

JOB DESCRIPTION

Vacancy reference:	SRF33441
Post Title:	Assistant Maintenance Contracts Manager (Building Services/Water Quality)
Grade:	6
School/Department:	Estates – Maintenance Services
Reports to:	Maintenance Contracts Manager
Responsible for:	Procurement and Management of University appointed specialist contractors

Purpose

Maintenance Services aims to appoint a matrix of 'best-in class' maintenance contractors, who will work alongside the in-house DLO team to deliver a comprehensive, customer focussed and cost-effective maintenance service.

Reporting to the Maintenance Contract Manager the post holder will be accountable for the procurement and delivery of maintenance contracts, which are largely in support of the planned preventative maintenance programme.

Support the delivery of the maintenance service through knowledge and expertise of building services, water quality management and related statutory maintenance requirements.

To support the delivery of an effective, customer-focused, safe and efficient maintenance service to the University in accordance with agreed Service Level Agreements.

Main duties and responsibilities

The main duties and responsibilities of the Assistant Maintenance Contracts Manager Maintenance are:

Procurement

- Support the Maintenance Contract Manager in the delivery of procurement and commercial management of maintenance contracts;
- Ensure that all procurement is undertaken in a manner that complies with the University's policies, financial regulations and audit procedures, and provides value-for-money;
- Produce technical tender documents for contract renewal using both in-house staff and specialist consultants, including liaison with the Procurement team;

Contract Management

- Assist in the performance management of all maintenance contracts, including monitoring of performance against agreed Service Level Agreements and Key Performance Indicators;
- Assist with the development of Service Level Agreements & KPIs relevant to specialist maintenance contractors;
- Work with other maintenance managers to ensure that changes in legislation and changes in the estate profile are incorporated into maintenance planning and contracts in a timely manner, including reporting any potential technical issues to senior managers in good time;
- Assist in the running of contract performance review meetings along with relevant contractor and maintenance staff; ensuring that records and action points are recorded and implemented;
- Review the workload of appointed contractors and allocate work, accordingly, keeping senior management informed of resource implications;

- Ensure that maintenance contractors provide all relevant service records, statutory test records and inspection records in a timely manner in the agreed format and filed, where relevant, on the Estates electronic document management system;
- Assist the Maintenance Contract Manager with periodic technical reviews and audits of maintenance contracts to ensure compliance with contract terms, SLAs and KPIs.

Statutory Maintenance

Management of Water Systems

- Act as responsible person for the management of water systems at the University *1
- Ensure that the University meets all statutory requirements in relation to legionella prevention
- Manage the legionella planned maintenance programme
- Manage the legionella prevention service contract
- Manage legionella remedial work programme
- Provide advice to the Estates team on all aspects of the safe management of water systems

Reporting & Financial Control

- Monitor service level agreements and performance of and specialist contractors, regularly reporting on the reactive and PPM performance to the Maintenance Contracts Manager and Head of Building Maintenance as required.
- Placing of orders and approving of invoices in line with the University's financial practices and procedures;
- Analysis & monitoring of contract expenditure, including regular reporting to the Maintenance Contract Manager, the Head of Building Maintenance, the Maintenance Services Director & other senior managers;

Customer Support

- Deal with direct enquiries (i.e. on phone, TEAMS, email etc) and provide advice on contractors and service delivery within University buildings to Maintenance staff, other University staff and/or external project managers, consultants and contractors
- Maintain regular contact with customers within the University to ensure that the services provided meet their needs & expectations
- Deal with complaints or technical issues affecting all stakeholders in a timely manner;
- Provide effective feedback to support monitoring of agreed Service Level Agreements

Health & Safety

- To be proactive in maintaining, supporting & promoting a secure and safe working environment for all customers, staff and visitors
- To ensure that maintenance/specialist/framework contractors comply with University safety policy and procedures. Including written risk assessments, permits to work, safe systems of work, manual handling, asbestos register, COSHH assessments, incident/accident reporting and all other current University policies.
- To continuously review and update the risk assessments and safety arrangements for maintenance activity and report any concerns promptly to the Head of Building Maintenance.
- Carry out work in accordance with written & verbal instruction, safe systems of work and current Health & Safety legislation
- Undertake all relevant risk assessments for work undertake and check risk assessments for all contractors working on your behalf
- Assist other Maintenance Services managers with the investigation of accidents and incidents
- Ensure compliance with the Universities asbestos policy and procedures
- Keep up to date with current legislation
- Maintain and wear appropriate Personal Protective Equipment (PPE) as required

Other Duties & Responsibilities

- Prioritise workload and ensure compliance with agreed Service Level agreements

- To coordinate maintenance works, as far as practicable, to minimise disruption to building users.
- Maintain all relevant documentation necessary to ensure statutory compliance in accordance with Maintenance Services operating procedures and systems of work
- Provide assistance to other Estates managers and teams when required
- Work as part of a team and work in any area of the department as and when required.
- Provide assistance in cases of emergencies
- Undertake all necessary training to maintain competency levels
- Assist other Maintenance Services managers in delivery of departmental training.
- To keep up to date with current legislation;
- Any other duties requested by the Maintenance Services Director or Head of Building Maintenance

Supervision received

Via the Maintenance Contract Manager

Supervision given

University appointed specialist contractors

Contact

Main Internal Contacts

Building Support Officers; Technical Services; Schools/Departmental staff; Estates staff, including: All Maintenance managers & staff, Maintenance Project Managers, Estates Help Desk, Sustainability team, Capitol Project Managers, Cleaning, Portering and Security. Other members of the University community including colleagues from Campus Commerce, Property Services, Catering, Sports, Halls Liaison and Events Team

Main External Contacts

Approved specialist, maintenance and framework contractors, suppliers and consultants. Members of the public

Terms and conditions

Full time permanent role.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

**1 - a separate agreement is place and additional payment is available for whoever takes on a responsible person/duty holder role subject to competency, completion of probation period and authorisation from the Director of Estates*

Date assessed: July 2020

PERSON SPECIFICATION

Job Title	School/Department
Assistant Maintenance Contracts Manager (Water Quality)	Estates - Maintenance Services

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Expertise and competence within this discipline. • Understanding of service provision. • Providing analytical data to allow performance analysis. • Works well under pressure, organising workload to ensure compliance of our published SLA's • I.T. literate and be able to accurately record, process all relative documentation. • 	<ul style="list-style-type: none"> • Broad knowledge of the building, mechanical & electrical trades.
Attainment	<ul style="list-style-type: none"> • A relevant qualification in building or engineering services (minimum requirement equivalent to NVQ level 3) 	<ul style="list-style-type: none"> • L8 Responsible Persons City & Guilds Qualification • Relevant qualification in contract management • NVQ level 4 • Up-to-date record of continuing professional development.

<p>Knowledge</p>	<ul style="list-style-type: none"> • Relevant experience in a similar environment. • Experience in procurement practices and legislative knowledge which can be applied to tender and contract processes • Knowledge of mechanical plant • Knowledge of L8 The control of legionella bacteria in water systems • Knowledge of Pressure systems safety regulations • Experience in all aspects of planned, preventative and day to day reactive maintenance issues • Understands contracts and service provision • Financially competent • I.T. literate in MS Office Suite and be able to accurately record and process all relative documentation • Provide analysis data to allow contractor performance monitoring of Service Level Agreements (SLA's) • Awareness of current statutory requirements. • Experience in all aspects of planned, preventative and day to day reactive maintenance issues • Experience in FM contract management systems, documents, procurement, administrative procedures and protocols • Knowledge of inspection regimes, records and documentation • Understands contracts and service provision • Financially competent • I.T. literate in MS Office Suite and be able to accurately record and process all relative documentation • Provide analysis data to allow contractor 	<ul style="list-style-type: none"> • Broad knowledge of associated building & building services operation. • Knowledge of construction practices
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	<p>performance monitoring of Service Level Agreements (SLA's)</p> <ul style="list-style-type: none">• Compliance with the Departments procurement and administration protocols.• Ability to deal effectively with staff and customers at all levels.• Good problem solving, diagnostic and analytic skills.• Provide technical support / advise as required• Knowledge of health & safety legislation affecting the built estate including experience of risk assessment processes.	
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<p>Relevant Experience</p>	<ul style="list-style-type: none"> • Experience in all aspects of planned, preventative and day to day reactive maintenance issues. • Experience in managing legionella prevention programme • Experience of managing maintenance of pressure systems including steam • Knowledge/experience of the supervision of appointed specialist/framework contractors. • Awareness of current statutory requirements relating to the built estate. 	<ul style="list-style-type: none"> • Relevant experience in a similar environment. • Experience of carrying out a legionella responsible person role on a complex commercial site • Experience of carrying out a pressure system responsible person role on a complex commercial site • Experience of OJEU tenders
<p>Disposition</p>	<ul style="list-style-type: none"> • Proactive and self-motivated • Ability to work under pressure & remain calm • Good team player • Good leadership skills • Good communicator with client- facing attitude and demonstrable customer care • Flexible, well organised, able to project a professional image and demonstrate proactive attitude in work related issues, • Provide close liaison, communication and interaction with other trades and managers • Good people skills • 	<ul style="list-style-type: none"> • Pragmatic, • Able to motivate resources. • Approaches work with a view to continuous improvement

Other	<ul style="list-style-type: none">• Prepared to work outside normal working hours, should the need arise.• Must hold current car driving license• Must be prepared to undergo all necessary training	
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Completed by: Ian May	Date: July 2020
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