

JOB DESCRIPTION

Job Title: Maintenance Officer

Grade: 4

Responsible to: Engineering Maintenance Manager

Basis: Full Time. Permanent

Responsible for: Procuring and managing maintenance activities up to a value of £500,000 pa

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:

The Maintenance Officer is a key member of the Estates Service with responsibility for ensuring that the maintenance requirements of the campus and associated assets are undertaken in a safe and efficient manner.

The post holder will work closely with both the Building and Engineering Maintenance Managers and the wider Estates teams to ensure that estate maintenance requirements are well defined, co-ordinated with other activities and reported and monitored through the Estates Helpdesk.

The postholder will liaise closely with key stakeholders across FX Plus and both universities. They will support in organising planned and reactive maintenance activities; appointing and supervising the work of external contractors to ensure that work is performed safely, professionally and efficiently.

Specific Duties and Responsibilities:

1. Organise and liaise with external contractors to provide a high quality service on all maintenance activities for all customers in a cost effective and efficient manner ensuring best practice procurement throughout.
2. Act as a central point of contact for maintenance issues within the Estates team, co-ordinating with other team members, particularly the Maintenance Managers, Maintenance Supervisors and the directorates service desk to ensure that progress on maintenance work is closely monitored, that customer service levels are maintained and reported
3. Ensure maintenance activities including statutory inspections are correctly logged, recorded and tracked on the computer aided facilities management system (Planon).
4. Operate policies and procedures in respect of contractor management, access control systems, RAMS, permit to work systems, safety alerts and other statutory responsibilities.
5. Assist in monitoring performance against the SLA for maintenance, reporting on KPIs and designing and implementing corrective measures as appropriate.
6. Contribute to estate maintenance planning and the compilation of long-term maintenance and minor works plans.
7. Ensure regular planned maintenance programmes are implemented, providing timely accurate reports on planned and remedial maintenance.
8. Collect, collate and record statistical information regarding the performance and efficiency of external contractors.
9. To support in the procurement and management of maintenance contracts for service provision ensuring that they are in the best interests of Falmouth Exeter Plus, including compliance with financial regulations and procurement best practice.
10. When required react to breakdown maintenance requests, in emergencies this may include out of hours working.

General Duties and Responsibilities:

1. Achieve role objectives with professionalism, expertise, and efficiency, considering the diverse needs of our customers and striving for excellence in service delivery.
2. Support a culture of service excellence, ensuring performance and service standards for our university partners are met whenever possible. Prioritise fairness, efficiency, and responsiveness to customer needs in all interactions.
3. 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.
4. 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.
5. Support sound financial management to optimise resource allocation and sustainability within the service domain, in alignment with the overall financial strategy approved by the FX Plus Board.
6. Support the identification, monitoring, and mitigation of functional risks, ensuring compliance with relevant legislation and policies while maintaining operational effectiveness.
7. Ensure the activities of the service area are conducted in line with its Sustainability, Environmental and Health and Safety Policies.
8. Support the promotion of Equality, Diversity, and Inclusivity within FX Plus, challenging discriminatory practices and behaviours while fostering an approachable environment as a 'Trusted Ally'.
9. Collaborate effectively with peers to cultivate a culture of excellence, innovation, and efficient service delivery across the organisation.
10. Support a culture of continual improvement within the service domain, actively seeking opportunities for effective change and proposing innovative improvement initiatives.
11. 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, without altering the core responsibilities of the role.

PERSON SPECIFICATION**Post Title: Maintenance Officer**

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	Relevant professional academic qualification to HNC or equivalent and/or demonstrable experience.	Relevant degree level qualification. Relevant professional membership (MCIBSE, etc) Or work towards gaining accreditation.
Experience / Knowledge	Recent and relevant demonstrable experience in estates maintenance. Aptitude for working in complex environments dealing with high levels of detail, with the ability to demonstrate sound judgment and decision-making. Recent and relevant experience of using computer-aided facilities management systems (CAFM) and contractor management systems. Significant experience in managing external contractors and consultants. Good knowledge and understanding of all related legislation including, but not exclusively, environmental and health & safety law.	Previous HE experience. Knowledge of the aims and ambitions that motivate the core business of the University Experience in the use of Power BI for reporting purposes. Experience of successfully managing budgets and producing deliverable maintenance plans.
Skills / Personal Requirements	Aptitude for working in complex environments with the ability to demonstrate sound judgment and decision-making. Excellent written and oral communication, presentation, relationship building and networking skills. Commitment to sustainable development and the delivery of sustainable estates and facilities services. Ability to work to tight deadlines and to take responsibility for meeting agreed targets. Highly developed influencing and negotiating skills. High level of proficiency in the use of Microsoft Office suite of software.	