

## **Job Description**

**Job Title** Maintenance Operations Manager

**Reports to** Head of Maintenance

**Direct Reports:** Maintenance Team:  
Maintenance Works Supervisor  
Electrician  
Plumber  
Maintenance Assistants  
Handyman

**Keble Grade** 5

### **Overall Objective**

Responsibility for providing support to the Head of Maintenance in the protection and upkeep of the College estate ensuring the buildings are suitably maintained and legally compliant, whilst providing support with the planning and oversight of larger maintenance projects, as required. Managing the maintenance team.

Will provide cover for the Head of Maintenance in their absence.

### **Key Responsibilities**

#### *Staff management*

- Day to day management of the Maintenance Team, including performance reviews of direct reports and as appropriate raise any performance issues with the Head of Maintenance / HR Manager
- Identify and co-ordinate appropriate training programs for the maintenance team to ensure compliance to industry regulations, safety standards and College policies
- Manage a training plan for all maintenance team staff and record training attendance
- Follow staff sickness procedures and adhere to absence management principles
- As part of the Maintenance Management Team, contribute to the development of new department-wide processes and procedures focussed on efficiency and customer service
- Oversee reactive and planned works via a CAFM system for both in-house and contractors, including overseeing work quality and performance
- Support the Head of Maintenance with contractor meetings, maintenance team meetings and team talks

#### *Maintenance*

- Support the Head of Maintenance with the management of routine and planned maintenance within a busy operational environment
- Provide written reports on proposals for rolling programme of college refurbishments
- Produce SOPs for Maintenance activities
- Work with the Head of Maintenance to ensure all H&S department documentation is current and implemented
- Provide management support in overseeing the repairs and life-expired renewals as required
- Obtain approval for any maintenance service agreements/contracts and place orders and authorise invoices within authorised financial limits, adhering to College financial regulations at all times

- Support the review of maintenance contractors' performance, delivery of contractor performance review meetings and consider alternatives when implementing renewals
- Respond, track and feedback to raised maintenance queries/tickets ensuring timeliness and identify trends in faults and overall workflows for the team
- Work with the Head of Maintenance in implementing a rolling planned maintenance programme for all College buildings focusing on system and asset reliability, including energy efficiency

#### *Buildings Systems, Plant, machinery and equipment*

- Responsible for the management of the annual planned maintenance, including the annual redecoration and maintenance upgrades of student accommodation across the College estate
- The identification and rectification of faults on building services is an essential part of the role of the Maintenance Operations Manager. This requires understanding of all building elements and the use of experience and initiative to determine a solution in a particular situation
- Provide support to ensure that all servicing and testing of building critical systems are undertaken as per statutory and mandatory legislation and College requirements
- Working alongside the Head of Maintenance and Maintenance Administrator in ensuring that accurate up-to-date records of inspections and servicing are kept and available for any planned or short notice audits
- Provide support in the monitoring and evaluating cost effectiveness, efficiency, energy consumption and suitability of College plant and machinery
- Working with the Head of Maintenance in overseeing of HBAC collateral warranties and the 12-year latent defects period of the H B Allen Centre
- Provide high-level out of hours support for emergency maintenance and building related issues, e.g. life-threatening situations including fire. (Support may be via phone or in-person)

#### *Capital Expenditure*

- In conjunction with the Head of Maintenance, monitor the condition of the College's estate and recommend where capital expenditure is required; assisting with the rolling 10-year capital expenditure report
- Bring to the attention of the Head of Maintenance areas that require unscheduled capital expenditure and provide cost proposals to support a costed forward maintenance plan
- Invite quotes from selected contractors considering best value for money

#### *Project Planning and Management*

- Support the Head of Maintenance in managing project requests from inception through to works commencement, appointing external Project Managers and CDM designated roles, as required
- Supporting the Head of Maintenance to ensure any necessary consents are in place before undertaking works being mindful of Listed Building status
- Work with the Head of Maintenance in ensuring all pre-project statutory inspections are in place prior to commencement of any works
- Alongside the Head of Maintenance, will ensure that all health & safety compliant literature is in place before the commencement of a project, and ensure adherence to it
- Work with the Head of Maintenance, oversee the commissioning and witnessing of minor and major projects, ensuring all statutory compliance certification is in place
- Liaise with College departments, checking that works do not interfere with other significant College activities
- Through the Maintenance Administrator, communicate to all College parties any effect of works
- Where projects are managed in-house; monitor the works and ensure contractors fulfil their scope of works, monitor programme and expenditure
- On outsourced projects, support the Head of Maintenance and act as a Deputy point of contact for the Principal Contractor and Designer

### *Budgets and purchasing*

- Working with the Head of Maintenance in support of the annual Maintenance budgets, ensuring College financial regulations are adhered to at all times
  - Purchasing of routine items within agreed budgets up to £5,000
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### **Person Specification** – Maintenance Operations Manager

#### **Essential Skills & Experience**

- Significant experience of managing a multi-skilled hard service team, including contractor management experience
- A technical/professional qualification in Building Services (time served building services formal apprenticeship)
- A good working knowledge of health and safety legislation with an understanding of all statutory compliance across all building services
- Experience of working with CAFM systems to assess team performance against SLAs and KPIs, to ensure the Department provide a timely and efficient customer focussed service, (ensuring all statutory compliance inspections are completed to schedule)
- Experience of SFG20 and the implementation and management of PPM schedules, both for the in-house team and contractors
- Significant Project management experience from small repairs and refurbishments to larger projects, circa £1m+
- Delivery of maintenance and projects in a listed buildings environment
- Maintaining good working relationships with commercial clients relating to maintenance issues and activities, including statutory compliance
- A working knowledge of current construction statutory legislation (Building Regulations, CDM, DDA, Planning Consents etc)

#### **Desirable Attributes:**

- Past experience of working in an educational environment
- BOHS P405 Management of Asbestos in Buildings
- Experience of dealing with landlords and tenants
- Full UK driving licence (ideally with no endorsements)

**Authorised: Domestic Bursar**

**Date: July 2025**