

Job Description

Building Asset Manager

Salary:	Grade 7
Contract:	Full time, ongoing
Location:	Canterbury/Medway Campus
Responsible to:	Head of Maintenance & Infrastructure
Responsible for:	Residential Team Leader, Builder, Maintenance Assistant
Job family:	Administrative, professional and managerial

Job purpose

To ensure that our building assets are compliant with all relevant legislation through a comprehensive planned maintenance and inspection regime, identifying and rectifying defects in a timely manner.

To ensure that building maintenance services provided to our accommodation residents meets the requirements of the UUK code of practice for Universities, particularly in respect of pre-occupation checks, defect resolution and customer communication.

To ensure that reactive defects are resolved in accordance with our published service levels through the use of in-house labour and contractors where necessary, planning and coordinating resources effectively to maintain standards.

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.

- Manage and deliver a robust planned maintenance and inspection regime for all building assets ensuring compliance with statutory legislation, Health & Safety Codes of Practice and University policy to provide safe and effective buildings for users.
- Take responsibility for delivery of a fully compliant asbestos management programme in accordance with guidance and legislation provided including management of the team carrying out inspections, testing and remedial action liaising with external contractors and consultants when required.
- Manage, plan, resource and monitor all reactive work associated with building assets across the estate ensuring reported defects are resolved in line with published service levels, providing progress updates to customers and responding to any complaints as they arise in a timely manner. Receive and respond to KPI reporting providing updates on outstanding work and supporting narrative for KPI performance.
- Take responsibility for safe systems of work (SSoW) and operational health and safety systems relating to building work ensuring compliance with statutory legislation and best practice acting as the Authorised Person for the building discipline.
- Ensure that our residential accommodation is maintained to an acceptable standard and in in accordance with the UUK code of practice for Universities and published service levels, through the use of a dedicated Residential team supplemented by contractors as necessary. This includes not only building fabric but also any fixtures and fittings present within our accommodation.
- Manage procurement activity for building asset planned and reactive works ensuring best value and compliance with all University regulations and guidance.
- Work co-operatively and collaboratively with stakeholders and colleagues across the directorate and the wider University to ensure services are fit-for-purpose, efficient and continuously improving.

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.

- Managing a range of qualified staff with differing work related needs which requires a breadth of knowledge and experience to provide guidance and support. Activities may be planned or reactive and there will be competing demands which require effective prioritisation and planning.
- A clear focus on achievement of service levels, for both planned and reactive work, is needed through review of performance information, creating action plans to address any deficiencies and this must be balanced with ensuring day-to-day operations are maintained.
- Ensuring asbestos records are maintained and interacting with consultants and contractors to plan remedial actions and ensure these are delivered promptly.
- All maintenance managers are required to be part of an on-call rota for out of hours provision (evenings, weekends, bank holidays and customary days) where they provide triage for defect resolution across all trades (building/electrical/mechanical) deciding whether an engineer call out is required or whether defects can be dealt with by the on-site team. They will also decide if issues need escalation to Heads of Section or the Senior leadership team as appropriate.
- Building relationships with key stakeholders both internal and external and colleagues to ensure needs and expectations are met and that communication channels are maintained at all times. Particular attention is required in the communication with residential students in accordance with the UUK code of practice for Universities.

Facts & figures

The University campuses comprises 2 sites, 389 buildings and c. 246,000m² of gross internal area. Of this c. 76,000m² relates to our residential estate (c. 3,600 rooms) with the balance being non-residential. Our facilities are varied including offices, teaching rooms, lecture theatres, laboratories, catering outlets, sports facilities, performing arts spaces and a cinema. The overall budget for operational building maintenance is c. £1.07m with further budgets for cyclical maintenance as required.

Internal & external relationships

Internal: Colleagues within Maintenance and Infrastructure, colleagues in the wider Campus Services directorate, colleagues in other University directorates and schools, other staff, students and visitors.

External: Suppliers, external auditors, contractors and consultants.

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
- Working in confined spaces
- Working at heights
- Vocational driving on & off campus (includes use of cars, vans, ride-on mowers, buggies)
- Prolonged weather hazard exposure – wind/rain/snow/pollen/UV & sun
- Conflict resolution
- There may be a requirement to work evenings and weekends
- Ability to travel in a timely and efficient manner between campuses

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:

- HNC/HND or ONC in Construction or equivalent demonstrable industry experience over a sustained period (A)
- An accredited HSE qualification (IOSH Managing Safely or equivalent) (A)
- Demonstrable ability in the use of databases and Microsoft Office products and ability to adapt/transfer skills to use new technology (A)
- Extensive experience and relevant technical knowledge of building fabric and facilities management their technologies and their impact on the work environment in a complex technical environment (A,I)
- Detailed knowledge of statutory health & safety and built environment legislation and how to ensure compliance across a diverse portfolio (A,I)
- A sound knowledge of best practice in the technical Hard FM environment with significant experience of developing maintenance processes (A,I,T)
- Demonstrable experience of preparing and presenting technical and financial reports with options appraisal and recommendations (A,I)
- Proven management and leadership skills and ability to evaluate performance and motivate and manage a team (A,I)
- Experience of setting, managing and controlling maintenance budgets (A,I)
- Experience and competency of Computer Aided Facilities Management (CAFM) software packages (I)
- High level stakeholder management, communication and presentation skills (I)
- Willing and available 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 Surveyor or FM professional with Corporate membership of a relevant Institution (A)

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