ROBINSON COLLEGE
STANDARD OF PERFORMANCE JOB DESCRIPTION

TITLE: Maintenance Manager
RESPONSIBLE TO: Facilities Manager
RESPONSIBLE FOR: Team Leader and Maintenance Team

MAIN PURPOSE:

- To support the Facilities Manager (FM) by managing all tasks relating to the day-to-day running of the Maintenance Department.
- To actively and positively promote the maintenance team in all activities relating to work expectations and requirements.
- Prioritising works and identifying the key person to allocate those works to and ensuring satisfactory completion.

KEY AREAS AND STANDARDS OF PERFORMANCE:

PLANNING & ORGANISATION:

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

1.1 Manage minor project works as instructed by the FM when appropriate ensuring completion of all works to a high standard and to timescales.
1.2 Liaise with other departments to gain access to areas of the college requiring the maintenance team support for repairs or minor projects.

SITE RESPONSIBILITIES:

2.1 Ensuring compliance of the college systems and supporting the FM in tender processes and maintenance of systems by external contractors such as heating plant, pumps and generators.
2.2 Support in the day-to-day management of the college water hygiene management system, taking appropriate test samples etc in support of the externally contracted management company.
2.3 Manage the Maintenance department key systems on a day-to-day basis, ordering keys from suppliers whenever necessary. Normally requested via the Porters lodge.

FINANCIAL & STOCK CONTROL:

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

3.1 To ensure that nominated suppliers, having been appointed, are reviewed regularly and are strictly used as set out in the Purchasing Policy.
3.2 In conjunction with the Facilities Manager (FM), ensure that competitive quotes are obtained for all non-standard purchasing as set out in the Purchasing Policy.
3.3 Operate a purchasing control system to ensure that expenditure only takes place within agreed levels within set KPI’s in conjunction with the FM.
3.4 Manage alongside the FM to ensure that the recruitment of staff and setting of pay levels are within agreed limits.
3.5 Work alongside the FM to operate a system of payroll control to ensure that staffing is in accordance with agreed ratios and that costs are maintained at
agreed KPI levels.
3.6 To monitor and report on invoicing errors in conjunction with the FM.
3.7 Work in conjunction with FM on invoicing (incoming).
3.8 In conjunction with the FM ensure that the contracting and depositing policy is adhered to such that the College is not detrimentally affected by client/stakeholder cancellations/defaults.
3.9 Prepare maintenance income and costs, updated monthly in conjunction with FM.
3.10 Sourcing materials/liaising with suppliers, maintaining budget expectations.
3.11 Assessing price comparisons and advising on best value.
3.12 Responsible for ordering PPE for direct team.
3.13 Stock control for day to day use ensuring that all stock is maintained and ready for use.
3.14 To operate a system of stock ordering, receipt and storage such that wastage, pilferage and other shortages are detected, controlled and minimised.
3.15 To ensure that all charges are raised and billed to clients/contractors as appropriate – invoiced and/or cash charged.

**COMMUNICATION:**

To encourage effective communication at all levels.

In conjunction with the Facilities Manager (FM);

4.1 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.
4.2 To attend a regular 121 meeting with the Facilities Manager on a frequency to be agreed. To hold regular 121 meetings with maintenance staff to promote shared objective setting and achievement thereof.
4.3 To report as required to the Finance Committee.
4.4 To attend the College HOD meetings when required to deputise for the Facilities Manager and to brief department staff on pertinent matters.
4.5 To ensure that all external e-mails and correspondence is acknowledged within 2 working days and in accordance with agreed standards.
4.6 To provide written back-up of verbal instructions as appropriate.
4.7 To maintain records of communication with clients, suppliers, staff and local authorities.
4.8 To co-operate and communicate with other staff departments and with Senior and Junior members of College.
4.9 Maintain a positive and conscientious attitude to all aspects of the job role and the college requirements.
4.10 Monitoring online maintenance ticket system, chasing and tracking where necessary to complete each job to a satisfactory conclusion.
4.11 Work closely with contractors/partners with a can do approach.

**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.

In conjunction with the Facilities Manager (FM);

5.1 Act as the main contact for the department in the absence of the Facilities manager covering annual leave, sickness, out of office etc.
5.2 Support duties to aid other Maintenance team colleagues.
5.3 Support the Management of the emergency on call rota and working schedules etc. to ensure cover for emergencies at all times.
5.4 Act as lead for the maintenance department throughout Fire procedures and emergency situations, coordinating and monitoring the team whereabouts during these times.
5.5 Prepare and implement a training plan for the department.
5.6 Display excellent leadership skills and set an example for subordinate management/supervisors in effective management techniques.
5.7 Build and maintain a cohesive department team.
5.8 Operate the College disciplinary procedure in accordance with policy and direction from the Facilities Manager, Domestic Bursar and HR Manager.
5.9 Operate a staff appraisal/review system which is designed to improve performance and develop staff within the objectives of the College.
5.10 Prepare and periodically review SOP Job descriptions for all posts within the department.

**QUALITY:**

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

In conjunction with the Facilities Manager (FM);

6.1 To formulate a department standards manual. To train staff to deliver such standards.
6.2 To ensure that standards of delivery for College and Fellowship service are maintained and delivered as required.
6.3 To operate a system of regular and frequent monitoring/auditing to ensure the consistent delivery of agreed standards.

**LEGISLATION, HEALTH & SAFETY:**

To ensure that all relevant legislation is complied with by the department.

In conjunction with the Facilities Manager (FM);

7.1 Ensure adherence to the provisions of Fire, Health and Safety legislation/Regulations and College Policies.
7.2 Implement the College Environment Policy and ensure environmental regulatory compliance within the Maintenance department.
7.3 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.
7.4 Maintain Health and Safety at the college; 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.
7.5 Maintain a high standard of workshop housekeeping and safe practices. Management of workshop equipment and tools etc.
7.6 Maintain safe & secure material storage & ensure specialist meters/ tools etc. fitness for purpose.
7.7 Manage and maintain workshop equipment and report on faults etc. arranging servicing of blades etc.

**OTHER:**

8.1 Support May ball committees with design and build of sets etc. in conjunction with FM.
Any other duty that may be required discussed and agreed with your Head of Department or the Domestic Bursar.

June 2020
REPORTING STRUCTURE

Accountabilities:

To the Facilities Manager, 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

Reports to Facilities Manager on a daily and weekly basis as required.

Direction:

Key goals will be discussed and agreed with the Facilities Manager on an annual basis and “as required”.
# EMPLOYEE SPECIFICATION

## Maintenance Manager

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<th>CRITERIA</th>
<th>ESSENTIAL</th>
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<tr>
<td><strong>EDUCATION &amp; TRAINING</strong></td>
<td>Hold the relevant trade papers or equivalent qualification or experience.</td>
<td>Member of a recognised governing body i.e. IWFM, CIOB, or similar.</td>
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<td>NEBOSH or minimum IOSH managing safely, or management of H&amp;S in the workplace qualification.</td>
<td>Environmental Sustainability qualification.</td>
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<td><strong>WORK EXPERIENCE, SKILLS &amp; KNOWLEDGE</strong></td>
<td>Demonstrable experience as a qualified carpenter/bench joiner or similar relevant trade.</td>
<td>Experience of a similar role within a college or academic/hospitality environment.</td>
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<td>Considerable experience in managing a maintenance/construction type team.</td>
<td>Extensive knowledge of a broad range of maintenance &amp; engineering skills to support other colleagues with their duties.</td>
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<td>Strong knowledge of all aspects of building maintenance and construction techniques.</td>
<td>Experience of project management and logistical planning.</td>
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<td>Good computer literacy skills with email, Word, Excel basic business work record systems and generally good administration skills.</td>
<td>Knowledge of data protection requirements.</td>
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<td>Ability to fault find with commercial and domestic systems (door locks, hinges etc.).</td>
<td>Training skills.</td>
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<td>Financial and budgeting skills.</td>
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<td>Excellent oral and written communication skills.</td>
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<td>Experience of solving problems and working pragmatically to find solutions.</td>
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<td><strong>INTELLIGENCE/APTITUDE / ATTITUDE</strong></td>
<td>Drive and enthusiasm to achieve.</td>
<td>Good sense of humour.</td>
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<td>Demonstrate a positive and conscientious attitude towards leading the department in all aspects of related Health and safety.</td>
<td>Strategic thinker.</td>
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<td>Demonstrate a positive aptitude to work as a team member as well as leader.</td>
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<td>Customer focused.</td>
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<td>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.</td>
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<td>Flexible approach to working and prepared to take on additional training in line with the business requirements of the college.</td>
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<td><strong>CIRCUMSTANCES</strong></td>
<td>Have good physical fitness and ability to work at heights and in closed environments.</td>
<td>Hold a clean driving licence.</td>
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