



JOB DESCRIPTION

Title of the post:	Estates Maintenance Services Manager [Permanent / Full Time]
Department:	Estates and Facilities
Reporting to:	Head of Estates and Facilities
Grade:	9
Salary:	£34,189 to £38,460

The University

Background

Harper Adams University is the leading UK Higher Education (HE) institution focused on the land-based and food supply-chain sectors with an important national role in these subject areas.

Situated on a single campus in rural and scenic Shropshire, the University, and its surrounding area, provide an excellent working and living environment for staff and students alike, yet the University campus is only one hour from the UK's second city of Birmingham. Around 3,000 HE students attend the University, primarily on sandwich courses which include a year-long industrial placement. Undergraduate and postgraduate degrees are offered. The University also welcomes individuals who wish to undertake CPD or similar professional training to support their careers in the agri-food chain and rural industries.

The University was founded by Thomas Harper Adams in 1901 on the original farmland of the Harper Adams Estate. The University estate includes amenity areas, woodland, and a commercial farm of 205 hectares; with rented land the total area farmed is approximately 640 hectares, spread over several locations with cereals, potatoes, forage maize and grassland carrying a dairy herd, sheep, beef, pig and poultry units.

The Privy Council awarded taught degree awarding powers to Harper Adams in 1996 and research degree awarding powers in 2006. Full University Title was granted by Her Majesty's Privy Council in December 2012. The University changed its legal status to that of a Company Limited by Guarantee in July 2012 and remains one of a small number of Universities which are Registered Charities. Her Royal Highness The Princess Royal became the University's first Chancellor in 2013.

Academic Provision

The University offers a wide range of courses including Foundation and Honours degrees, in addition to shorter awards designed to meet the continuing professional development needs of those already in the workplace. The subjects are wide ranging and cover Agriculture, Animal Studies, Business, Countryside, Engineering, Food and Land & Property Management. The University has also focused on developing its postgraduate education and research and there are a growing number of postgraduate students at both diploma, masters and PhD level.

Harper Adams has built up an international reputation for the quality of its courses and has achieved the highest possible ratings in recent Quality Assurance Agency reviews, and holds a Gold Teaching Excellence

Framework (TEF) award. There is active encouragement of research and the University took part in the last Research Excellence Framework (REF) exercise. 56% of our submitted research was rated either internationally excellent or world leading and 100% was rated of international quality. Our extensive programme of research and education for professionals in the land-based and food chain sectors supports a high profile of business and community reach-out work, short course delivery for businesses and technology transfer activities supported by strong industry links and partnerships with companies such as JCB and Marks & Spencer amongst many others.

Recognition

Harper Adams is consistently positioned highly in a range of national ratings, performance measures and league tables.

In the period since 2011, Harper Adams has won six Times Higher Education Awards including Outstanding Fundraising Initiative (2014), and has been shortlisted for fourteen other THE awards. In 2018, the Times Higher has shortlisted the university for the prestigious title of University of the Year, putting Harper Adams in the top six universities in the country. The finals are in June 2018.

In the 2016 and 2017 Whatuni? Student Choice Awards, based on student reviews, Harper Adams took the title of University of the Year and won the Student Support and Job Prospects gold awards, plus silver and bronze in further categories. In 2018 the University was runner up for the University of the Year title and won 3 gold awards, 3 silver and 3 bronze. It is the only University to win Student Support since the awards began four years ago and has won the category for best job prospects for three years running and best courses and lecturers for two years running.

Harper Adams ranked second in the 2016 Times Higher Education Student Experience Survey. In the Times and Sunday Times Good University Guide 2017, the University was ranked 36th, the highest position yet achieved by a post-1992 university, and was awarded the title of Modern University of the Year. In 2017 it was the highest ranked modern University for the second year in a row. In the QS World Rankings for Agriculture and Forestry published in March 2018, Harper Adams was ranked second in the UK for academic reputation and second in the world for its reputation with employers.

Facilities

Harper Adams has extensive, well-equipped facilities and is constantly investing in its campus. Facilities include a range of modern teaching facilities and an extensive library, a variety of IT suites including an engineering design centre, newly extended laboratory facilities, a field laboratory and a livestock project centre, a glasshouse complex, an agricultural engineering unit with a large covered soil working area and a number of sustainable technology installations. In 2013 a new teaching building and a new agricultural engineering innovation centre opened. In 2015/16 these were followed by two further buildings, one for veterinary services and one for entomology, and new halls of residence. Further new facilities opened in the period since 2017 include new laboratories, an Agri-Tech Innovation Hub and SMART Dairy Unit. Capital funding to support the development of many of these facilities has been provided through the work of the Development Trust. The University provides a range of training and professional development opportunities via its staff development programme.

Catering and Sports Facilities

The University's Students' Union operates a small gym and squash courts that staff may use on the payment of a nominal fee. The University has an open-air swimming pool and bowling green that are available for staff use during the summer period and new tennis courts have recently been developed. A variety of University catering outlets provide access to lunch facilities on campus.

For further details about the University, please visit our website:

<http://www.harper-adams.ac.uk>

The Estates and Facilities Team

The Estates and Facilities Department provides a number of essential services to Harper Adams University and is responsible for managing, maintaining and developing the infrastructure and building fabric of the campus and outlying properties, including:

- Undertaking and regularly reviewing a maintenance programme which takes account of short, medium and long term needs of all estates buildings and infrastructure.
- Implementing planned maintenance works identified and funded within the various maintenance programmes as well as providing reactive maintenance dealing with day-to day requirements, including the provision of an out-of-hours emergency service.
- Providing a professional, technical service to the University for the design, construction and procurement of capital projects including new buildings, refurbishment/ remodeling of existing buildings and demolitions.
- Identifying and recording the use of space and advising on ways of increasing space utilisation.
- Procuring and managing utilities and services.
- Providing postal, delivery and security/ portering arrangements and advice to the University.
- The delivery of a wide-range of customer-facing services, including: Estates Maintenance Services Help Desk: Capital & Development, CAD and CAFM services, Contract/ Project Management: Facilities and Sustainability, Housekeeping and Cleaning, Business Resilience, Reception, Business Support. Management Information. Security & Portering Services.

Main Duties and Responsibilities

The role is key to maintaining University functions and will be responsible for leading the Estates Maintenance Services team focusing upon critical, essential, non-essential and asset operational maintenance. Reporting to the Head of Estates and Facilities.

The Estates Maintenance Services Manager will be a credible, knowledgeable, skilled and experienced manager with in-depth technical knowledge and experience who will work across the University estate including within commercial, agricultural, educational, industrial, residential and technical buildings as well as the buildings of University tenants and buildings that the University may be a tenant of.

1. Be responsible for the delivery of the cyclical, planned preventive and reactive building maintenance service across the estate.
2. Put in place suitable and sufficient management and operational arrangements to ensure that the estates is complaint in respect of legal legislation and kept in the best building condition to an agreed level, in compliance with legal requirements, relevant legislative and statutory requirements, industry standards, best practice and relevant codes of practice in a professional and customer-focused manner.
3. Provide leadership for the Estates Maintenance Team to ensure a competent, professional, responsive, flexible and customer focussed approach. Manage the Estates Maintenance Services Team in respect
 - a. Resource and work planning and scheduling coordinated across the disciplines;
 - b. Providing motivation, direction and guidance where needed;
 - c. Undertake performance management training and development.
4. Manage a large and complex budget, adhering to strict financial controls to plan, monitor and report on both revenue and capital spend acknowledging the cyclical nature of the Estates Maintenance activities on the campus responding to the academic calendar.
5. Adhere by public and University procurement rules to achieve value for money and tight cost control in the purchasing of materials, equipment, vehicles, contractors, surveys and consultants.

6. Scope, specify, procure and manage the undertaking of a building condition survey in accordance with the relevant HESA/OfS/EMR requirements and categorisation on a five yearly cycle, monitoring and maintaining the building condition survey up to date as works are carried out.
7. Prepare, deliver and report progress against a fully costed and programmed a planned maintenance schedule across all the estates maintenance disciplines on buildings, infrastructure and the wider estate including (but not limited to) works on building condition, scheduled maintenance of plant and equipment, replacement of time expired components and materials, foreseeable wear and tear (e.g. student accommodation), compliance testing and the associated remedial works.
8. Put in plan, implement and manage the call out rota to ensure 24/7 response to out of hours estates issues.
9. Plan, manage, organise and undertake works as far as reasonable possible to minimise disruption and inconvenience to the users of the estate and the livestock where these might foreseeably be affected. Make sure all as necessary communication is undertaken with people who might be affected by the works.
10. Respond to and arrange to be responded to emergency call outs including, but not limited to, sewage pump alarms, slurry spill alarms, fire alarms, lift alarms, water treatment and borehole alarms and energy centre alarms. Ensure that all alarm information is recorded including times, dates, response and rectification undertaken.
11. Contribute to the development of and plan for the implementation of institutionally wide business continuity and emergency plans ensuring that all necessary arrangements, equipment and training is in place for the Estates Maintenance Team.
12. Undertake risk assessments on the robustness of key services infrastructure including heating, water, electricity and gas to develop suitable and robust service specific plans to mitigate such interruptions at key locations in the estate taking into account the essential requirements of the University and farm livestock, the maintenance of life safety systems, key University research activities and security. Ensure that all necessary arrangements are communicated, and suitable equipment and training is in place and maintained.
13. Develop suitable and robust service specific emergency plans to manage and contain any pollution incidents including chemical or slurry spills. Ensure that all necessary arrangements are communicated, and suitable equipment and training is in place and maintained.
14. Provide professional/technical estates maintenance and compliance expertise to colleagues throughout the University to support customers' requirements.
15. To undertake the responsibility for compliance with all safe systems of work and health and safety legislation, including the Construction (Design Management) Regulations, in both the Estates Maintenance activities and the estate fabric (both buildings and wider campus). Be able evidence compliance through documentation for audit and inspection. Prepare, or arrange to be prepared, safety documents, method statements and risk assessments concerning activities across the estates environments.
16. Maintain and wear appropriate Personal Protective Equipment (PPE) as required. Ensure that members of the Estates Maintenance Team are supplied with, wear and maintain PPE as required by the risk assessments and method statements for the activities that they undertake.
17. Manage the Estates Facilities Team to achieve operational service requirements, planning, carrying out and documenting evaluations and tests to ensure stakeholder requirements are met.
18. Apply technical knowledge and skills to manage and deliver work to build, adapt, construct and repair fabric, fittings, buildings, services and equipment using new and existing resources, including plant, equipment and materials where these would be compliant and are fit for purpose. Manage the budget and control costs for this small works delivery function.

19. Ensure that there is sufficient and appropriate in-house resource to deliver as much of the Estates Maintenance planned and reactive maintenance in a safe, effective and cost effective manner.
20. Manage and review incoming work requests and planned maintenance activities with the Head of Estates and Facilities to allocate work to external contractors where deemed necessary in terms of risk transfer, internal experience and qualifications or resource limitations.
21. Where Estates Maintenance work is outsourced, manage the procurement of suitable and competent contractors in accordance with the University and public procurement regulations to deliver value for money, timely delivery. Manage the delivery of such work to maintain the agreed programme, ongoing cost control, with the minimum of disruption to day to day activities and in compliance with legislation, internal regulations and good practice. Carryout or arrange to carryout inspections and audits as required to sign off work are completed. Undertake or arrange to be undertaken the commercial monitoring of contractor costs provided before any payments.
22. To work effectively and collaboratively with colleagues within the Estates and Facilities and the wider University community, always being mindful of the academic environment we are operating within.
23. Where required by the Construction (Design Management Regulations), take the lead in the procurement of the works, producing a scope of works, ensuring mandatory pre-construction information and (where necessary) designers risk assessments are provided and ensuring the contractors are understanding of the scope and any potential hazards or unusual requirements present. In the event that the regulations require, ensure that a competent and appropriately resourced contractor is identified as and fulfills the role of principal contractor.
24. Confer with colleagues to utilise technical expertise and knowledge to provide solutions with a low maintenance and low life cycle cost that can be incorporated at design and construction stages.
25. Liaison with the University Health Safety Manager and management of the contractor sign-in and control functions to coordinate maintenance, capital, commercial and University activities and information in order that the campus remains a safe place to work and live.
26. Identify and report hazards on University estate, acting to resolve matters directly.
27. Ensure that robust health and safety procedures and safe working practices are maintained on all Estates Maintenance Services works whether undertaken by in-house staff or contractors. Identify those people who are competent and have knowledge and have knowledge and experience of the building fabric to be worked on. Prohibit unauthorised, unqualified or untrained people to work electrical systems.
28. Monitor and oversee delivery of the works, visiting during and post completion to ensure customers' requirements are met and expectations exceeded where possible within the agreed financial and programme constraints.
29. In conjunction with the Estates Capital Projects assist with the preparation of pre-construction information and actively participate in health and safety risk workshops to ensure that designers and contractors understand the specific risks and hazards of working on campus.
30. Develop, review and maintain standard specifications and schedules of standard materials, equipment or components using this to inform training and stock keeping on site to facilitate easier ongoing maintenance.
31. Prior to works completion, ensure that the Estates Maintenance team receive information in relation to any residual health and safety risks associated to the fabric, plant and equipment installed and life cycle cost requirements to maintain the assets.
32. In conjunction with the Estates Capital Projects, on completion of new build, alterations or improvement projects, agree and check for adequacy documentation such as health and safety file, as built drawings and operations/maintenance manuals prior to distribution to relevant departments for integration into existing systems.

33. Actively seek and act on feedback from both customers and contractors to continuously improve the service delivered.
34. Prepare reports for the Head of Estates and Facilities and the University Senior Management Team advising on key operational and delivery issues and recommendations.
35. To participate in post occupancy evaluations at project completion and identify any health and safety concerns, lessons learn or modifications required to standard specifications and schedules of standard materials, equipment or components as a process of continuous improvements feeding into standard specifications, processes and procedures
36. Agree, record, monitor and report against key performance indicators with the Head of Estates and Facilities.
37. Contribute to and deliver on the University Environmental Sustainability Strategy and Carbon Management Plan to deliver demonstrable benefits to the University's carbon footprint and consumption of water, gas and electricity. Working with the Estates and Facilities Manager, promote such improvement. Ensure that environmental and sustainability issues are fully considered and evaluated for all projects on a whole-life basis.
38. Manage setting of specifications, schedule of duties, tendering, setting up of contracts, service delivery, contract administration (including performance management) and sign off of works external consultants to assist when required and as agreed with the Head of Estates and Facilities.
39. Organise and manage meetings necessary to support the delivery of the service, including regular review meeting with key stakeholders to ensure all works carried out are in the best interests.
40. Liaise closely with external agencies, authorities, statutory and other bodies in the delivery and compliance to the University's legislative responsibilities to ensure the safe and secure delivery of Estates Maintenance services. Where necessary, make the necessary applications for statutory approvals.
41. Manage the integration with other university departments as is necessary to ensure that construction projects meet with all University requirements. Ensure that all estates maintenance activities meets with the University standards and supports the objectives of the academic and research delivery providing an environment that is fit for purpose.
42. Contribute to decision making within the Estates and Facilities team working collaboratively deliver an efficient and coordinated Estates and Facilities service which provides an excellent stakeholder experience in accordance with policy and procedures.
43. Ensure arrangements are in place to provide safe access all parts of university campus and buildings with appropriate controls in place for areas where such access might be hazardous.
44. Deliver appropriate demonstrations of service components, equipment and processes to users as necessary.
45. Apply recognised professional protocols and techniques, to ensure the security, safety, integrity and viability of infrastructure facilities and components for stakeholder and public access and use.
46. Ensure that the work of any trade is carried out by operative who is suitably experienced, certified and qualified (or suitably supervised), has received the necessary training and instruction, is provided with the appropriate tools, equipment, components and materials in accordance with a relevant risk assessment and method statement.
47. Make sure there is suitable scheduling of resources, including stock control and keeping records of materials and equipment stocked and used. Ensure that any purchase of additional materials and equipment are appropriate, adequately recorded, controlled and procured in accordance with the University regulations to deliver value for money.

48. Ensure the accurate and timely compilation and ongoing maintenance of essential asset and conditional records and data. Provide information, advice, guidance and instruction to Estates colleagues and other service providers undertaking inspections, surveys, risk assessments, feasibility studies and diagnostic fault finding and initiate appropriate actions; establish the most practical and effective resolution of problems.
49. Apply theory and practice, from academic and professional development and previous knowledge within a service team.
50. Keep abreast of technical developments, best practice, statutory, legal and legislative changes, health & safety legislation and Construction (Design Management) obligations in respect of estates maintenance.
51. Participate in continuous professional development, keeping a detailed log of all training courses undertaken and retaining certificates to be able to evidence development upon reasonable request.
52. Provide and arrange to be provided suitable training to the Estates Maintenance team in line with statutory requirements, the expected day to day activities of the team and to develop the skillsets in line with the ongoing requirements of the University, seeing that staff maintain their development records including retaining certificates.
53. Persuade, influence and negotiate through regular relationship building with key client groups at an operational level to maintain a quality service.
54. Maintain constructive professional relationships with framework contractors, working collaboratively and undertaking regular performance reviews to ensure effective service delivery.
55. All other duties and responsibilities commensurate with the post and the salary range of the grade.

Key Requirements

- Be legal to drive University vehicles transporting the required equipment to various sites across the University.
- Be a First Aider and hold relevant and current certification.
- Attend all training and development, as required.
- Participate in the on-call rota for out-of-hours emergency situations.

Personal Specification

	Essential	Desirable
Qualifications	Educated to a degree level or equivalent (NVQ Level 4) in a construction / property discipline with a relevant professional qualification. A Higher National Certificate / Diploma qualification is acceptable provided the applicant has served an additional indentured apprenticeship or equivalent experience or equivalent practical experience, recognised and registered CITB apprenticeship or other approved training.	Holding current IOSH and/or NEBOSH certificates and current Asbestos Awareness certification. Current and relevant Construction Skills Certification Scheme card.

<p>Experience</p>	<p>Substantial experience of delivering all aspects of planned, preventive and day to day reactive maintenance coordinating a range of trades within larger estates with multiple building types and ages including old and new, technical and specialist, administrative and residential buildings.</p> <p>Excellent organizational and planning skills with the ability to set priorities for the team to ensure that operational objectives are met when there are competing deadlines.</p> <p>Experience of setting, monitoring and controlling a significant revenue and capital budget in a complex organisation.</p> <p>Experience of risk management including developing and implementation of institutionally wide business continuity and emergency plans as well as service specific plans such as interruption of electricity, water and gas supplies.</p> <p>Experience of developing and delivering a planned maintenance schedule, setting priorities, managing progress and the monitoring, control and reporting of costs.</p> <p>Experience in line managing estates maintenance teams including resource planning, managing call out rotas, continuing professional development, performance management and the setting and monitoring of service delivery targets.</p>	<p>Familiar with the use of electronic job management systems such as CAFM or similar.</p> <p>Experience of working with and maintaining water boreholes, water treatment plans and large scale water storage as well as experience of working with and servicing swimming pools.</p> <p>Experience of Energy Centre and Plant Room operations, including CHP, Gas Boilers, Biomass, PV, generators and a district heating network.</p>
<p>Knowledge/Skills</p>	<p>Proven IT skills including and Microsoft Office suite of software.</p> <p>Excellent experience in procurement and management of equipment, materials, contractors and consultant technical advice to obtain value for money.</p> <p>A strong knowledge of health and safety legislation and legal compliance relevant to the estate and estates maintenance activities.</p>	
<p>Personal Qualities</p>	<p>Demonstrable ability to work proactively and cooperatively with team members in the wider Estates and Facilities Service as well show a high level of leadership with the Estates Maintenance team to ensure the delivery of a high-quality service.</p>	<p>Able to interpret work to be undertaken as outlined in routine instruction, drawings and specifications.</p>

	Essential	Desirable
	<p>Able to work flexibly, responsibly and effectively to deadlines with minimum of supervision. Have a flexible attitude to multi-skilled maintenance tasks to maximise operational effectiveness.</p> <p>Excellent customer care skills, good communication skills and be able to effectively build and maintain both relationships and trust.</p>	

Conditions of Service

The national recommendations which have arisen from the negotiations between UCEA and the unions recognised at national level, the Joint Negotiating Committee for Higher Education Staff (JNCHES), directly affect the terms and conditions insofar as they have been adopted by the Board of Governors.

- Salary** The commencing salary will be within the range £34,189 to £38,460 per annum. The point of entry will be dependent upon relevant qualifications and experience. Salaries are paid monthly, in arrears, by credit transfer on the 28th day of the month.
- Contract Term** This is a permanent, full time post. The employment may be terminated during the course of the contract by either party giving 3 months' notice in writing.
- Hours of Work** The routine working week is 37 hours over Monday to Friday, inclusive. There may be a requirement for overtime working from time to time and time off in lieu may be allowed for agreed hours worked in excess of 37 per week.
- Holidays** The annual holiday entitlement is 22 working days, plus 3 University closure days and Bank Holidays. Annual holiday entitlement rises to 25 working days with 5 years' service. The holiday year runs from 1 April to 31 March and in the holiday year in which the employment commences or terminates the holiday entitlement will accrue on a pro-rata basis for each complete week of service. The timing of holidays is subject to the agreement of the Line Manager.
- Sick Leave** During periods of certified sickness the post-holder will be eligible to receive sick pay in accordance with the University Sick Pay Policy. The payment of sick pay is subject to compliance with the University rules for the notification and verification of sickness absence, details of which will be provided to the successful applicant upon commencement of employment.
- Pension** The post-holder will be entitled to join the Local Government Pension Scheme (LGPS), subject to its terms and conditions. Full details of the Scheme will be provided to the successful applicant upon commencement of employment.
- Exclusivity of Service** You are required to devote your full-time attention and abilities to your duties during working hours and to act in the best interests of the University at all times. Accordingly, you must not, without written consent of the University, undertake employment or engagement including external consultancy, which might interfere with the performance of your duties or conflict with the interests of the University.

It follows that, regardless of whether you are employed on a full-time or part-time contract, you are required to notify your line manager of any employment or engagement which you intend to undertake whilst in the employment of the University

(including any such employment or engagement which commenced before your employment under this contract). Your line manager will then notify you within 10 working days whether such employment or engagement is prohibited.

References

Candidates should ensure that they provide full details of the name and postal address of their referees. Please include e-mail addresses and telephone numbers wherever possible.

Referees should include your present, or most recent, employer. References will normally be taken up immediately in respect of candidates shortlisted for interview. **If you do not wish any reference to be taken up at this stage, please enter an 'X' in the relevant box provided on the application form.**

Application Procedure:

All applications should be completed and submitted using the Harper Adams e-Recruitment programme at <http://jobs.harper-adams.ac.uk>

To be submitted no later than midnight on the 30th August 2019