

**UNIVERSITY OF DERBY**  
**JOB DESCRIPTION**

<b>JOB TITLE</b>	<b>Head of Maintenance</b>		
<b>DEPARTMENT</b>	<b>Estates</b>		
<b>LOCATION</b>	<b>Kedleston Road, Derby, DE22 1GB</b>		
<b>JOB NUMBER</b>	<b>0119-20</b>	<b>SALARY</b>	<b>£55,610 - £64,308 per annum</b>
<b>REPORTS TO</b>	<b>Director of Estates</b>		

**Role Summary**

Provide strategic and operational leadership in developing, implementing and maintaining a first class maintenance and engineering provision across the University's entire estates portfolio. This role will lead on ensuring the effective and efficient deployment of maintenance and engineering resources to optimise the maintenance of the University portfolio, especially focusing on ensuring compliance with statutory legislation delivering safe and legal buildings.

As a key member of the Estates senior leadership team, contribute to the development of the strategic direction and business plans of Estates as a whole, operationalising those plans within own areas of responsibility.

The role has at its core the need to ensure transparent value for money engineering and maintenance activities, providing strategic investment advice and working to ensure the University estate is optimally maintained.

A key requirement for the Head of Maintenance will be the ability to develop and implement a maintenance strategy and to lead on any change initiatives required to amend the operational delivery model. This will include the utilisation of the in-house teams as well as using contracted out services to ensure that the department delivers very best service levels to all stakeholders.

A strong commitment and capability to deliver cultural change as necessary and to set an example by consistently promoting and applying the University's values & behaviours is essential. Working in partnership with the Director of Estates, the Head of Campus Services, the Director of Derby Student Residences Limited and the Head of Estate Development, this role is required to take a wide Senior Leadership responsibility beyond the areas of direct operation: contributing to the development of the Estate strategy, contributing to the leadership and management of the Estates department and representing the University in external engagement where appropriate.

To ensure sound contract management of outsourced maintenance specialist suppliers.

## Principal Accountabilities

Ensure all work activities are undertaken safely within a recognised safety management system including, but not restricted to, enforcement and training of safe working practices, comprehensive use of Risk Assessments and Method Statements (RAMS), obligatory use of task appropriate PPE and sensible monitoring and management of external contractors.

Develop an overarching estates maintenance, surveying and engineering strategy to include:

### Long Term Maintenance Plan

Continue to deploy surveying resource to develop a full condition survey to deliver:

1. A comprehensive and robust schedule of planned preventative maintenance;
2. A comprehensive asset register, condition based where practicable;
3. Effective and transparent deployment of the LTM annual budget.

### Statutory Compliance

1. Ensure demonstrable and reportable level of statutory compliance to maintain a safe and compliant estate;
2. Ensure clear strategy to achieve compliance combining in-house and external providers as appropriate;
3. Prepare monthly reports on demonstrable levels of compliance;
4. Deliver a self-auditing process to support compliance assurance;
5. Ensure robust and clear service level agreements are in place with third parties such as DSRL, Derby Theatre, Buxton Spa, Colleges operating assets requiring Estates statutory activities.

### Resource Management

1. Ensure a quantifiable effective and efficient deployment of maintenance resources and budget, to include direct labour and external contractors;
  2. Introduce performance management methodology into reactive maintenance processes and measurement, incorporating clear SLA's for Priority 1 – 3/4 tasks, volume of tasks undertaken within and without each SLA and full timing and cost of delivery of each;
  3. Constant review of the supply chain contractors to ensure both value for money and effective performance in line with contracted deliverables including active contract management;
  4. Service review meetings undertaken against KPI's built into contracts;
  5. New contracts created with category manager to ensure best practise;
  6. Ensure best use of the resources/teams within the department utilising work planning and task allocation system.
- CAFM – lead on the implementation of a new CAFM system and ensure its effective enduring operation as a key tool in delivering maintenance, asset data and performance and demonstrating compliance
  - Establish and maintain a robust set of out-of-hours procedures using both internal staff and outsourced arrangements as necessary to ensure the University has full 24/7/365 coverage of the ability to address and make safe incidents and accidents relating to mechanical, electrical and building-related elements.
  - Provide effective leadership to the maintenance, engineering and surveying function:
    1. Focussing on team motivation and engagement;
    2. A structured team development programme, training and competency register to ensure compliance with training/competency requirements.
  - Demonstrable actions undertaken to deliver efficiencies and savings in utilities: electricity, gas and water through effective management and use of BMS technology, working in collaboration with

the Energy Manager.

- To ensure sound contract management of outsourced maintenance specialist suppliers.
- Develop and report on a comprehensive set of appropriate targets, KPIs and associated service level agreements, proactively addressing any service performance issues in a timely manner.
- Governance – develop and document all the key policies, procedures and standards relating to key operations within the division and ensure they are regularly reviewed and updated.
- Assess cost structures and prepare budgets to deliver efficient, effective and best value Estates services, managing internal operations efficiently and securely with continuous improvement mechanisms in place for review and action.
- Embed a culture of continuous improvement and innovation within Maintenance and Engineering, enhancing the capacity and capability of services through the effective use of existing and emerging technologies/systems and timely management information.
- Develop effective relationships with and close management of sub-contract service providers, ensuring best value service provision in line with service level expectations.
- Provide visible and effective leadership/management; engaging and developing staff, leading change positively and truly embedding a customer service culture.
- Ensure cohesive and collaborative working within, and across services, with a high performing and positive attitude and encouraging a culture of ownership and accountability.
- Ensure clear, effective and timely communications as appropriate from Estates Services to its internal and external stakeholders.
- Support the Director in managing strategic relationships with key stakeholders/customers within the University, suppliers and other external organizations as appropriate.
- Support and participate in cross-University projects or initiatives as required by the Director.
- Take the lead on behalf of the wider Estates department to ensure that robust business continuity plans are in place, regularly reviewed and well communicated, with all significant risks mitigated/managed appropriately.

## Person Specification

### 1. Essential Criteria

#### Qualifications

- Degree or equivalent experience
- Professional qualification in a related engineering discipline

#### Experience

- Significant experience in a similar seniority level role; successfully leading multi-faceted, business critical, cross-organisational services, ideally in an HE institution
- Substantial experience of working in a Senior Engineering post, leading a Maintenance function of a large Estate
- Extensive experience of managing provision of multiple services both internally and through sub-contractors
- Experience in dealing with demanding customers through a well-organized service desk or similar arrangement and meeting pre agreed service levels.
- Experience of successfully introducing and embedding emerging technologies/systems
- Proven track record of leading, motivating and managing a diverse team of staff
- Demonstrable success in gaining commitment and leading change
- Extensive experience of successfully delivering against demanding SLAs and KPIs
- Proven experience of financial and budgetary planning and management
- Experience in representing the department in senior meetings both internal and external
- Experience in dealing with high value procurement through tendering and related administration functions

#### Skills, knowledge and abilities

- Excellent people management skills and proven ability to deliver through people
- Ability to create a high performing team in line with the organisation's core values
- Strong business skills and commercial acumen
- Ability to assess, manage and mitigate business risks
- Excellent verbal and written communication skills, with the ability to communicate effectively at all organisational levels and areas
- Well proven ability to analyse and resolve operational problems and critical incidents

- Ability to define and use management information reports to help decision making
- Well proven ability to take up multiple, complex projects and to lead through to the end by delivering the clearly defined objectives.

### **Business requirements**

- Willing and able to travel across the University's diverse estate and flexible approach to work pattern/remit
- Willing to work outside normal hours during special events and other essential situations.

### **2. Desirable Criteria**

#### **Qualifications**

- Project Management qualification (e.g. Prince2)

#### **Experience**

- Leading a Maintenance function covering multiple sites

#### **Skills, knowledge and abilities**

- Contract management

### **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

For more information on the benefits of working at the University of Derby go to

<https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230>