Founders, Boiler House, Bedford Square etc.
- Support engage and assist with the monitoring, development, reporting and delivery of DLT and operational maintenance management plans to assist in their long-term resource planning and funding.

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 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.

The post holder will be required to participate as a Bronze Responder in any Major Incident or Business Continuity response initiated by College.

▪ 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.

Internal and external relationships

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

Internal (College)

- College SMT
- Estates Directorate
- College
- MI&BC

External

- Runnymede Borough Council*
- Surrey County Council*

*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: Estates Maintenance Supervisors

Department: Estates Department

	Essential	Desirable	Tested by Application Form / Interview / Test
Knowledge, Education, Qualifications and Training <ul style="list-style-type: none"> • Minimum degree level (or equivalent) in a property related professional service, or • Equivalent relevant proven and tested experience in an appropriate property/building fabric related professional service role • Recognised qualifications or substantial training in a project management or monitoring software package i.e., Power Project. • A demonstrable awareness of pertinent Health and Safety / Compliance legislation. • A working knowledge of property related legislation and formal procedures i.e., rating, valuation, planning, procurement etc. • A proven awareness of key project management techniques i.e., critical path analysis, contingency planning etc. 	✓ ✓ ✓	 ✓ ✓ ✓ ✓	Application Form Interview/Application Form Application Form Application Form/Interview Interview Interview Interview
Skills and Abilities <ul style="list-style-type: none"> • Good written and oral communication skills with the ability to negotiate in a variety of contexts. • Experience of taking and maintaining a strategic viewpoint while securing the implementation of detailed operations and services • Provide appropriate support to motivate colleagues to reach objectives with limited resources and meeting tight deadlines when required. 	✓ ✓	 ✓ 	Interview/Application Form Interview Interview

<ul style="list-style-type: none"> Acknowledge and support the needs and interests of diverse staff, students, and external University clients. 	✓		Interview
Experience <ul style="list-style-type: none"> Demonstrate a proven track record in a substantive supporting-edge customer focused service provision within a large and dynamic organisation. A proven track record of managing DLT or maintenance teams Demonstrable experience of supporting multi-disciplinary projects, co-ordinating external contractors, and internal service providers within budget and to agreed standards. Successful experience of change management. 	✓ ✓ ✓ ✓		Interview/Application Form Interview/Application Form Interview/Application form nterview
Other requirements <ul style="list-style-type: none"> A commitment to continuous personal development. 	✓		Application form/ interview