

The Leicestershire College

Job Description

1. Job Details

Job Title:	Estates Maintenance Officer (22.5 hours a week over 3 days)
Department:	Estates and Facilities Department
Reporting To:	Senior Estates Officer
Competency Level:	Business Support 3
Hay Grade:	G3
Date of Job Evaluation:	November 2021
Annual Salary (FTE):	£24,006 per annum
Date:	August 2022

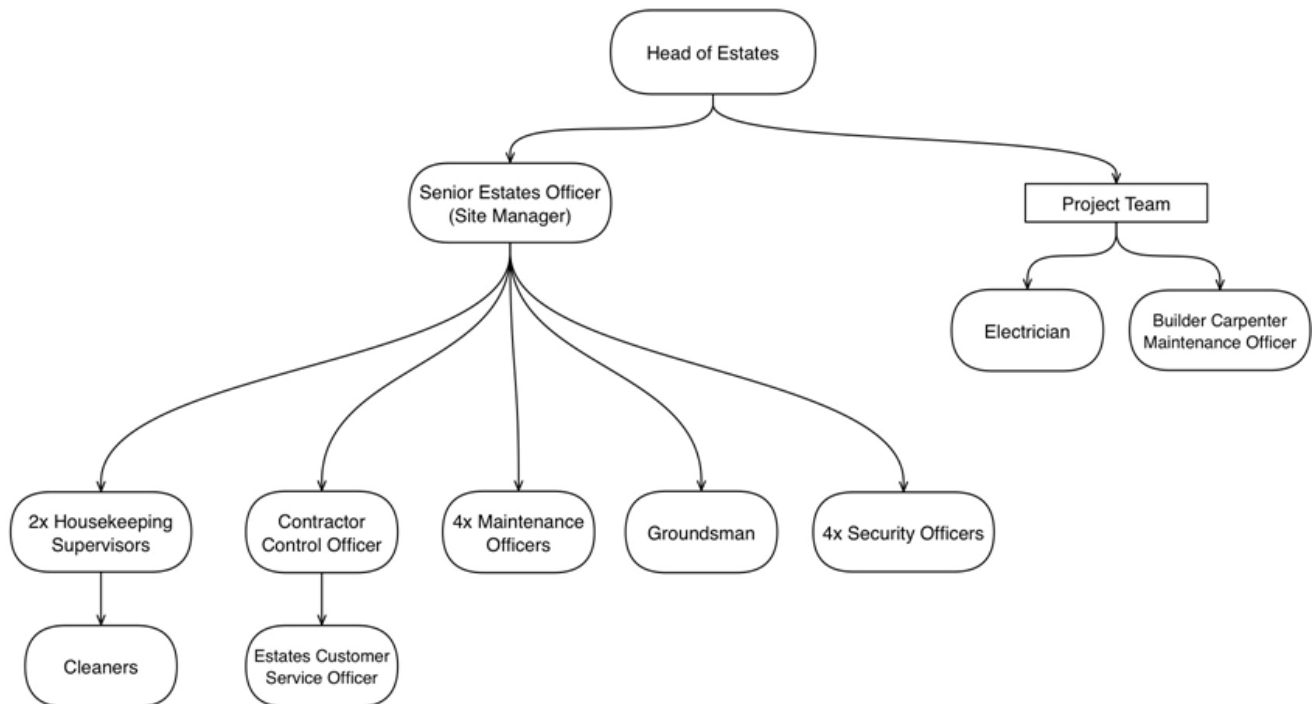
2. Job Purpose

To provide a customer focused proactive maintenance service which meets the needs of the college now and in the future, by being an innovate department in its approach to planned and reactive maintenance. To provide the necessary skill to deliver small to medium size projects. To support all aspects of the estates department to included campus grounds, accommodation, security and support desk functions in line with KPIs' and SLA's set by the college.

3. Dimensions

To provide an Estates services which operates 37.5 hours per week inclusive of scheduled weekend working arrangements. To help ensure the estates management work within agreed budgets and achieve agreed KPI's, SLA's set by the college.

4. Organisation chart



5. Diversity and Inclusion

Loughborough College is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of its organisation.

F – Fairness – All stakeholders to be treated fairly, consistently and equally within Loughborough College and any place associated with Loughborough College by ensuring everyone has a voice and will be listened to.

R -Respect – All stakeholders will be treated with mutual respect and decency throughout their time at Loughborough College.

E – Equality – All stakeholders will be given the same opportunities throughout their time at Loughborough College. They will be treated, and are expected to treat others with the same values and behaviours in every aspect of Equality the college works towards.

D – Diversity – Loughborough College will work towards being a diverse College by ensuring all people are represented and have role models to aspire to. A diverse College will ensure better success in learning outcomes and workplace satisfaction.

I – Inclusion – Loughborough College will create an environment that is truly inclusive by celebrating everyone’s individuality and ensuring everyone is protected and safe to be their full selves.

E – Engagement – Loughborough College will ensure a more diverse and engaged workforce, student population and other stakeholders’ relationship by ensuring effective communication, representation, feedback and collaborate working of all groups, at all levels.

6. Key Responsibilities

Core Responsibilities

- To promote the College's vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College and its subsidiaries as the first-choice destination for students, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

Role specific responsibilities

Health and Safety compliance

- To be fully compliant with and implement procedures covered by the Health and Safety at Work Act 1974.
- To carry out testing and monitoring of college water system in accordance with the legionella regulation
- To report and make safe defects.
- To inspect repair where possible and report all defective equipment including safety equipment.
- To immediately report all Health and Safety infringements.
- To carry out weekly emergency light testing and record and report.
- To inspect, check and report on fire equipment following compliance schedules and related procedures.
- To carry out and record fire alarm tests following compliance schedules.
- To assist in fire evacuations as key members of the evacuation team
- To maintain accurate and timely records of all compliance testing and checking in line with standards and schedules.
- To carry out portable appliance testing as part of a planned schedule and report on finding.
- Be a responsibly person in carrying out health checks on areas and materials which may contain asbestos in accordance with the colleges AMP and record information

Security of Premises and Contents

- To be available as support for securing and opening of premises at key times.
- To fully understand how all security operating systems work.
- To carry out call out duties across the full college estate as and when needed.
- To carry out emergency security repairs.
- To be a key member of the response team to security issue which may arise on the estate.
- To log and report incident as and when they happen

Energy Management

Job Description Template

Applicable to: All Staff

Approved by: VP People and Planning

Accessible to: All Staff

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Document Ref: HR-F003

Last Review: June 2018

Next Review: June 2021

Owner: HR

- To implement a range of energy management strategies.
- To monitor and report on all plant systems ensuring they working efficiently.

Emergencies

- To provide a fast reactive service which follows SLA's across the college estate.
- To be a point of contact when necessary for Emergency Services and other organisations.
- To be a key member in emergency situations and provided support with emergency processes.
- To react swiftly and appropriately all other unforeseen emergency situations.
- To Document key isolation points for all buildings.
- To respond to emergencies maintenance call outs as and when required.

Building and Grounds Maintenance Work

- To ensure Maintenance issue meet all college KPI's and SLA's
- To react quickly and skilfully to reactive maintenance issues.
- To implement and record a proactive maintenance schedule.
- Use training and knowledge to assess the quickest and most cost effect solution to problems.
- To ensure all tools and equipment are maintained to manufactures instructions and record.
- To ensure detail and clear information is passed though the help desk system on completion of jobs and or when a job requires a 3rd part resolution.
- To maintain stores with the correct stock levels and ensure stock checks are carried out and are recorded accurately.
- To carry out maintenance works at height.
- To hold a qualification or have relative experience in one of the following areas: general building, carpentry, joinery, basic plumbing, basic electric, painting and decorating or hard land scraping.
- To ensure the all external areas are clear from rubbish and are check daily.
- To clear and maintain gullies, drains and gutters across the college estate.
- To carry out reactive and planned outside maintenance.
- To be responsible for ensuring clear and safe pedestrian access to the college particularly in adverse weather conditions.

Driving, traffic and parking duties

- To drive arrange of college vehicles, to including agricultural equipment.
- To maintain all estates vehicles to required standards.
- To ensure all vehicles are clean and washed weekly.
- To support on traffic and car parking issues as and when required.

Porter Duties

- To carry out a full porterage service which supports the college.
- To carry out mobilisation services (movement of furniture and equipment) within agreed timescales.
- To carry out event set ups to included carpet laying, curtain surrounds and stage layout.

Other Duties

- To carry out a full waste collection service.

- To conduct a condition report on each building to ensure a proactive approach is take to issues on the campus.
- To take a customer driven approach to all aspects of the role.
- To carry out reasonable overtime requirements.
- To undertake such other reasonable duties as required by estate management.

7. Key Result Areas

Action	Result
Provide a reactive maintenance service across college site, including accommodation	To ensure that maintenance issues are dealt with quickly and efficiently
Support the Estates function in providing excellent customer service	To ensure the College is a welcoming, safe and productive environment
Compliance tasks and checks are completed within relevant timeframe and results are recorded accurately	To ensures the college is compliant with all relevant regulations and legalisation
Complete planned maintenance tasks within a regular schedule of works	To ensure a proactive maintenance service

8. Key Working Relationships and Communications

Internal: The maintenance officer will need to develop close working relationships with key college stakeholders. They will also need to use electronic, verbal and written skills when delivering the required service.

External: The maintenance officer will be required to liaise with external contractors for a range of activities.

9. Competency profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
Brings leadership qualities to supervisory skills; inspires others to be their best considering the FREDIE values. Effectively manages team to deliver a service, providing clear direction and support. Increases employee engagement Communicates with impact and sophistication; adapts style and uses varied media to meet different audience needs.	Supports change and supports colleagues in adapting to change. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks Uses a structured and collaborative approach to solving problems in own and related work areas. Reaches clear, definite and timely decisions based on thorough understanding of the facts and an eye to their practical implications. Multi-tasks and consistently delivers own and team objectives on time and to standard.

Ensuring Financial Sustainability	Self-Awareness
Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.	Manages and improves health, safety and wellbeing of team; team or department comply fully with College policies. Improves diversity, equality and inclusion in own area; challenges inappropriate behaviours. Understands self and others; communicates with sensitivity; handles difficult people and events effectively.
Delivering Excellent Quality	
Anticipates customer needs; prevents poor service; delivers consistently high-quality service. Informs and promotes subject area convincingly; is an ambassador for the College's activities. Takes ownership for own development, supports that of others and develops beyond own role. Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations.	

10. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Extensive experience or hold a qualification in, construction, plumbing, joinery, plastering, painting and decorating, electrical and grounds maintenance or other trade skills	•		Application/ Interview
2.	Certificate in PASMA/IPAF/LADDERS.		•	Application/ Interview
3.	Possess qualifications in English and Math levels 4 – 9 (GCSE A*-C) or equivalent	•		Application
4.	Possess certification in; legionella awareness, Asbestos Awareness and Health and Safety certificate or qualification		•	Application/ interview
EXPERIENCE				
5.	Demonstrate experience of working at an operational site as a Maintenance/premises Officer	•		Application/ Interview
6.	Proven experience of co-ordinating a range of tasks and activities to service level agreements	•		Interview
7.	Proven experience of using hand held devices for receiving and sending communications to helpdesk for closing down allocated jobs		•	Interview
8.	Experience of working to key performance targets.	•		Interview

9.	Proven and extensive experience of working in a construction trade	•		Application/ Interview
SKILLS & KNOWLEDGE				
10.	Highly competent and knowledgeable in one of the above construction trades	•		Interview
11.	Possess a positive, can-do approach to work	•		Interview
12.	A strong and proven commitment to high quality customer service	•		Interview
13.	Possess a current driving licence or is working towards gaining one	•		Application/ Interview
14.	The ability to work in a highly organised manner		•	Interview
15.	The ability to implement any changes that may be introduced from time to time	•		Interview
16.	The ability to work independently using initiative or as part of a team with clear instruction.	•		Application/ Interview
17.	The ability to carry out the physical demands of the role	•		Interview
18.	The ability to create solution for problems independently and with confidence	•		Interview
19.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
BEHAVIOURS				
20.	The ability to maintain good relationships with staff at a range of levels by behaving with integrity, treating people with respect and leading by example	•		Interview
21.	Demonstrates a professional approach which generates credibility and confidence	•		Interview
22.	Flexibility to be able to work shifts and occasional weekends	•		Application / Interview
23.	Commitment to undertake the college Induction Programme upon commencement of employment	•		Interview
24.	Adherence and support of college policies and procedures including Health and Safety procedures and guidance	•		Interview
25.	Promote the College's equal opportunities policy and practices	•		Interview
26.	Ensure the safeguarding of students	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

2. Loughborough College retains the right as a condition of your employment to require you to undertake such other duties as may be expected of you in the post mentioned above, or in a similar post within the College.
3. This job description and person specification was prepared in August 2022 and may be amended in light of changing circumstances following discussion with the post holder.

11. Job Description Agreement

Job Holder Signature		Date	
Manager Signature		Date	