JOB DESCRIPTION

Job Title: Maintenance Assistant

Department / Unit: Maintenance Services

Job type: Professional Services

Grade: RHUL 4

Accountable to: Maintenance Supervisor

Accountable for: N/A

Purpose of the Post

The Estates Maintenance team are responsible for repairing and maintaining Residential Halls, teaching spaces and offices around the 135 acre Campus.

The Maintenance Assistant role is responsible for completing a variety of maintenance repairs working independently and alongside the other trades to ensure that the best experience is given to all of our customers.

Key Tasks

Minor building and services repair - including:
- Building fabric repairs – minor plastering, tiling, painting
- Basic plumbing tasks - clearing blockages, fitting w/c seats, showers heads
- Basic carpentry tasks – card readers, locks, door closers, hinges
- Gutter/drain clearance
- Lamp changes, fire alarm testing, flushing water outlets etc
- Planned preventative maintenance

Also will assist other trade staff within the Maintenance Team with repairs, requests and installations around Campus

You will be responsible for your own Health and Safety and for those around you, demonstrating safe manual handling techniques and following University policies at all times.

Operational /Customer Focus

- Take ownership of tasks allocated to you and seek information needed to complete within the timeframe determined by the SLA date on work order
- Maintain positive and enthusiastic communication with all customers, colleagues and managers within the department and around the Campus
- Understand your colleague’s roles and responsibilities and co-operate with them with customer focus at the core of your actions.
- Promptly report any complaints to your line manager

**Working Patterns**

To be able to work to the Multi Trade team working pattern which includes working one weekend every five weeks

To occasionally work out of hours for special functions such as the Summer Ball and Graduation

Voluntary call in scheme in operation that team members can apply to join

Limited amount of overtime available which staff are able to volunteer for

**Demands of the Role**

Ensure H&S regulations are adhered to and that all necessary procedures are followed as required by the task at hand

Ensure compliance with University policies and procedures:
- To be aware of University and Departmental Values and Objectives and support their achievement.
- To familiarize yourself with all University policies and procedures and to ensure they are being adhered to on a daily basis

Responsible for correct operation of android tablet to ensure that all hours are booked to the correct location and that all weekly timesheets are up to date

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University.

The post holder will be expected to undertake other duties as appropriate and as requested by their line 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:

- Customers (student, staff and visitors)
- Professional Services Colleagues
- External contractors
- External Suppliers
- Delivery Companies

Communicating in a courteous, helpful and professional manner at all times
PERSON SPECIFICATION

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

**Job Title:** Maintenance Assistant  
**Department:** Estates

<table>
<thead>
<tr>
<th>Knowledge, Education, Qualifications and Training</th>
<th>Essential</th>
<th>Desirable</th>
<th>Tested by Application Form/Interview/Test</th>
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</thead>
<tbody>
<tr>
<td>Educated to GCSE level, or equivalent, including Maths and English</td>
<td>x</td>
<td></td>
<td>Application Form</td>
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<tr>
<td>Trade relevant qualification</td>
<td></td>
<td>x</td>
<td>Application Form</td>
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<tr>
<td>Construction Skills Card (CSCS)</td>
<td></td>
<td>x</td>
<td>Application Form</td>
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<tr>
<th>Skills and Abilities</th>
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<tr>
<td>Understanding of Health &amp; Safety in the Workplace</td>
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<td>Breadth of knowledge across trades (DIY level)</td>
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<tr>
<td>Able to undertake minor maintenance tasks</td>
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<td>Able to work at height</td>
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<td>Able to be active for long periods</td>
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<td>Able to lift/move heavy equipment</td>
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<td>Effective, clear communicator - face to face and written</td>
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<td>Flexible and adaptable to change</td>
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<td>Ability to take ownership of tasks</td>
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<td>Ability to meet deadlines</td>
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**Experience**

| Experience working in a large organisation / University | x         | Application Form |
| Experience in a similar role - maintenance duties      | x         | Application Form |

**Other Requirements**

| Valid full UK driving license                        | x         | Application Form |
| Able to work operational shift pattern                | x         | Interview         |