

JOB DESCRIPTION

Job Title:	Head of Maintenance Services
Department / Unit:	Estates
Job type	Full-Time, Permanent, Professional Services
Grade:	RHUL 9
Accountable to:	Deputy Director of Estates (FM)
Accountable for:	Maintenance and Performance Manager (x1) Maintenance Contracts Manager (x1) Direct Labour Team - Team leaders (x3) Direct Labour Team (x20)
Purpose of the Post	
<p>The post is a key senior strategic planning and operational position with an emphasis on delivering a welcoming, inclusive, positive, and safe campus environment for members of Royal Holloway University including students, staff, and visitors.</p> <p>The post holder will lead a team with a responsibility for enabling a safe and compliant environment through community engagement and collaboration, with a strong emphasis on belonging and inclusivity. Recognising that the campus is an extension of our students' home, the post holder should ensure the team's practices and processes, in partnership with students and staff (Professional Service and Academic), foster a community focused on learning, enjoyment and wellbeing.</p> <p>The post holder will provide the essential leadership required to ensure that the Maintenance Service MEP, infra-structure, staffing and resources are managed, data-led, engaged and aligned on a continuous improvement right first time basis, including developing a Campus Maintenance Team Service plan, service training plans and individual PDRs to aid and align service development with the wider Education and Student Experience strategic action plan.</p> <p>The post holder will set the strategy for the continued development of the University's Campus Maintenance Services Team including advising and reporting on MEP and building related issues. This will be through the development of maintenance investment plans; prioritised PPM maintenance scheduling, and backlog maintenance management, reporting back through appropriate governance and management oversight committees. The setting and reviewing the service KPIs, SLAs and dashboards need to align with the objectives of our RH2030s strategy, ensuring that all policy, procedures and systems of work are legally compliant, current, appropriately consulted and communicated, and relevant.</p> <p>The post holder will be responsible for delivering a professional, customer and partnership-focused Campus Maintenance Team that is valued, well-consulted, coordinated with other Estates and PS initiatives where appropriate and effectively communicated. They will ensure that the team operates in</p>	

a coordinated, right first time culture for the benefit of the wider University community and will report on its effectiveness against agreed KPIs, SLAs, and dashboards.

Key Tasks

1. To develop and continually improve the approach of the team in providing effective, right first time, services that keep our students, staff, visitors, and property safe through building strong partnership working and fostering community development. This should be aligned to our institutional values and our strategic priorities.
2. To manage and oversee the service budget, with delegated authority, while identifying opportunities for efficiencies, savings, and strategic investments. This includes validating proposals through committee reporting and student engagement, particularly leveraging technology to break down silos, enhance customer service, and improve the service's adaptability and capability
3. To take a leading role in the development of capital M&E and infrastructure options, strategies and investment programmes to promote a positive PPM programme of work and minimise unnecessary reactive works, with a view to reducing the dependency on MEP in the future.
4. To be responsibility for the provision of data driven annual campus maintenance services, and review dashboards and reports including engagement with all appropriate stakeholder groups and committees, ensuring the use of appropriate data.
5. To have a lead role in supporting Estates, H&S and other stakeholders in defining, developing and implementation of works, programmes and systems to improve and maintain the University's compliance with statutory legislation.
6. To ensure compliance with all current legislation regarding Health and Safety, professional standards and individual training updates.
7. To promote and ensure adherence to the University's Equality, Diversity, and Inclusion [framework and Principles](#) in all departmental activities, and to actively promote inclusive practice and equality of opportunity wherever possible.
8. Working in partnership with stakeholders, to develop and maintain effective risk-based operational policies, procedures and team ethos that meet current and likely future legislation whilst enabling a welcoming and inclusive environment.
9. To ensure effective first responder out-of-hours response mechanisms and initial emergency responses in support of students and staff are in place.
10. To lead in the development and implementation of relevant risk-based MEP contingency planning and incident / emergency response management procedures in collaboration with key stakeholders and ensure their team is trained and developed to meet the needs of the University's emergency plans.
11. To be active in the development and enabling of future MEP replacement and renewal programmes to address sustainability and net Zero goals, in conjunction with the Head of Sustainability.
12. Oversee the continuous professional development and training of the Campus Maintenance Team to create and support an engaged high-performance team.
13. In conjunction with the service management team to develop a training matrix for all team members consisting of both mandatory and non-mandatory training and ensure team training is kept up to date and relevant.
14. Actively engage with internal and external stakeholders to ensure that customer needs are met, including requesting feedback from representatives of the wider stakeholder group.

15. Active management of the University's Estate condition survey, with an emphasis on services and infrastructure, enabling appropriate reporting and scheduling of investment programmes to support the resilience and development of the existing estate.
16. To lead in the audit, use and development of technology solutions to improve efficiency, productivity and cost-effective delivery of the maintenance service.
17. To act as subject expert in the procurement and delivery of new / updated maintenance related technology solutions.
18. To act as subject expert in providing advice to governance and management committees, Academic Schools/Departments the University Executive, relating to Campus MEP, HVAC and Maintenance issues.
19. Collaborate with Executive Deans and Directors of Professional Services to ensure that potential risks related to their area are reflected in the appropriate departmental and institutional risk registers and develop effective mitigation plans.
20. To establish a monthly reporting structure for the University senior management which uses operational data to understand trends, patterns and activities that may impact the safety or operation of the University, specifically coordinating with the residential and campus operational teams whilst collaborating with all stakeholders to identify opportunities and initiatives to manage and mitigate any potential risk.
21. Maintain awareness of changes to statutory building regulations which may affect present or future operation and works.
22. To act as a bronze responder during a major incident including liaison with statutory services as required.
23. To be prepared to undertake additional duties in support of major events, including commercial events, in support of the Campus Estates Team's aim and objectives, and to undertake any other reasonable requests from the senior management team.
24. Active management of the University's Maintenance team and infra-structure procurement processes and procedures, in conjunction with the University's Finance Department, Legal Support and Procurement Team to maximize effectiveness and value for money through procurement frameworks etc.

Other Duties
<p>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.</p> <p>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</p>
Internal and external relationships
<p>The following list is not exhaustive, but the post holder will be required to liaise with:</p> <p>Internal (University via line management)</p> <ul style="list-style-type: none"> University Council (including Exec Board and SLT). <p>Internal (University stakeholders)</p> <ul style="list-style-type: none"> Commercial services (catering, Conferencing and Residential) Project and Programme Boards and Committees Library Wellbeing & student journey

- IT
- SU (President, CEO and officers)
- Academic schools
- Marcoms
- Health & Safety
- Equality, Diversity and Inclusion

External

- HSE
- Surrey County Council*
- Runnymede Borough Council*
- Various contractors and consultants
- MP and Local Councillors
- The Crown Estate
- Local Community and Residents Associations and Groups

* Including associated services i.e. Highways, Planning, Rates office etc.

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 Services	Department: Estates		
	Essential	Desirable	Tested by
Knowledge, Education, Qualifications and Training			
Degree or Level 6 qualification in a relevant subject, or equivalent, in a property management or FM related service area.	X		Application Form / Interview
Demonstrable knowledge of current EDI and wellbeing best practice related to the post	X		Interview
Demonstrable knowledge of risk management, and health and safety, related to the role	X		Application Form / Interview
Recognised qualification or substantial experience in the use of BMS and CAFM systems, ideally Trend and Planet.	X		Application Form / Interview
Working technical knowledge of property related legislation, policies, and formal procedures		X	Application Form / Interview
Skills and/or Abilities			
Good IT skills, including working knowledge of the Microsoft Office Suite	X		Application Form
Excellent communication and interpersonal skills both written and oral	X		Application Form / Interview
Demonstrable experience of key maintenance, capital equipment and infrastructure management techniques i.e. critical path analysis, contingency planning, etc.	X		Application Form / Interview
Ability to take and maintain a strategic and holistic viewpoint while securing the implementation of detailed operations and services	X		Application Form / Interview
Ability to build effective relationships and work collaboratively including demonstrable skills in stakeholder management	X		Application Form / Interview
Experience			
Leadership or management experience in a relevant role or discipline, including a focus on customer-service and staff development in a large complex organisation	X		Application Form / Interview
Demonstrable experience in operational planning, development, and delivery	X		Application Form / Interview
Demonstrable experience and understanding of MEP operations and interfaces.		X	Application Form / Interview

Experience of managing at a senior level large scale or complex multi-stakeholder MEP services / infrastructure projects	X		Application Form / Interview
Experience of delivering change programmes from design to implementation	X		Application Form / Interview
Demonstrable experience in the management / leadership of large in-house teams, specifically Direct Labour Teams ideally in a Public / HE environment.		X	Application Form / Interview
Other requirements			

Flexibility and adaptability to react to unexpected situations in a professional and diplomatic manner	X		Application Form / Interview
Ability to work well under pressure during stressful situations, such as emergency incidents or sudden MEP failures.	X		Application Form / Interview
Demonstrable commitment to equality, diversity, and inclusion	X		Application Form / Interview