# JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Head of Maintenance</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Maintenance Department</td>
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<td><strong>Job purpose:</strong></td>
<td>Ensure the upkeep and maintenance of all College properties, associated services and records to the standards required, within the allocated budgets. Lead and motivate the Maintenance team to always deliver excellent and professional service. Coordinate the rapid response to minor emergencies (including out-of-hours). Ensure that all works are carried out in accordance with current health and Safety legislation and the College Health &amp; Safety Policy.</td>
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| **Specific duties:**          | • Represent the Maintenance team at internal and external meetings  
• Work with the HR Manager and Bursar to resolve any staffing issues within the team such as recruitments, retirements, official procedures, training requirements, complaints etc.  
• Organize and oversee the immediate response to minor emergencies such as power cuts, leaks, blocked drains, broken heating or hot water, building damage etc.  
• Assist in the selection and appointment of an out-of-hours response contractor and then coordinate with and manage the contractor  
• Manage the Maintenance team on a day-to-day basis in coordination with the Second Bursar, organising daily work schedules, holidays and times of work to ensure that work is scheduled and prioritised in an efficient manner at all times.  
• Order all necessary tools and supplies for works as needed, including maintaining adequate reserve stock.  
• Ensure that all mandatory and statutory checks are carried out in a timely manner and that any rectifications are executed to always ensure complete compliance, providing up-to-date records to the Second Bursar. This includes but is not limited to, Fire alarms, detectors, extinguishers, risk assessments and training; Legionella; Boiler and gas checks and certificates; Fixed electrical checks; PAT testing; Lift checks.  
• Arrange and oversee all external contractors for routine works, agreeing scope of works and costings, arrangements for works to be carried out, |
and informing other College departments and students. Verify satisfactory quality of work upon completion and work with contractors to resolve outstanding issues when necessary. Issue Hot Permit to works where necessary.

- Provide services at the request of the Second Bursar or other College departments to maintain and update the security provision throughout all the College properties. This might include locks, card access, CCTV, lighting.

- Work with the Second Bursar to plan, prioritize and oversee the annual ‘summer works’ in student residences (e.g. Kitchen refurbs, bathroom installations, carpet replacements, painting).

- Be responsible for maintaining or organizing the training provision for all members of the Maintenance team to ensure Health and Safety and HR mandated requirements are always met.

- Maintain the existing records and files of College properties, and ensure that records of future maintenance and works are kept and filed.

- Organise staff H & S, Fire & First Aid training for other Departments when requested.

- Prepare invoices for payment by the Accounts team as requested, and maintain records of expenses against budgets (excel).

- Provide quotes and costings for the Bursar as required for the annual Maintenance budget.

- Ensure College vehicles are appropriately maintained, serviced, taxed and insured at all times.

- Select and purchase all College and student furniture and fittings at the request of the Bursar or Second Bursar.

- Participate in the development of an online maintenance ticketing and reporting system when the College seeks to implement such a system.

**Works with:**
- Second Bursar
- Head Porter
- College Accountant
- HR Manager
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<th>Maintenance Staff</th>
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<td><strong>Responsible to:</strong></td>
<td>Bursar</td>
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## Qualifications
- Knowledge of Health and Safety legislation as it relates to the College workplace and an ability to oversee and ensure safe working practices within the Maintenance team
- Sufficient level of numeracy to manage a budget, prepare invoices etc.
- An ability to keep self updated with legislative and best practice changes as they relate to Maintenance matters

## Skills
- A friendly and approachable manner in order to maintain good relationships across a wide range of customers
- Ability to supervise and manage a small team effectively
- Able to use Word, Outlook and Excel to intermediate level to monitor budgets and communicate internally and externally
- Able to contribute to the development of and to use an online maintenance and ticketing system
- A systematic approach to planning routine works and checks (eg fire alarms, legionella and vehicle checks) to ensure these are carried out in a timely way
- Able to think clearly in a crisis in order to determine the best course of action

## Experience
- Extensive experience of working in maintenance service team, dealing with the range of issues faced and providing satisfactory and expedient solutions
- Able and willing to work ‘hands on’ as and when required

## Special requirements:
- Able to respond to occasional out of hours emergencies.