



Robinson College

Maintenance Manager

CANDIDATE INFORMATION PACK

CLOSING DATE: 25 SEPTEMBER
2023



About Robinson College

The College is a centre of academic excellence with about 400 undergraduates and about 300 postgraduates. Sir Richard Heaton is Warden of the College and there are approximately 90 Fellows and 125 non-academic staff.

Robinson College is the most recent addition to the 31 colleges which make up the University of Cambridge. It owes its foundation to the generosity of Sir David Robinson whose endowment is the largest single gift ever accepted by the University. Planning for the College began in 1973 when trustees were appointed; building started in 1977 and the College moved into its new accommodation in October 1980. Her Majesty The Queen officially opened the College on 29 May 1981.



Reports to: Domestic Bursar
Responsible for: Supervisor, Administration Assistant and Maintenance Team

Purpose of the job

- To direct and control the planned maintenance and day to day fault resolution operations across areas of the College estate.
- To manage and direct minor works projects. Major works projects will fall under the direction of the Project Manager.
- To manage and maintain the fire prevention systems and equipment.
- To actively and positively promote the maintenance team in all activities relating to work expectations and requirements.
- To manage the budget for the Maintenance Department to ensure positive cost effectiveness.
- To operate the Maintenance Department within legislation and College Policy.
- To manage and maintain all service contracts relating to the maintenance of the College buildings and plant.
- To keep abreast of and inform on relevant changes to statutory regulations relating to maintenance and project works.

SALARY AND CONDITIONS



- Full Time, 37 hours per week
- Permanent
- Salary from £45,000 per annum, depending on experience
- Based on site

COLLEGE BENEFITS

- 25 days annual leave, plus bank holidays (pro rata for part time appointments), increasing with length of service up to an additional 5 days
- Contributory auto-enrolment pension scheme
- Death in service benefit
- Free lunch in College when the kitchens are open
- Enhanced sick pay after qualifying period
- Enhanced family friendly pay after qualifying period
- Access to a benefits website which provides savings and discounts on a wide variety of purchases, as well as days out, gift cards and other offers
- Cycle to Work scheme
- Employee Assistance Programme and Health and Wellbeing support
- Training and development opportunities
- Free parking
- Access to University Card with subsidised travel on U bus between Madingley Road Park and Ride or Cambridge Train Station and the College
- Exercise space for a small termly charge
- Staff social club events throughout the year
- Annual flu jab subject to criteria



1. PLANNING AND ORGANISING:

The identification of future activity and the development and implementation of plans to meet demands

1.1 To undertake advance planning and organisation of project work and/or other disruptive works to ensure implementation at times when least disruption is caused to College Life. To agree the schedule with affected HODs and the Domestic Bursar.

1.2 To manage minor works project as agreed ensuring completion of all works to a high standard and to agreed timescales and meeting all regulatory requirements. See definition of Major Works Projects below.

1.3 To plan and organise with relevant departments (especially Conference, Housekeeping and Tutorial), to ensure that bedrooms, meeting rooms and other areas are available as required to enable the completion of scheduled works. Most major works will be carried out during vacation periods so planning well in advance will be required to enable appropriate availability.

1.4 To manage the allocation of day to day reported faults resolution (through online maintenance ticket system or otherwise) to ensure timely completion/resolution.

1.5 To draft and implement a schedule of routine/planned maintenance. To update the plan annually. To identify any maintenance issues that need to be (re)programmed for resolution.

1.6 In liaison with the Domestic Bursar and Project Manager, assist to implement the rolling 15-year plan of capital projects to ensure the routine maintenance and upkeep of the estate. This may include providing team support for enabling or other works.

1.7 To ensure compliance with College policies, systems and procedures in the undertaking of tender processes and maintenance of systems by external contractors such as heating plant, pumps and generators.

1.8 To operate the College Water Systems Management Policy, ensuring appropriate test samples etc. in support of the externally contracted management company.

1.9 To manage the Maintenance department key systems on a day-to-day basis, ordering keys from suppliers whenever necessary (via Porters Lodge).

1.10 To provide College liaison and communication with local authorities, e.g. local and county council, fire authorities, water authorities, Environment Agency among others, to ensure that the College's best interests are served and that it cooperates as required in the implementation of planned works initiated by such authorities. To ensure timely notification of such works that will affect the College to all College members as relevant.

1.11 To liaise with Cambridge Conservation Officers/Historic England, direct or through an appointed Heritage Consultant in respect of Listed Building Consent applications (ref Grade 2* listing). Ensure that all works are duly specified and required and have granted LBC prior to undertaking alterations. To work with the Domestic Bursar to follow the guidance given in the Conservation Management Plan.

1.12 To manage an emergency call-out system to ensure "round-the-clock" fault resolution as required through deployment of specified members of the Maintenance Team and/or Contractor.

1.13 To ensure that a system is in place which will provide for the timely preparation and dissemination of information to notify relevant parties within College of forthcoming maintenance activity.

1.14 To set short, medium and long term non-financial objectives for the department.



2. FINANCIAL & STOCK CONTROL:

To ensure that delegated authority levels and budgetary expenditure are adhered to and that measures are taken to correct adverse trends.

2.1 In conjunction with the Project Manager and the Domestic Bursar, to prepare annual capital and operational expenditure budgets for the College – for approval by the Finance Committee in March and May each year.

2.2 To consult with other department managers to enable inclusion of their plans and priorities in the annual budget planning.

2.3 To ensure that nominated suppliers, having been appointed, are reviewed regularly and are strictly used as set out in the Purchasing Policy.

2.4 To ensure that competitive quotes are obtained for all non-standard purchasing as set out in the Purchasing Policy, ensuring best value.

2.5 To operate a purchasing control system, including control and issue of Purchase Orders to ensure that expenditure is managed and only takes place within agreed levels.

2.6 In conjunction with the HR department, to manage the recruitment of staff and setting of pay levels within agreed limits. Manage payroll costs within budget.

2.7 To manage routine supplier contracts as required ensuring that costs and contract provision are competitively tested against the market at least every three years on renewal anniversaries.

2.8 To prepare schedules for regular service contracts maintaining a list of such contracts with periodic market research ensuring best value provided by the service contactors.

2.9 To process incoming invoices in conjunction with the Finance department, monitoring, reporting and correcting any invoicing errors.

2.10 To ensure that the contracting and deposit payments are undertaken in line with the Purchasing Policy such that the College is not detrimentally affected by supplier cancellations/defaults.

2.11 To prepare maintenance income and cost statements, updated monthly in conjunction with Finance department.

2.12 To manage resources effectively - sourcing materials/liasing with suppliers such that costs are maintained within agreed budgets.

2.13 To assess price and compare material costs to ensure best value is achieved.

2.14 To order and manage the provision of PPE for Maintenance direct team – NB contractors provide their own.

2.15 To manage/operate and record a system of supplied tools and equipment to departmental staff such as hand tools, drills, specialist equipment.

2.16 To operate a system of stock ordering, receipt and storage such that wastage, pilferage and other shortages are detected, controlled and minimised and that all stock is maintained and ready for use.

2.17 To ensure that all relevant charges are raised and billed to students/clients /contractors as appropriate.

2.18 To monitor consumption and report meter readings for all utilities to the Finance Office.

2.19 To plan and implement/install appropriate energy saving measures as possible.

JOB DESCRIPTION (CONT)



3. COMMUNICATION:

To encourage effective two-way communication at all levels.

3.1 To attend the weekly Operations Meeting, exchanging information on any relevant matters with the other attendees. Subsequently to disseminate to the department staff any pertinent information received.

3.2 To attend a regular 121 meeting with the Domestic Bursar on a frequency to be agreed. To hold regular 121 meetings with maintenance staff to promote shared objective setting and achievement thereof.

3.3 To report as required to the Finance Committee.

3.4 To attend all College HOD Committee meetings and to brief department staff on pertinent matters covered in Unreserved Business noting that Reserved Business remains confidential.

3.5 To ensure that all external e-mails and correspondence is acknowledged within 2 working days and in accordance with agreed standards.

3.6 To provide written back-up of verbal instructions as appropriate.

3.7 To maintain records of communication with clients, suppliers, staff and local authorities.

3.8 To co-operate and communicate with other staff departments and with Senior and Junior members of College including in the reasonable fulfilment of requirements for student events – e.g. May Ball.

3.9 To monitor progress of all faults/works jobs and ensure that affected staff, students, members are kept informed and updated as required.

3.10 To liaise and communicate with the Project Manager on a frequency and consistency required to ensure common understanding of objectives and mutual cooperation in the fulfilment of projects.

3.11 To work closely with contractors/partners with a can-do approach.

3.12 To represent the College at ACCMO meetings and other cross-colleges groups and build positive relationships with colleagues in other colleges.

4. STAFF MANAGEMENT:

The recruitment, training, motivation and discipline of staff ensuring that the necessary skills and knowledge are provided within the needs and objectives of the College.

4.1 To lead and manage the Maintenance team, providing clear direction, including regular communication, objective setting and coaching/mentoring.

4.2 To prepare and periodically review SOP Job descriptions for all posts within the department.

4.3 To operate a staff appraisal/review system which is designed to improve performance and develop staff within the objectives of the College.

4.4 To undertake tasks and duties to aid and support Maintenance team colleagues.

4.5 To support the management of the emergency on call rota and working schedules etc. to ensure cover for emergencies at all times.

4.6 To act as lead for the Maintenance department throughout fire procedures and emergency situations, coordinating and monitoring the team whereabouts during these times.



4.7 To prepare and implement a training plan for the department to include personal development opportunities. The training plan should be reviewed and updated annually and submitted by HR no later than mid-March.

4.8 To adopt and display excellent leadership skills and set a positive example for your team to follow.

4.9 To build and maintain a cohesive department team. To conduct regular team meetings.

4.10 To operate the College disciplinary procedure in accordance with policy and direction from the Domestic Bursar and HR Manager.

5. QUALITY:

To set and record standards in keeping with the overall objectives of the College and to ensure that such standards are delivered.

5.1 To formulate a department standards manual. To train staff to deliver such standards.

5.2 To ensure that standards of delivery for College and Fellowship service are maintained and delivered as required.

5.3 To operate a system of regular and frequent monitoring/auditing to ensure the consistent delivery of agreed standards.

5.4 To monitoring online maintenance ticket system, chasing and tracking where necessary to complete each job to a satisfactory conclusion in an appropriate time frame. As appropriate to set KPI targets and report on same as required.

5.5 To operate the department to ensure that our student, Fellows, staff and other members all receive excellent standards of customer care from the Maintenance Team.

5.6 To maintain a positive and conscientious attitude to all aspects of the job role and the college requirements.

6. LEGISLATION, HEALTH & SAFETY, SUSTAINABILITY:

To ensure that all relevant legislation is complied with by the department, and those working on behalf of the department and college.

6.1 To ensure adherence to the provisions of Fire, Health and Safety legislation/Regulations and College Policies.

6.2 To operate and manage testing regimes as required to include: fire systems, electrical wiring, portable appliances, gas supplies, pressurised containers, lifts/hoists, ladders and any other equipment and services as required under any legal instrument or local authority instruction. To maintain appropriate records of such test results accurately and up-to-date.

6.3 To serve as a member of the Fire Safety Team. To manage the maintenance of the fire detection system to ensure its permanent state of preparedness. To ensure that all firefighting equipment is properly maintained, tested and fit for purpose.

6.4 To maintain Health and Safety provisions in the department; maintain a high level of personal awareness of all hazards and safe systems of work in use at the College taking charge of situations within the department when required.

6.5 To maintain a high standard of workshop housekeeping and safe practices. Ensure effective management of workshop equipment and tools etc.

6.6 To maintain safe & secure material storage & ensure specialist meters/ tools etc are always fit for purpose.

6.7 To manage and maintain workshop equipment and report on faults etc. arranging servicing of blades etc.



6.8 To maintain and update the Asbestos Register. To ensure that safe working in respect of any asbestos risks is achieved in works that fall under your control.

6.9 To appoint, instruct and manage contractors in College in accordance with the Contractors Policy.

6.10 As a member of the Sustainability Committee, to make recommendations, based upon market research, designed to assist in the delivery of the Sustainability Policy.

6.11 To implement the College Sustainability Policy and ensure environmental regulatory compliance within the Maintenance department.

6.12 To monitor and manage the usage of water with a view to reducing volume and cost/user unit.

6.13 Wherever/whenever possible to ensure that materials are recycled as appropriate ensuring waste transfer certificates are received at time of disposal.

6.14 To recycle department waste as much as possible to ensure a reduction in landfill and to adhere to legal requirements in the disposal of controlled items – e.g. electrical goods.

6.15 To ensure the effective management of all personal data under the control of the Maintenance department in order to meet the requirements of the GDPR and the College Data Protection Policy.

7. SECURITY, CONTROL and MANAGEMENT:

7.1 In conjunction with the Head Porter and IT Manager, to install as required CCTV systems, intruder alarms and any other security control measures deemed appropriate from time to time.

7.2 With the Domestic Bursar and other College management, to participate in the planning and organisation of student functions including the May Ball, Brickhouse productions and other events held in College from time to time.

7.3 To act in the best interests of the College at all times.

7.4 To implement a right first time every time culture within your department and team.

7.5 To undertake other duties and responsibilities as you may be reasonably asked to from time to time.





Member of the Heads of Department group.

Accountabilities:

To the Domestic Bursar as Line Manager, for:

- Maintenance services and delivery of services
- Maintenance team quality & development
- Staffing and HR matters
- College and Student maintenance policy matters
- Operational planning and organisation
- Communication
- Maintenance related venue event contracting processes
- Health and Safety
- Fire Safety
- Licensing (where necessary)
- Security
- Environmental Sustainability
- Data Protection
- Personal development

Liaison with Project Manager on all Major Works Projects. The Project Manager takes overall responsibility for such projects but cooperation between the two roles is critical and the Maintenance Manager will ultimately inherit responsibility of refurbished parts of the estate at the end of the project. Therefore there is a role for comment and constructive critical discussion. For the purposes of this job description, a Major Works Project is defined as:

A one-off, full construction or refurbishment set of works with specific start and end dates, usually involving the deployment of contractors (rather than College staff alone). Projects may be linked to others (as in the Water Ingress Project) and will be planned within the 15-Year planning schedule and feature as major capital works from a budget perspective.

Reports to the Finance Bursar for:

- Capital Expenditure planning (Capex budget)
- Operational Expenditure planning (Opex budget)
- Financial accountability

Direction:

Key goals will be discussed and agreed with the Domestic Bursar on an annual basis and “as required”.



PERSON SPECIFICATION



CRITERIA	ESSENTIAL	DESIRABLE
Education & Training	Relevant trade qualifications or experience within construction/ property/ buildings maintenance.	Member of a recognised governing body i.e. IWFM, CIOB, or similar. NEBOSH or minimum IOSH managing safely, or management of H&S in the workplace qualification. Environmental Sustainability qualification.
Work Experience, Skills & Knowledge	<p>Experience as a Facilities Manager or Maintenance/ Building/ Estates Manager.</p> <p>Extensive knowledge of a broad range of mechanical & electrical skills to support other colleagues with their duties.</p> <p>Considerable experience in managing a maintenance/construction type team.</p> <p>Strong knowledge of all aspects of building maintenance and construction techniques.</p> <p>Good computer literacy skills with email, Word, Excel basic business work record systems and generally good administration skills.</p> <p>Ability to understand complex technical installations e.g. water source heat pump.</p> <p>Ability to fault find with commercial and domestic systems (door locks, hinges etc.).</p> <p>Financial and budgeting skills.</p> <p>Excellent oral and written communication skills.</p> <p>Experience of solving problems and working pragmatically to find solutions.</p>	<p>Experience of a similar role within a college or academic/hospitality environment.</p> <p>Experience of project management and logistical planning.</p> <p>Knowledge of data protection requirements.</p> <p>Training skills.</p>
Intelligence/ Aptitude/ Attitude	<p>Drive and enthusiasm to achieve.</p> <p>Demonstrate a positive and conscientious attitude towards leading the department in all aspects of related Health and safety.</p> <p>Demonstrate a positive aptitude to work as a team member as well as leader.</p> <p>Customer focused.</p> <p>Excellent interpersonal skills and experience of dealing with people tactfully. Ability to liaise and cooperate with others at all levels, both within and outside the department and the wider College.</p> <p>Flexible approach to working and prepared to take on additional training in line with the business requirements of the college.</p>	<p>Good sense of humour.</p> <p>Strategic thinker.</p>
Circumstances	<p>Have good physical fitness and ability to work at heights and enclosed environments.</p> <p>Lives locally and able to respond to emergency calls.</p>	

HOW TO APPLY



To apply please send your CV and a covering letter, along with a completed short application form to careers@robinson.cam.ac.uk

Closing date for applications:

Monday 25 September at 9am

Interviews will be held on:

Wednesday 4 October 2023





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www.robinson.cam.ac.uk