



JOB DESCRIPTION

Job Title:	Maintenance and Performance Manager
Directorate / Unit:	Estates / Maintenance
Job type	Full-Time, Permanent (Professional Services)
Grade:	RHUL 8
Accountable to:	Head of Maintenance
Accountable for:	Maintenance shift leaders (G6) Maintenance Stores (G5) Direct Labour Team (G4 & G5)
Purpose of the Post	
<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 Direct Labour Team (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>	

Key Tasks

- To develop a quality assurance system to monitor and check the output of the DLT and outsourced contractors to an agreed set of standards and provide monthly reports indicating the performance of the DLT against SLS targets
- 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.
- 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 at all stages through to contract commencement.
- Ensure that all plant rooms, risers and service cupboards are properly managed, clear of waste materials and regularly reported against a schedule of spaces.
- Complete regular unplanned audits and sign off of work completed by the maintenance department or contractors performing either reactive or planned preventative maintenance (PPM) services providing regular reports on compliance, quality of work, progress and completion to required standards.
- In conjunction with the Contract Manager 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 computer aided facilities management (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. Ensure individuals demonstrate personal ownership and responsibility for tasks given to them.
- Participate, Review and Comment in/on project handovers, including quality, standard and delivery to specification of works and uploading final handover documentation to the central database.
- 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.

- Support the HoM in engaging with stakeholder and focus groups to consult and secure feedback on operational maintenance strategies, and the delivery of a compliant H&S plan for the department.
- Development, and reporting of DLT projects and programmes related departmental and university risk register. Support the monitoring and delivery of DLT and operational plans to assist in their long-term resource planning and funding.
- Working with the Contracts Manager to 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.
- Complete regular reviews with members of management of the contracted services and the maintenance supervisor to maintain department performance and focus.
- Encourage, promote, and embrace creative thinking and innovation in line with the Universities values.
- Promote and maintain equality of opportunity and diversity with respect to both University staff, students, and external stakeholders and support and promote EDI initiatives for the use and accessibility of the University's internal and external spaces.

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 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 (University)

- University SLT
- 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

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
<ul style="list-style-type: none"> Degree in a property related subject or other qualification equivalent to the same level or equivalent experience. 	X		Application Form
<ul style="list-style-type: none"> Equivalent relevant proven and tested experience in an appropriate property related professional service role. 	X		Application Form / Interview
<ul style="list-style-type: none"> Recognised qualifications or substantial training in a project management or monitoring software package i.e., Power Project. 		X	Application Form
<ul style="list-style-type: none"> A demonstrable awareness of pertinent Health and Safety / Compliance legislation. 	X		Application Form / Interview
<ul style="list-style-type: none"> A working knowledge of property related legislation and formal procedures i.e., rating, valuation, planning, procurement etc. 		X	Interview
<ul style="list-style-type: none"> A proven awareness of key project management techniques i.e., critical path analysis, contingency planning etc. 	X		Interview
<ul style="list-style-type: none"> Demonstrable experience in the development and maintenance of quality-based service delivery processes. 		X	Interview
Skills and Abilities			
<ul style="list-style-type: none"> Excellent written and oral communication skills with the ability to negotiate in a variety of contexts. 	X		Interview

<ul style="list-style-type: none"> • Proven ability to provide appropriate support to motivate colleagues to reach objectives with limited resources and meeting tight deadlines when required. 	X		Interview
<ul style="list-style-type: none"> • Proven ability and skills to acknowledge and support the needs and interests of diverse staff, students, and external University clients. 	X		Interview
<ul style="list-style-type: none"> • Proven ability to successfully manage a busy technical team to ensure the successful delivery of service and act as a mentor/coach to support their professional development. 	X		Application Form / Interview
Experience			
<ul style="list-style-type: none"> • Experience of successfully working within a busy multi-tasking team with a flexible approach to daily work and a proactive approach to resolving problems. 	X		Interview
<ul style="list-style-type: none"> • A proven track record of managing DLT or maintenance teams. 	X		Interview
<ul style="list-style-type: none"> • Demonstrable experience of supporting multi-disciplinary projects, co-ordinating external contractors, and internal service providers within budget and to agreed standards. 	X		Interview
<ul style="list-style-type: none"> • Successful experience of change management. 	X		Interview
Other requirements			
<ul style="list-style-type: none"> • <i>Demonstrable experience in a commitment to equality, diversity, and inclusion.</i> 	X		Application form/ interview
<ul style="list-style-type: none"> • A commitment to continuous personal development 	X		Application form/ interview