

JOB DESCRIPTION

Job Title:	Engineering Maintenance Manager
Grade:	7
Reporting to:	Head of Estates
Basis:	Full-time. Permanent.
Responsible for:	Estates Engineering Maintenance Staff Annual Budget circa. – £1m

Context of the Role:

Falmouth Exeter Plus is the service delivery partner of Falmouth University and the University of Exeter. Delivering shared services and facilities for both partners in Cornwall underpinned by close collaboration with The Students Union (the combined students' union for Falmouth University and University of Exeter (Cornwall)).

We are a private company limited by guarantee with charitable status, wholly owned by Falmouth University (Falmouth) and The University of Exeter (UoE) on a 50:50 basis.

The Infrastructure Directorate is responsible for all FX Plus managed infrastructure (physical and digital), ensuring the provision of safe and highly available platforms to the partnership.

Overall Purpose of the Role:

As a lead subject matter expert and a key member of the Infrastructure Directorate's Management Team, the Engineering Maintenance Manager plays a vital role in advancing the company's mission through the development and execution of robust maintenance strategies, operational programmes and financial plans, ensuring the successful delivery of the role's engineering service while also contributing to the enhancement of service quality and effectiveness of the infrastructure directorate, in alignment with the strategic objectives of both universities.

In collaboration with the universities, Director of Infrastructure and the Head of Estates, the Engineering Maintenance Manager is responsible for the maintenance and operation of estates assets across the Campuses. The post-holder is responsible for implementing maintenance strategies to deliver and sustain the estate's assets as safe, compliant and fit-for-purpose and that meets or exceeds end-user expectation.

This involves optimising the utilisation of physical assets ensuring compliance with statutory and legal requirements, alongside robust risk management and contingency planning.

Additionally, the Engineering Maintenance Manager spearheads the implementation of environmental and sustainable policies to promote responsible stewardship of campus resources.

The Maintenance Manager also provides high-level technical and professional advice on estates issues, directly overseeing or supporting functional areas such as engineering maintenance, Building Management Systems and estate improvements and development.

Specific Duties and Responsibilities:

1. Working with the Head of Estates and through close working with university leadership, execute and supervise estates maintenance strategies and operational plans, with a focus on maximising the availability and compliance of the Cornwall campuses' properties and infrastructure.
2. Ensure that specialised and highly specialised operations and maintenance works are carried out to appropriate professional and technical standards, in compliance with statutory obligations.
3. Collaborate with university stakeholders, the Head of Estates and FXPlus senior leadership to formulate a strategic engineering asset management plan aimed at maximising the utilisation of university premises to meet organisational objectives.
4. Provide inspirational leadership to the estates engineering maintenance team, fostering a culture of accountability, collaboration, innovation and continuous improvement. Mentor and develop team members to enhance their skills and contribute to their professional growth.
5. Ensure compliance with all statutory regulations and industry best practice pertaining to maintenance, inspection, building regulations and specific regulations and standards governing construction and maintenance activities.
6. Devise and implement a robust maintenance delivery framework, ensuring active monitoring and reporting of maintenance tasks, budgets and risks and conducting comprehensive asset condition reviews.
7. As necessary, utilise contractors, consultant frameworks and other supply chain options to supplement internal resources, effectively managing contracts, consultants, contractors, and suppliers to ensure seamless execution of maintenance tasks.

8. Ensure alignment of project designs with engineering and maintenance strategies, as well as operational necessities, to optimise long-term functionality and efficiency.
9. Manage highly complex engineering systems ensuring robust maintenance strategies and supporting policies are in place and systems have sufficient resilience.
10. Manage and coordinate complex shutdowns of engineering systems ensuring professional stakeholder engagement has taken place through all levels of the organisation and all concerns addressed or mitigation and sufficient contingencies and business continuity plans are in place.

General Duties and Responsibilities:

1. Foster collaborative relationships with lead University representatives, to assist in ensuring services are tailored to meet their specific needs and objectives. Maintain regular consultations to gain insights into evolving service requirements and act as a trusted advisor, offering expert guidance to effectively address their goals.
2. Develop and implement strategic plans which aligns with the evolving needs of our university partners, ensuring service offerings remain responsive to changing demands and trends.
3. Achieve service objectives with professionalism, expertise, and efficiency, considering the diverse needs of our customers and striving for excellence in service delivery.
4. Support a culture of service excellence across the service portfolio, ensuring all areas meet performance and service standards for our university partners. Prioritise fairness, efficiency, and responsiveness to customer needs in all interactions.
5. Demonstrate a collaborative and positive mindset, prioritising teamwork and long-term sustainable solutions. Recognise the equal importance of relationships and achievements/outcomes and foster a culture of learning and mutual accountability.
6. Support keeping FX Plus Falmouth University and the University of Exeter compliant with all legislation and adopted standards, including but not limited to Health & Safety, Equality, and Safeguarding.

7. Ensure sound financial planning and management to optimise resource allocation and sustainability within the service domain, in alignment with the overall financial strategy approved by the FX Plus Board.
8. Identify, monitor, and mitigate functional and organisational risks, ensuring compliance with relevant legislation and policies while maintaining operational effectiveness.
9. Ensure the activities of the service area and of FX Plus are conducted in line with its Sustainability, Environmental and Health and Safety Policies.
10. Promote Equality, Diversity, and Inclusivity within FX Plus, challenging discriminatory practices and behaviours while fostering an approachable environment as a 'Trusted Ally'.
11. Collaborate effectively with senior leadership peers to cultivate a culture of excellence, innovation, and efficient service delivery across the organisation.
12. Champion a culture of continual improvement within the service domain, actively seeking opportunities for effective change and proposing innovative improvement initiatives.
13. Ensure compliance with FX Plus Sustainability and Environmental Policies in all activities and decision-making processes.
14. Manage and enhance stakeholder relationships across the partnership, local community, sector, and supply chain, fostering strong connections and mutual understanding.
15. Actively engage in and promote organisational processes, training, and activities necessary for effective service delivery and professional development.
16. Demonstrate a flexible attitude to change and actively support the Universities and FX Plus in evolving to meet existing and future needs, undertaking additional duties as necessary to support the effective functioning of the service portfolio, without altering the core responsibilities of the role.

PERSON SPECIFICATION

Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Relevant first degree /professional qualification or equivalent substantial experience in M&E estates maintenance <p>Desirable</p> <ul style="list-style-type: none"> • Relevant postgraduate degree or professional qualification • Membership/registration with an appropriate professional body (e.g. MIET, MCIBSE)
Knowledge and experience	<p>Essential</p> <ul style="list-style-type: none"> • Successful leadership and delivery of estates maintenance regimes in a complex organisation. • Leadership and management of people and teams • Recent experience of successfully managing complex engineering maintenance and operational services including demonstrable track-record of success and contributing to the specification, design and installation. • Significant recent experience of leading internal and external teams, including multidisciplinary professional consultants and contractors. • Experience of overseeing a team to successfully deliver a programme of estates maintenance. • Ability to analyse and root cause maintenance issues and to formulate detailed and relevant corrective actions to provide a robust and resilient solution. • Good knowledge and understanding of all estates and maintenance related legislation & regulation, including; CDM, environmental, health & safety, planning, building control, etc. • Management of significant maintenance budgets. • Understanding risk and management systems. <p>Desirable</p> <ul style="list-style-type: none"> • Experience of working with or in a higher education institution. • Professional experience in business and process improvement, including change management. • Experience of working with key stakeholders e.g, Vice Chancellors, Technical Facility Managers, etc. • Understanding of Higher Education corporate governance and assurance requirements, including Public Procurement Regulations, and other procurement criteria applicable to maintenance and projects delivered via a range of HE funding including research grants, development agency funding, etc
Skills and attributes	<p>Essential</p> <ul style="list-style-type: none"> • Highly motivated and self-organised • Strong drive for delivery of outcomes / impact • Openness to new ideas and initiatives, and creative approaches to problem-solving

	<ul style="list-style-type: none">• Ability to review and synthesise complex content from multiple sources and identify key action / implications• Highly developed verbal and written communication skills.• Good technical skills in standard business systems (e.g. Microsoft office).• Ability to conceptualise the end vision while attending to the detail.• Preparing and presenting reports on complex issues to a range of audiences.• Personal and professional demeanour and credibility that generates trust and confidence in others. <p>Desirable</p> <ul style="list-style-type: none">• Knowledge and skills in the use of maintenance support systems, including CAFM, MS Project, CAD, etc
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