

Job Description

Head of Maintenance & Infrastructure

Salary:	Grade 9
Contract:	Full time, ongoing
Location:	Canterbury/Medway Campus
Responsible to:	Acting Director of Campus Services
Responsible for:	Building Service Engineer (Electrical) Performance & Compliance Officer, Energy Engineer (Systems & Standards) Electrical Asset Manager, Mechanical Asset Manager, Building Asset Manager
Job family:	Administrative, professional and managerial

Job purpose

Take responsibility for the delivery of Planned and Reactive Maintenance as well as management of Engineering services across the estate. Ensure compliance and remedial works are undertaken through dedicated teams achieving best value for money from the supply chain and optimum performance from in-house resources. Manage the mechanical, electrical, building fabric and energy engineering teams ensuring works are planned and delivered in a timely and economic manner that mitigates business risk and complies with legislation.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Take responsibility for the current and future maintenance of all electrical, mechanical, building, high-risk areas and site infrastructure to meet the growing needs of the University. Attend/chair meetings as required. Provide clear leadership and direction to trade managers, this is very demanding full-time position that requires consistent daily input to direct reports, colleagues and many stakeholders.
- Ensure statutory and regulatory compliance in relation to the University's physical estate and engineering assets to avoid significant legal and financial costs and health and safety implications.
- Maintaining the PPM system to meet changing technologies and ensuring all statutory PPM is compliant and in line with the CAFM system PPM schedule for the trade groups.
- Ensure all reactive work is being controlled through the trade teams and Service Level Agreements are being met. Equally, ensure all rechargeable work is being dealt with in a timely manner to suit the University customers.
- Take responsibility for compliance with Procurement and Financial regulations and budgets. Ensure maintenance & grounds contracts are in place for key service areas and have been procured in consultation with procurement.
- Maintain records, ensure statutory inspections are being programmed. Undertake internal audits and work collaboratively with colleagues.
- Demonstrate active stakeholder management in order to ensure customer satisfaction in the delivery of maintenance and stores services.
- Ensure the production of technical standards, specifications and operational requirements and document/record management for the Campus Services department to ensure a consistent and cost-effective approach.

- Oversee the management and delivery of electrical, mechanical and building capital and revenue works as agreed with the Assistant Director of Estate Planning & Strategic Projects.
- Act as Responsible person for L8, Abestos, Safe Systems of Work (SSoW) and Permit to Work (PTW) and appoint suitable deputies from within the team. Undertake investigations where failures occur from a technical or H&S perspective.
- Act as Duty Holder for Gas systems and ensure policy is regularly reviewed and updated as necessary.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- The post holder will be required to think with broad approaches within their specialist area and are likely to encounter complex and challenging operational problems. They will need to take into account legislation and environmental issues when making decisions and apply their experience and knowledge, taking a creative approach, in order to devise solutions to issues/problems. They will be a key professional FM/technical expert for the Estates Department on all matters Building, mechanical, electrical and grounds including policy formulation and application within the maintenance environment.
- Decisions made within this role will either impact upon significant sections of the campus and its associated areas or will impact University wide. Making sound decisions will reduce the potential for high levels of impact, both financially and on the health and safety of those within the University. You will be expected to work closely with colleagues in the Estates Department especially Technical Support.
- The post holder will need to keep abreast of technological and best practice development within the maintenance and FM arena and will be expected to translate best practice into both the University's long term maintenance programme and general maintenance strategies.
- Managing a large ageing estate and systems will present many challenges.

Facts & figures

The Maintenance Team look after the 7th largest University Estate in the UK. Each maintenance section has a maintenance budget that the managers are responsible for which is currently around £3.5m in total. There are also additional budgets for LTM and Engineering projects.

Internal & external relationships

Internal: Heads of Schools and Departments, Academic and Professional Services Departments, Kent Students' Union, Finance Department, other Campus Services Department sections

External: Contractors and professional design and management construction consultants, other stakeholders, statutory authorities

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Potential exposure to asbestos or other dusts
- Vocational driving on & off campus (includes use of cars, vans, ride-on mowers, buggies)
- Working in isolation
- Working in confined spaces
- Working at height

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Degree, HNC or HND in Mechanical Engineering, Electrical Engineering, Building Services Engineering, or equivalent demonstrable industry experience gained over a sustained period (A)
- Extensive experience and relevant technical knowledge of building services, grounds and facilities management technologies, and their impact on the work environment within a complex operational estate (A,I)
- Detailed knowledge of statutory health & safety and built environment legislation, with proven ability to ensure compliance across a diverse portfolio (A,I)
- Sound knowledge of best practice in the technical Hard FM environment, with significant experience of developing maintenance processes, technical standards and service strategies (A,I)
- Demonstrable ability in the use of databases and Microsoft Office products, with the ability to adapt and transfer skills to new technology (A)
- Experience and competency in the use of Computer Aided Facilities Management (CAFM) software packages to support maintenance delivery, compliance and asset management (A,I)
- Demonstrable experience of preparing and presenting technical and financial reports, including options appraisal and recommendations (A,I)
- Proven management and leadership skills, with the ability to evaluate performance, motivate staff and manage multidisciplinary teams (I)
- Experience of setting, managing and controlling maintenance budgets to ensure effective resource allocation and value for money (A,I)
- High level stakeholder management, communication and presentation skills, with the ability to engage confidently with senior leaders, contractors and colleagues (I)
- Willingness and availability to be part of an on-call rota to respond to emergencies and issues outside normal working hours (I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

Desirable Criteria:

- Chartered Engineer (CEng) or Incorporated Engineer (IEng) status, registered with the Engineering Council, or equivalent senior professional standing in Hard FM/Estates leadership (A)
- Corporate membership of a relevant professional institution for example: Chartered Institution of Building Services Engineers (CIBSE); Institution of Engineering and Technology (IET); Institution of Mechanical Engineers (IMechE); Institute of Workplace and Facilities Management (IWFM) (A)
- An accredited Health & Safety qualification such as IOSH Managing Safely or equivalent (A)
- Experience of using the INVIDA CAFM system (I)
- Additional qualifications or training in areas such as asset management, compliance auditing or energy management (A)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage