Magdalene College
CAMBRIDGE

Maintenance Office Manager
Job Description

The College

Magdalene College, (pronounced “Maudlin”) is one of the 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. There are about 500 junior members of whom approx 330 are undergraduates and 170 are postgraduates. There are 40 Fellows, headed by the Master, who make up the Governing Body of the College and also 13 Research Fellows.

On the non-academic side, there are approximately 105 employees in all, split between the various departments of the College, including Porters, Domestic staff, Maintenance, Conference and Catering, College Office and Tutorial staff.

Further details of the College are available on: the College’s Website: http://www.magd.cam.ac.uk

The Maintenance Department

The Maintenance department comprises a small in-house house team providing a day to day maintenance service to buildings within the College’s main site and adjacent College owned outside properties.

Purpose of the job: The Maintenance Office Manager will assume responsibility for managing the day to day administration of the Maintenance Department. The Maintenance Office Manager is also the Health and Safety Administrator for the College.

Responsible to: Head of Building Services
Main Duties and Responsibilities

Office Management
- Keeping the departmental working procedures up to date and informing staff when new procedures are put into place.
- When issues concerning legislation and regulation are raised, investigate details to assess impact on the department and advise the Head of Building Services.
- Assist with producing reports for the Buildings and Conservation Committee including monthly reactive maintenance figures.
- Keeping stock records of cooking equipment and other gyp room appliances, and labelling up new equipment.
- Generally ensuring the smooth running of the Maintenance Department, and developing work systems and procedures as necessary.
- To be aware of and enforce the accident reporting procedure.

Support to the Head of Building Services
- Typing up new risk assessments when necessary and updating all departmental risk assessments on a yearly basis.
- Providing an administrative service to the Maintenance Department, including holiday and sickness recording.
- Keeping the departmental training matrix up to date and booking in training courses required for staff.

Reactive Maintenance Team
- Logging maintenance requests that come into the department by phone, email and in person from students, fellows and other members of staff on the database and printing off job tickets for each job.
- Assessing each individual request and setting up the job ticket with a priority code which is relevant to the urgency of the job, listing the potential risks that could be encountered and the risk assessment numbers they relate to. Giving a detailed description of the task that needs to be completed and information of a specific appointment that has been arranged.
- Developing & improving the communication with Student/Fellow/Staff member when a request is submitted, and keeping them updated until the job is completed and closed on the system.
- Keeping the database as up to date as possible closing the job tickets on a regular basis, checking the status of jobs and chasing members of the team when a job has taken longer than the priority set.
- Advising Students/Fellows/Staff members of any maintenance works that will be taking place in their rooms (at least 24 hours in advance) and in the communal areas in College buildings.
External Contractors

- Obtain competitive quotations for works from external contractors. Ensure all paperwork (such as method statements, risk assessments and insurance) is in place before works carried out. Liaise with and provide on-site induction to external contractors.

Inspections and Checks

- Ensure all monitoring and servicing activities i.e. emergency light tests, PAT tests, ladder inspection, gas safety inspections and gas and electricity meter readings are completed to agreed schedules and accurate records are kept.
- Ensuring all follow up actions such as reporting of defects and written reports are completed.
- Organising the renewal of annual contracts which provide servicing and maintenance around College (e.g. Lifts, boiler water treatments, lightning protection etc) and keeping relevant records of all servicing and inspections.
- Ensure that all records are correctly kept for the annual Carbon Reduction Commitment (CRC) audit – due to end March 2019.
- Maintain the College log book (spreadsheet) in line with CRC requirements, including changes of meters and suppliers. Supply meter reading data to the College Office on a timely basis.
- Ensure that College’s information is up-to-date on the SystemLink software.
- Liaise with Energy Manager/CRC Coordinator for the Cambridge Colleges.

Materials and Invoicing

- Sourcing and ordering materials required to complete jobs, and raising a purchase order number. Ensuring the best possible value in achieved.
- Coding invoices received making sure they marry up to a purchase order number and delivery note/original quotation or estimate. Assisting with the management of the annual budget.

Health and Safety Administrator:

- Implementation of staff induction and training plans.
- Arranging and carrying out inductions for new staff at the College using procedures determined by the Health & Safety Officer (The Head of Building Services). Maintaining an accurate record of inductions and liaison with HR to update personnel files appropriately.
- Reviewing staff training requirements on a timely basis, based on training plans determined by the Health & Safety Officer and College Fire Officer. Arranging and coordinating training with members of staff, their Head of Department and internal or external providers. Maintaining an accurate record of training and liaison with HR to update personnel files appropriately.
- Working with the Assistant Bursar to plan and prepare annual budget for staff training.
• Assist the Health & Safety Officer and College Fire Officer to prepare presentations to new students.
• Receive and securely store all incident reports. Maintain an up to date log of incident reports and prepare relevant reports for the Health & Committee from the incident log.
• University Card – take photograph of new staff and order cards. Register lost cards and re-order when required.
• Any other reasonable administrative duties related to Health & Safety and Fire precautions.

Other
• Working closely with the Head of Housekeeping, Accommodation Coordinator, and Conference Department making sure that rooms are booked out for planned maintenance works, and that works are keeping to schedule.
• Producing a monthly bin collection calendar which is sent to Housekeeping, Kitchen and Porters. Informing Cambridge City Council if and when collections are missed.
• Administering Student/ Fellow rooms and staircase name labels over the summer vacation.
• Other duties appropriate to the nature of the post as may be required by the Head of Building Services and/or the Deputy Clerk of Works.
Person Specification

The following criteria are appropriate to this post:

Knowledge and experience:
1. Experience of working in an office environment, ideally with experience of managing a busy office where unexpected tasks requiring attention can arise.
2. Confident IT user, with experience of Microsoft Office
3. Excellent level of spelling and grammar, and experience of drafting letters and reports, along with good proof reading skills
4. Experience of working to budgets and coding invoices

Personal skills and abilities:
1. An organised and efficient approach to running an office, including an excellent telephone manner and the ability to communicate clearly
2. The ability to use initiative to get things done
3. A proactive attitude, conscientious, hardworking and reliable
4. A willingness to take a hands on approach where required
5. The ability to work as a ‘Team Player’

Salary and Conditions

- The post is full time (40 hours per week), at a salary of £25,000 per annum.
- 25 days annual leave (excluding Bank Holidays).
- Other benefits include a free lunch when on duty (non-contractual), a generous contributory pension scheme, cycle to work scheme, Medicaid scheme, and the use of sports facilities.
- There will be a six month probationary period.
- The post-holder may, subject to meeting the enrolment criteria, be eligible to join the College’s auto enrolment pension scheme at the relevant time, with the option for enhanced employee and employer contributions following successful completion of the probationary period.

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