



## JOB DESCRIPTION

<b>Job Title:</b>	Maintenance and Performance Manager
<b>Department / Unit:</b>	Estates Department
<b>Job type</b>	Professional Services
<b>Grade:</b>	RHUL 8
<b>Accountable to:</b>	Head of Maintenance
<b>Accountable for:</b>	<p>Line management of the following Estates services.</p> <ul style="list-style-type: none"> <li>• Maintenance Supervisor (G6 x 1)</li> <li>• Maintenance stores (G5 x 1)</li> <li>• Direct Labour Team (G4 &amp; G5)</li> </ul>
<b>Purpose of the Post</b>	
<p>This position sits within the Maintenance Services Team, which is collectively responsible for the effective delivery of a range of services across campus to enhance the student, staff, and visitor experience.</p> <p>The role holder will provide clear leadership and personal accountability to the DLT to ensure that the planning, timing, execution, and quality control of works has personal ownership by the DLT.</p> <p>The role holder will provide an operational link between the work and reporting of the DLT and the Estates Building Managers.</p> <p>The role holder will be responsible for driving constant service improvement by setting appropriate service level standards to manage the quality, performance and delivery of both the reactive and planned activity of the Maintenance team including outsourced providers.</p> <p>The role holder will develop and deliver 'right first time' systems of performance which will aid continuous improvement, professionalism, and improved customer focus of the DLT.</p> <p>The role holder will be responsible and the main point of contact for ensuring best practices and Health and Safety are always adhered to recorded and reported and can further develop the operational team including the associated processes and procedures.</p> <p>They will have input into the operation of the Service Desk and to ensure correct and timely communications are maintained between the maintenance department and internal customers.</p>	
<b>Key Tasks</b>	

**1. Supporting the Head of Maintenance (HoM) in the development of a professional and quality-based Maintenance service.**

- To develop a quality assurance system to monitor and check the output of the DLT and outsourced contractors to an agreed set of standards.
- Set clear service level standards for the quality and performance of service delivery of the maintenance team whilst constantly seeking to improve the service by monitoring both sector and industry trends and customer expectations.
- Provide monthly reports indicating the performance of the DLT against SLS targets.
- Engage with capital developments to ensure the quality and performance of maintenance delivery can be maintained and improved through the quality of both design and construction by reviewing and commenting on contract specifications, drawings, and data sheets.
- Assist in the management and creation of Service Contracts including review of contract documentation, involvement in the procurement process (OJEU and Non-OJEU) at all stages through to contract commencement.
- Ensure that all plant rooms and service cupboards are properly managed, clear of waste materials and regularly reported against a schedule of spaces.

**2. Supporting HoM in being pro-active in the management of service delivery and asset management.**

- Complete regular unplanned audits and sign off of work completed by the Maintenance department or contractors performing either reactive or PPM maintenance services providing regular reports on compliance, quality of work, progress, and completion to required standards.
- In conjunction with the Service Contract Supervisor and through inspection, of works carried out by service contractors and small works contractors, carry out performance management of them where necessary if the standard or quality of work falls below expected standards.
- Through audits and inspections create an up-to-date asset data base for all fabric and M&E items relative to the Maintenance department.
- To upload this accurate asset information into the universities CAFM system to enable accurate monitoring of assets and their replacement going forward.
- To have oversight in the reviewing of RAMS, creation of ER's and issue of Work Permits.
- Assist in 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.
- Ensure decision making and work allocation is based on assessment of business impact, customer experience and the analysis of performance statistics from regular reports and live system interrogation.
- Participate, Review and Comment in/on project handovers, including:
  - Quality, standard and delivery to specification of works.
  - Uploading final handover documentation to the central database.

**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.
- Support the HoM in engaging with stakeholder and focus groups to consult and secure feedback on operational maintenance strategies.

- Assist in the preparation of and implementation of DLT and operational maintenance related sustainability policies and their briefing to contractors and consultants for refurbishment / maintenance works.
- Assist in the production of Estates DLT related sustainability metrics and performance data particularly from capital and maintenance works programmes.

#### **4. Directing and managing a H&S compliance culture for all estates activities.**

- Support the HoM in the delivery of a compliant H&S plan for the department.
- Support HoM & DLT involvement in the wellbeing and safety of our campus users.
- Support and promote engagement with the University's MIP, BCP & DRS.
- Support and promote EDI initiatives for the use and accessibility of the University's internal and external spaces.
- Development, and reporting of DLT projects and programmes related departmental and university risk register.

#### **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 management 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.
- 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 the monitoring and delivery of DLT and operational plans to assist in their long-term resource planning and funding.
- Communicate clear service level standards for the quality and performance of delivery of the maintenance team.
- Complete regular reviews with members of management of the contracted services and the maintenance supervisor to maintain department performance and focus.
- Create and maintain a consistent standard and quality of work.
- Ensure individuals demonstrate personal ownership and responsibility for tasks given to them.
- Encourage, promote, and embrace creative thinking and innovation.
- Ensure all work is carried out safely ensuring adherence to Statutory, University and Departmental policies and procedures.

#### **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.
- Maintain and constantly seek to improve the maintenance service to enhance customer experience of the campus.
- Constantly seek to develop and improve the Team outputs to deliver services that meet and where possible exceed customer demands.
- To be part of the out of hours duty management rota.

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 will be required to participate as a Bronze Responder in any Major Incident or Business Continuity response initiated by the University.

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)

- University SMT
- 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: Maintenance and Performance Manager**

**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>• Relevant qualification in a property related professional service (Degree, City &amp; Guilds, NVQ Level 3), or</li> <li>• Equivalent relevant proven and tested experience in an appropriate property related professional service role.</li> <li>• Recognised qualifications or substantial training in a project management or monitoring software package i.e., Power Project.</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, valuation, planning, procurement etc.</li> <li>• A proven awareness of key project management techniques i.e., critical path analysis, contingency planning etc.</li> <li>• Demonstrable experience in the development and maintenance of quality-based service delivery processes.</li> </ul>	<p>✓</p> <p>✓</p> <p></p> <p>✓</p> <p></p> <p></p> <p></p>	<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>Interview</p> <p>Interview</p>
<b>Skills and Abilities</b> <ul style="list-style-type: none"> <li>• Good written and oral communication skills with the ability to negotiate in a variety of contexts.</li> <li>• 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.</li> <li>• Provide appropriate support to motivate colleagues to reach objectives with limited resources and meeting tight deadlines when required.</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p>	<p></p> <p></p> <p></p>	<p>Interview</p> <p>Application Form / Interview</p> <p>Interview</p>

<ul style="list-style-type: none"> <li>Acknowledge and support 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>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.</li> <li>A proven track record of managing DLT or maintenance teams.</li> <li>Demonstrable experience of supporting multi-disciplinary projects, co-ordinating external contractors, and internal service providers within budget and to agreed standards.</li> <li>Successful experience of change management.</li> </ul>	 ✓  ✓  ✓  ✓		 Interview  Interview  Interview  Interview
<b>Other requirements</b> <ul style="list-style-type: none"> <li>A commitment to continuous personal development.</li> </ul>	✓		Application form/ interview