



JOB DESCRIPTION

Job Title:	Maintenance Supervisor
Department / Unit:	Estates Department
Job type	Professional Services
Grade:	RHUL 6
Accountable to:	Maintenance and Performance Manager
Accountable for:	Operational Supervision of the following Estates services. <ul style="list-style-type: none"> • Direct Labour Team (G4 &G5)
Purpose of the Post	
<p>This post is a key supervisory position within the maintenance team, with supervision of our Direct Labour Team (DLT) and their delivery of services across campus.</p> <p>The post holder will ensure that the DLT provide a safe, efficient, and effective reactive and planned maintenance service to the University and will assist the Maintenance and Performance Manager (MPM) and Head of Maintenance (HoM) in the co-ordination and effective delivery of maintenance operations.</p> <p>To act as a technical reference point for the allocation of work orders from the service desk.</p> <p>To work with the MPM to ensure a right first time work ethic for the DLT.</p> <p>To ensure that the DLT go about their works in a timely, efficient, and effective manner.</p> <p>The delivery of a professional “customer focused” service for the benefit of the University’s wider stakeholder community will be achieved utilising appropriate customer focussed KPI’s and SLA’s.</p>	
Key Tasks	
<ol style="list-style-type: none"> Supporting the HoM in the implementation of the University’s ‘Strategic Planning’ with management of the DLT. <ul style="list-style-type: none"> • To supervise and lead a team of Maintenance trades carrying out Planned and Reactive maintenance duties to, Electrical, Mechanical and Building Fabric assets. • Provide technical guidance and assistance to the DLT as required and improve problem solving skills of the team. • Ensure that the DLT are aware of quality and performance standards expected. • Manage day to day staffing issues including performance , discipline, development etc. and any related problems; directly resolve day to day issues arising. 	

- Ensure that work is completed in compliance with all relevant University policies and procedures, safe working practices, statutory requirements, and best practice.
- Ensure that members of the DLT demonstrate personal ownership and responsibility for tasks.
- Ensure that DLT performance data is made available for monthly SLS reporting.
- Supervise DLT involvement in University calendar events.

2. Supporting HoM and MPM in managing a pro-active response for University stakeholders in relation to estate services.

- In association with the MPM supervise maintenance works and small “projects”, to include-
 - a. Agree and develop programmes ensuring resource is allocated to complete projects as agreed (either In-house team or outsourced) where requested to do so.
 - b. Provide/obtain quotes for work requested.
 - c. Manage works delivery ensuring programme and departmental standards of work are met.
 - d. Handover processes & documentation
 - e. Uploading final handover documentation to the central database
- Complete daily checks of work completed by the DLT to include planned, cyclical and reactive work.
- Inspect works carried out by service contractors and small works contractors.
- Respond to queries and escalations from Service Delivery.
- Interface positively with customers and maintain effective communication providing support, advice, and updates as necessary.
- Oversee, and assist as necessary, contractors and other agents carrying out work in the university.
- Take the lead as necessary in dealing with incidents and breakdowns involving several team operatives or other service providers.
- Carry out audits of planned, reactive and project works on a regular basis across the department as directed by the MPM or HoM.
- Carry out regular audits and inspections of plant rooms.
- Provide technical support, advice and guidance to the DLT, minor projects, Capital projects, customer departments and other service providers.
- Work closely with our incumbent Building Management System (BMS) Service provider to investigate and diagnose faults using BMS, drawings, manuals etc.; respond to breakdowns, faults, and service request calls; assist tradesmen in completing diagnostic and remedial work.
- Manage and issue Permit to Work for DLT / Maintenance Operations and contractors working for the team.
- Make decisions on the most practical, timely and financially viable approach to the resolution of a maintenance problem where several potential options are available.
- Liaise as necessary to plan and organise the isolation/shut down of critical building services to enable access for essential maintenance and repair work as far as possible to minimise disruption and inconvenience to building users.
- To assist the MPM in performance managing staff and contractors, using data to deliver improvements.
- Identify areas/items with repeated issues and identify replacement or remedial plans.
- To assist, when required, in reviewing of RAMS and issue of Work Permits
- Contribute to the annual review of PPM schedules, development of cyclical and capital

works and review and update departmental standards to respond the needs of the University.

- Participate in/on project handovers.
- 3. Assist the HoM in the strategic focussed approach to all estates re activities in support of achieving a net zero carbon campus by no later than 2035.**
- Actively support the development of the University Sustainability Strategy and carbon management plan in support of the University NZC objectives.
 - Ensure the day-to-day adherence to DLT and operational maintenance related sustainability policies by contractors and consultants working on site.
- 4. Directing and managing a H&S compliance culture for all estates activities.**
- Support the HoM & MPM in the operational delivery of a compliant H&S plan for the DLT.
 - Support HoM , MPM & DLT involvement in the wellbeing and safety of our campus users.
 - Support and promote engagement with the University's MIP, BCP & DRS.
 - Support the DLT in delivering EDI initiatives for the use and accessibility of the University's internal and external spaces during their day-to-day work.
 - Be responsible for the health and safety of the team, generating and reviewing Risk Assessment & Method Statement (RAM) for specific operational BAU works undertaken by the team. This also includes reviewing the RAMs for any contractors under their control.
- 5. Directing the delivery of DLT and related external service contracts (consultancy and services) to secure an effective, best value and service for the University.**
- Support and promote active delivery of the operational maintenance projects, programme, and service-related procurement processes, as directed by the Head of Maintenance in conjunction with other designated teams to maximise effectiveness and value for money through procurement frameworks etc.
 - Support the monitoring and delivery of DLT and operational plans to assist in their long-term resource planning and funding.
- 6. Miscellaneous.**
- Represent the University, 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.
 - Participate in the Duty Manager rota for dealing with out of normal hours emergencies.

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 University. 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 Royal Holloway locations.

Internal and external relationships

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

Internal (University)

- Estates Directorate
- University staff
- 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 Supervisor

Department: Estates Department

	Essential	Desirable	Tested by Application Form / Interview / Test
Knowledge, Education, Qualifications and Training <ul style="list-style-type: none"> • Relevant qualification in a property related professional service, or • Served a recognised trade apprenticeship and attained an appropriate technical qualification e.g., City & Guilds Craft Certificate / NVQ level 3. • 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. • Certificate in Leadership & Supervision, IOSH Managing safety 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p></p> <p>✓</p> <p>✓</p>	<p>Application Form</p> <p>Application Form / Interview</p> <p>Application Form</p> <p>Application Form / Interview</p> <p>Interview</p> <p>Application Form</p>
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. • Ability to manage a busy technical team to ensure the successful delivery of service and act as a mentor/coach to support their professional development. • Provide appropriate support to motivate colleagues to reach objectives with limited resources and meeting tight deadlines when required. • Proven ability to work collaboratively, contributing to team events and make a major contribution to the technical excellence and successful performance of the Estates Operations function. • Acknowledge and support the needs and interests of diverse staff, students, and external University clients. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p></p> <p></p> <p></p>	<p>Interview</p> <p>Application Form / Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
Experience			

<ul style="list-style-type: none"> • Have a proven ability to work within a busy multi-tasking team with a flexible approach to daily work and a proactive approach to resolving problems. • 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. • Have estates supervisory experience ideally in a higher education environment. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Application Form / Interview</p>
<p>Other requirements</p> <ul style="list-style-type: none"> • A commitment to continuous personal development. 	<p>✓</p>		<p>Application form/ interview</p>