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| **Post Details** | **Last Updated 19**/04/2024 |
| **Faculty/Administrative/Service Department** | Estates and Facilities Management (E&FM) |
| **Job Title** | Service Support Manager (SSM) (Engineering) |
| **Job Family**  | Professional Services | **Job Level**  | L05 |
| **Responsible to** | Head of Maintenance Services |
| **Responsible for (Staff)** | 2 x Team Leaders and circa 25 maintenance technicians |
| **Job Purpose Statement**An experienced professional with substantial knowledge of operational facilities service delivery. Working in conjunction with the Head of Maintenance Services, the Engineering SSM is responsible for delivering operational / maintenance objectives in order to meet the University’s maintenance strategy and ensure it is undertaken in the most efficient and effective way. The Post Holder will be responsible for the management and direction of a multi-disciplined team of the electrical and mechanical trade staff delivering planned and reactive maintenance works to the University campus. The role will be part of the engineering leadership team working alongside Mechanical; Electrical ; Controls; Compliance and Fabric managers. |
| **Key Responsibilities** This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)  |
| 1. The development and implementation of effective maintenance strategies. Monitor, review and analyse performance through the use of the department's estate management system - Archibus and other related systems.
2. Manage and support operational staff, contractors and colleagues to provide an effective and value for money service. Ensure delivery of the required level of maintenance in line with departmental policy, whilst ensuring an adequate customer satisfaction from internal customers and other stakeholders. Working with the Mechanical and Electrical Engineers it is the post holder's responsibility to ensure where external contractors are engaged they adhere to University policy, procedures and all regulatory standards.
3. Under the guidance of the Compliance Manager and the Mechanical and Electrical Engineers, manage day to day responsibilities for legislative process or procedure relating to E&FM operations, particularly where this includes the impact of new or updated legislation. The role will also include the provision of management, supervision, responsible person advice and guidance for a range of permit to work activities that fall within their particular skill set and experience, ensuring key principles are in place to protect staff, visitors and contractors from any risks arising during construction/maintenance activities.
4. Liaise with faculty and department managers to ensure they are fully up to date on matters concerning their buildings and that all aspects of maintenance activity is understood and implemented, thereby ensuring a quality service. Delivering practical training updates as required.
5. Be supportive of performance improvement opportunities and work to identify value for money and cost saving initiatives. Including, developing sets of KPl's that will demonstrate performance of staff, processes and systems across their area of responsibility.
6. Prepare contract documentation and, when required, tender specific items of work in accordance with University procedure. Monitor contractors progress reporting as required on performance and value for money working closely with the Head of Building Services on this issue.
7. Take responsibility for identifying, developing and implementing safe systems of work and ensure conformance with health and safety legislation in particular.
8. The role will have responsibility for ensuring the standard set for statutory compliance, as required under the guidance and support of the Engineering team, will be met. These standards will be audited for compliance on a regular basis by the Engineering team and Head of Maintenance Services.

**N.B. The above list is not exhaustive.** |
| All staff are expected to:* Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
* Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
* Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
* Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
* Undertake such other duties within the scope of the post as may be requested by your Manager.
* Work supportively with colleagues, always operating in a collegiate manner.

**Help maintain a safe working environment by:*** Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
* Following local codes of safe working practices and the University of Surrey Health and Safety Policy.
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| **Elements of the Role**This section outlines some of the key elements of the role, which allow this role to be evaluated within the University’s structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role. |
| **Planning and Organising** * The post holder will operate on a day-to-day basis, with minimum supervision from the Head of Maintenance. It is expected that the post holder will complete their tasks within agreed timescales and according to priority set by the Leadership team. This will require the post holder to demonstrate initiative and communicate regularly with the Leadership team on any emergencies or matters arising than may interfere with the successful completion of their tasks. The post holder will be required to plan their own work for weeks and months ahead which requires skills in planning and organising work and services
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| **Problem Solving and Decision Making** * The post holder has authority to shut systems down throughout their functional area and must be able to apply their judgement, skills and experience to make these decisions, fully appreciating the impact and risks for business continuity, H&S and student experience associated with their actions.
* The post holder is expected to refer complex issues, such as those arising when dealing with old or dangerous/unsafe installations or those outside of the remit of their role to their management or the technical engineering experts within the wider E&FM Team for guidance or escalation.
* The post holder is expected to recognise where maintenance work is necessary and to take a pro-active approach, working with the Helpdesk to capture and identify any failing or out of service plant they may encounter when completing their duties. In addition, the post holder will work to ensure the asset records remain up to date by ensuring any untagged equipment is captured and submitted for addition to the formal record. Where equipment is being replaced the post holder will need to confirm with the SSM the appropriate action.
* Work with the Planner / Scheduler to manage and monitor their own work and the work of the team for weeks and months ahead.
* Analyse problems, diagnose solutions, and gain agreement to their implementation where appropriate.
* Ability to solve a range of day-to-day problems without reference to others.
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| **Continuous Improvement*** The post holder will suggest improvements to working processes/systems, and where relevant, implementation may occur at a higher level or be overseen.
* When dealing with particularly unusual or complex problems, the post holder is expected to put forward recommendations on managing the situation/problem to their line manager, with only the most complex of problems being referred to them for resolution.
* Analyse problems, diagnose solutions, and gain agreement to their implementation where appropriate
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| **Accountability** * The post holder will always work in compliance with the Universities H&S policies and procedures and report immediately any observations where the University compliance will be at risk. Operatives will all carry out a Point of Work risk assessment before completing any tasks and ensure they have the appropriate training, tools, and information to complete the job safely. Where this is not the case, they will immediately escalate this to their manager.
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| **Dimensions of the role** * To lead and manage a directly employed Maintenance Services team (DLO) and agency staff that may be trade, area or client based, delivering a range of planned and reactive maintenance/repairs relating to building services, systems, infrastructure, plant, equipment and building fabric.
* The post has budget holder responsibilities for the operational budget circa £2m. Working alongside the Engineering team the role is responsible for securing competitive prices and value for money on all quotations and tenders within their area of responsibility, whilst working within the Universities financial policies.

This post impacts across the whole of the University in terms of its provision of service. Due to the nature of this post, there is a potential for errors of judgment to have serious implications on the health and safety of those within the University (potentially life threatening), as well as financial implications if systems fail to operate efficiently. It is the post holder's responsibility to ensure the health and safety of those attending the campus and that the University's assets are managed efficiently. |
| **Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. |
| **Qualifications and Professional Memberships** |  |
| Professionally qualified with a relevant degree/postgraduate qualification, plus broad demonstrable management experience in similar or related rolesOr:Substantial vocational and relevant management experience demonstrating management ability in an appropriate professional or specialist area, and success in similar or related roles, supported by evidence of significant appropriate specialist knowledge | E |
| NEBOSH/IOSH General Certificate in H&S or equivalent | D |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | **Essential/Desirable** | **Level****1-3** |
| Thorough knowledge and understanding of the work practices, processes and procedures relevant to the role, which may include broader sector/commercial awareness | E | 2 |
| Detailed operational knowledge of systems relevant to own field of work in terms of functionality and capability and/or detailed knowledge of own service area and products/services available | E | 3 |
| Good understanding of modern PPM processes and management techniques | D | 2 |
| Experience of diagnosing problems on engineering systems | D | 2 |
| Good understanding of other engineering services and building design not covered in their first discipline | E | 2 |
| **Special Requirements:**  | **Essential/Desirable** |
| The post holder will be required to support out of hours rotas as required to ensure operational effectiveness and business continuity. | E |
| Must be able to drive and hold a current full EU license or equivalent permanent licence. | E |
| Must have knowledge of the safe isolation of electrical systems | E |
| **Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | **Level****1-3** |
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| This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose. |
| **Organisational/Departmental Information & Key Relationships** |
| Background InformationEstates & Facilities Management are responsible for the planning, development and maintenance of the University Estate and provide Support Services to all faculties and departments in the University. The Estate is a key element of the marketability of the University. Estates & Facilities Management are responsible for the first impression of the organisation and managing the internal environment to ensure that staff, students and visitors have a positive experience.Estates & Facilities Management has eight main sections:* Administration, Central Distribution & E&FM Help Desk
* Maintenance Services
* Estates Services
* Projects
* Horticulture
* Sustainability & Energy Management
* Systems
* Planning and Space Management
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| Department Structure Chart  |
| Relationships **Relationships**The post holder will liaise and work with colleagues in order to complete their objective and ensure a quality one team approach. There will be regular contact with students and staff whilst carrying out their duties and they are expected to behave in a helpful and courteous manner to promote a positive image of the department at all times. They will consult with the Service Support Manager and Engineers for advice and guidance and will liaise with external consultants and contractors as required in the completion of their tasks.The post holder will be familiar with the Universities values and will work at all times with these standards in mind and be aware of their responsibilities to represent E&FM in a professional and effective manner. This will include embodying the E&FM "one team" approach that supports our colleagues in adjacent teams however we can.**Internal*** Senior colleagues within E&FM
* Colleagues across the broader University
* Health & safety colleagues
* Faculty and key stakeholders

**External*** Contractors
* Health & Safety specialists
* Statutory Bodies
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