Maintenance Manager

Candidate Information Pack

November 2022
About Us

Magdalene College is one of the ancient Colleges of the University of Cambridge. It was originally founded in 1428 and re-founded in 1542. Although we are rightly proud of our history, we are a thoroughly modern and forward-looking College. We have developed a strong programme in the Sciences alongside traditional strengths in Arts subjects and the first priority for students is academic work. However, there is also a thriving extracurricular life in the College and we take pride in the high level of pastoral care offered to Junior Members. There are around 600 undergraduate and postgraduate students, and just over 100 Fellows and the Master who together make up our warm and thriving College community.

Further information is available from the College's website www.magd.cam.ac.uk.

Department Information

The College provides a wide range of Maintenance services to its Members (students and Fellows) and staff and holds an important long-term stewardship role for its heritage estate.

The College has a diverse estate with buildings dating from fifteenth to twenty-first century, which provides essential accommodation, catering and educational facilities. The estate has many Grade I Listed Buildings and more recently the New Library won the RIBA Stirling Prize. The Maintenance Department has a critical role in the long term upkeep of the College buildings.

The Building and Conservation Committee has oversight of the College estate and intends to develop a long term approach to planned maintenance.

Total combined annual expenditure on maintenance is over £1m aside from additional capital expenditure. The value of the estate is well in excess of £100m.

A brief organisation chart of the Maintenance Department is below:
Role Summary

The Maintenance Manager will assist the Head of Building Services with the maintenance of all College buildings at all times and from time to time provides an advisory role to College Officers in respect of technical matters on building services. The Maintenance Manager will support and advise the Head of Building Services and is responsible for the daily smooth running of the Maintenance Department, ensuring it is run effectively, efficiently and the services are delivered to Members of the College to the highest of standards by the Maintenance Team.

The Maintenance Manager will report to the Head of Building Services although there will be a wide range of relationships to maintain throughout the College.

The position is responsible for the day-to-day running of the department, in particular the delivery of reactive maintenance services and assisting the Head of Building Services in the planning, preparation and part delivery of the smaller maintenance projects including seasonal planned preventative maintenance. The post-holder should also assist in ensuring staff are aware of, and comply with, relevant regulatory and safety standards. All services are to be delivered in a manner to provide an excellent standard of customer satisfaction to all user groups.

Responsible to: The Head of Building Services
Main Duties and Responsibilities

• Effectively manage the Plumber, Electrician, Senior Carpenter, Painter, and Multi-Skilled Operatives within the Maintenance Department to ensure the highest standards are maintained with respect to building services across the College. Ensure service standards are delivered to time, quality and agreed cost.

• Ensure staff are effectively allocated and highly productive across the College’s estate. Ensure staff outputs are monitored to provide high levels of productivity.

• Support the Head of Building Services in assessing the condition and state of repair of the College’s estate and assisting in preparing the annual pre-planned maintenance schedule and improvement plan.

• Ensure procedures are adhered to in compliance with relevant building regulations and conservation rules. In respect of compliance ensures staff and contractors alike are adopting relevant procedures and operate safely and effectively.

• Deputise for the Head of Building Services. There is a need to maintain an overview of the key projects and services being delivered by the department.

• Working alongside the Head of Building Services on maintenance projects, support the Head of Building Services in seeking tenders and quotations from contractors in accordance with College Procurement Policy.

• Works effectively with external contractors to deliver high quality projects and building services to the College. Ensures all contractors remain compliant with regulatory, safety and College requirements.

• Operate all building management systems and job scheduling systems to manage and deliver effective reactive maintenance services. Ensure maintenance jobs are allocated, via the system, to the team and monitor progress and delivery. Ensure members of the College are kept well informed in as far as maintenance services are impacting them.

• Receive and complete own projects/jobs from the reactive maintenance system.

• Produce and maintain accurate records of all plant maintenance, servicing schedules and sub-contractor repairs.

• Responsible for the arrangement of the collection of waste generated by the Maintenance Department.

• Maintain an inventory of Maintenance Department tools and equipment ensuring regulatory and safety compliance at all times. Ensures compliance with all relevant licenses, statutory testing and servicing (for example, legionella, asbestos, COSHH, use of ladders, PAT testing).

• Assist the Head of Building Services as necessary with recruitment, selection, training, development and appraisal of all members of the team.
• Assist the Head of Building Services in developing maintenance policies and procedures for the College. Practical communication of standard procedures and the anticipated impact of maintenance services across the team and across the College.

• Carry out all risk assessments for the department and maintain records.

• Produce action plans for prospective work and deliver operational reports to the Head of Building Services.

• Assist the Head of Building Services to develop robust and effective response to emergency maintenance situations and an after-hours call-out service for repairs or maintenance issues.

• Work effectively alongside the Office Manager ensuring there is clear communication about upcoming and ongoing tasks.

**Resource Management**

• Assist the Head of Building Services with the review of prices and suppliers for value for money.

• Assist the Head of Building Services with the detailed monitoring of specific delegated budgets.

• In conjunction with the Head of Building Services the planning of cost effective and efficient staffing structures and information systems.

• To ensure suppliers and sub-contractors are effectively used and reviewed regularly.

• In accordance with agreed purchasing limits, place orders for materials through the Office Manager or directly as required.

**Committees and Representative Bodies**

• College Health and Safety Committee
• Relevant College meetings (internal management)

**Key Contacts**

**Internal**

• All maintenance staff
• Head of Operations
• All Heads/Deputy Heads of Department
• All College staff
• Members of the Fellowship
• All students, in particular student presidents

**External**

• Other College building services Deputy Managers
• Industry suppliers and sub-contractors
• College property agent
• Contractors working in the construction industry

**Please note:** The above is not an exhaustive description and other requirements may emerge as necessitated by changing roles within Magdalene College and its overall objectives.
Personal Specification

It is expected that the successful candidate will have broad range of relevant sector experience, skills and knowledge to carry out the role successfully.

Knowledge and Experience

- Sound working knowledge of all relevant aspects of the building trade with a particular specialist trade area. Trade related qualification desirable.
- Sound knowledge of electrical, plumbing and heating controls and equipment.
- Hands-on experience of building projects.
- Experience of using relevant IT systems. Sound knowledge of Microsoft Office essential and experience of BMS software.
- Thorough knowledge of the operation of Health and Safety in the Workplace regulations. Health and Safety qualification desirable (NEBOSH, IOSH)
- Substantial experience of project and staff management in the construction industry.

Personal Skills and Abilities

- Proven management skills.
- Strong interpersonal skills so to develop effective working relationships within and outside the organisation.
- Hands-on and proactive approach to resolving maintenance issues.
- Capable communicator, both verbally and in writing.
- Numerate and able to analyse information to present key findings.
- Able to generate own ideas to solve problems.
- Must be able to work under pressure with a range of competing deadlines.
- Well organised.
- Awareness at different roles in the organisation and of the College’s values.
- Responsive to change and adaptable.
- A forward-thinking approach.
Remuneration and Benefits

Remuneration
The post is offered at salary between £38,000 and £40,000 per annum depending on experience.

Hours of Work
The hours of work are 40 hours per week.

Holidays
The College offers full time members of staff 33 days leave a year, including bank holidays. This is pro-rata for those who are not full time.

Pension
The post holder will join the College’s auto enrolment pension scheme with generous additional contributory options on completion of probationary period.

College Facilities for Staff
Staff are able to use the College gym which consists of a weights gym and a room with cardio equipment. The College also has a squash court and Eton Fives court. These can be booked through the Porters’ Lodge. Basketball, tennis and volleyball courts along with football Astro pitches can be booked through St John’s College.

Magdalen is registered with Cyclescheme, a tax-efficient scheme for buying a new bicycle.

During the summer staff may use the College punts for up to two hours. These should be booked through the Porters’ Lodge.

The College has a Social Committee who run events for staff, including the Annual Day Trip which is open for all staff to attend.

Meals
All staff working a shift of a minimum of 4 hours per day are eligible to take a free lunch. This includes permanent staff and those on a fixed term contract. The value of the meal is up to £5.90 per day which equates to over £1300 per year for those working in College 5 days a week.

Family Friendly Policies
The College offers enhanced maternity, paternity and adoption pay as well as generous sick pay for those who have more than six months service. This is in addition to the Flexible Working Policy. More details on all of these are in the Staff Handbook.

Staff are eligible to use the Tax Free Childcare Scheme recently introduced by the government to replace Childcare Vouchers.

Probationary Period/Notice
There will be a six-month probationary period. Upon successful completion of the probationary period, the notice period will be two months.
How to Apply

Please download and complete both parts of the application form from www.magd.cam.ac.uk/about/vacancies/non-academic.

Send your completed application by email to the HR Manager, Hannah Millward, at hr@magd.cam.ac.uk.

The College postal address is: HR, Magdalene College, Magdalene Street, Cambridge, CB3 0AG

Enquiries
Further enquiries about your application may be made by email to the HR Department.

Closing Date
9am Monday 19 December 2022.

Interviews
Interviews are yet to be scheduled.