

# MAINTENANCE MANAGER

Estates & Facilities

Grade 7, Full-time, Permanent

Job reference number: 205-22

## Applicant Information Pack

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### Closing date

9am Friday 25 November 2022

### Interview date

Wednesday 14 December 2022

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## Job Description

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<b>Job title</b>	Maintenance Manager
<b>Department</b>	Estates & Facilities
<b>Grade</b>	7
<b>Hours of work</b>	Full Time (1FTE)
<b>Contract type</b>	Permanent
<b>Responsible to</b>	Estates & Technical Services Manager
<b>Responsible for</b>	Maintenance Operatives
<b>Liases with</b>	<p><b>Internal</b> Estates &amp; Technical Services Manager, Maintenance Staff, Estates Project &amp; Operations Manager, Estates Facilities &amp; Operations manager, H&amp;S Manager, wider Estates &amp; Facilities management team, Facilities and Security staff, Catering, Theatre, Studios and Museum staff</p> <p><b>External</b> M&amp;E contractors, Service contractors, Imperial College maintenance staff, HEFCA, HESA and other sector bodies, External auditors; ISO 14001, Insurance, BREEAM etc</p>

<b>Job overview</b>	<p>The Maintenance Manager reports to the Estates &amp; Technical Services Manager (E&amp;TSM) and has responsibility for ensuring the estate is well maintained and building services are statutorily compliant. Ensuring a high standard of service delivery from the inhouse and out-sourced maintenance teams, establishing robust Planned Preventative Maintenance (PPM) and life cycle plans, establishing effective risk management practices, ensuring robust performance management of contracts and contractors, undertaking regular service reviews, ensuring robust financial management and proactively supporting a culture of service improvement and excellence.</p> <p>The Maintenance Manager will line manage a small maintenance team to ensure all responsibilities are carried out in an efficient and effective manner.</p>
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## Key Responsibilities

These include:

### Maintenance

- Positively impact on the student and staff experience by improving the quality of maintenance services, providing a more responsive service, modernising processes, professionalising functions and enhancing document management.
- Work with the E&TSM to implement regular auditing, monitoring and inspection regimes to ensure the continued improvement of the condition of the estate, identifying issues for resolution with suitable mitigation measures. Includes work managed by the in-house maintenance team and external contractors
- Lead on Maintenance use of the CAFM system ensuring full user and stakeholder engagement.
- Manage external maintenance and/or project contractors ensuring adherence to RCM's procedures; site induction processes, toolbox talks, risk assessments and method statements, permits to work.

- Ensure up to date and accurate estates information; asset registers, contract registers, Operation & Maintenance manuals, PPM's, maintenance and inspection records, warranties and guarantees, condition data etc.
- Line manage the maintenance team ensuring sufficient rostering to cover operational hours including evenings, weekend and annual leave. Ensure the accurate recording of all overtime sheets for approval by the E&TSM.
- Carry out general maintenance tasks with other maintenance team members including working at height.

## Projects

- Assist the E&TSM to manage estates and maintenance projects to ensure all building works and refurbishments are enacted according to RCM regulations and statutory legislation and are completed within agreed budgets.
- Ensure a fully managed handover and training for maintenance/other College staff, updating PPM's, asset registers, maintenance contract and assist in resolving defect liability issues.
- Ensure energy conservation principles are applied where practicable and implement energy saving projects following approval of viable option appraisals.
- Liaise with staff, contractors and H&S to ensure concurrent works around the site do not give rise to conflicts or unsafe conditions.

## Health, Safety and Environmental

- To be the main point of contact with external contractors working on site ensuring all induction processes are carried out.
- To arrange and keep up to date all Legionella Risk Assessments and associated works
- To ensure fire systems and equipment are regularly maintained.
- To inform the College of all relevant statutory requirements regarding new and current legislation.
- Arrange external courses for staff with regards to health and safety
- Arrange in-house training for the Maintenance Team

## Service Improvements

- Monitor performance, provide monthly and annual performance reports, identify areas for improvement and develop quality assurance processes and procedures.
- Promote a collective responsibility and personally uphold the highest standards of behaviour and actions which reflect and support the values of the College.
- Constantly seek to improve the Maintenance service to enhance customer experience.
- Develop and maintain effective working relationships with a wide range of internal and external stakeholders

## Special Factors

The nature of this role requires the post-holder to be contactable out-of-hours to advise on and resolve emergency situations, and occasionally work at weekends.

## Person Specification

Applicants should demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.

Criteria	Description	Essential/ Desirable	How Criteria Are Tested
<b>Qualifications</b>	Professionally qualified in an Electrical or Mechanical discipline.	Essential	AF
	Qualified in Health & Safety preferably IOSH.	Essential	AF
<b>Experience</b>	Experience of undertaking condition surveys, advising on compliance with building regulations	Essential	AF, INT
	Experience of staff management, allocation of duties, appraisals, one to ones, leadership and motivation.	Essential	AF, INT
<b>Knowledge and skills</b>	Demonstrate a thorough knowledge of building services.	Essential	AF, INT
	Demonstrate a knowledge of all statutory legislation in relation to estates maintenance including Building Regulations, L8, COSHH, etc.	Essential	AF, INT
	Ability to prioritise and manage multiple tasks or projects to produce results to demanding deadline and/or budget	Essential	AF, INT
	Proficient in BMS and Computer Aided Facilities Management Systems and Microsoft Office.	Essential	AF, INT
	Excellent interpersonal and written skills and a high standard of computer literacy	Essential	AF, INT
<b>Personal Attributes</b>	Highly motivated with proven organisational ability.	Essential	AF, INT
	Strong belief in continuous improvement and customer service to improve maintenance services across the estate.	Essential	AF, INT

AF = Application Form ST = Selection Test INT = Interview

The duties and responsibilities assigned to the post may be amended by the Director of Estates within the scope and level of the post.

## Terms & Conditions

<b>Availability</b>	The post is immediately available and the postholder should ideally be available to start as early as possible.
<b>Contract type</b>	Permanent
<b>Hours of work</b>	This role is offered on a full time (1FTE) basis. Full time hours at the RCM are 35 hours per week, 7 hours per working day with a one-hour lunch break.

The post holder will be required to work a shift pattern (this is on a four-week rotation) which includes:

- Early Shift 08:00 to 16:00
- Late Shift 14:00 to 22:00
- And Weekend working (at least 1 weekend in four)

For weekend working time off in lieu will be given during the week. A shift allowance is paid by the college to remunerate the post holder for these hours.

## Salary

RCM Pay Scale Grade 7, incremental points 26 - 30:

Spine points	Full-time salary*
26	£35,556
27	£36,491
28	£37,458
29	£38,453
30	£39,477

\*inclusive of London Weighting allowance

This role also attracts a shift allowance.

Appointments will normally be made to the first point of the grade, in accordance with the RCM Pay Policy. Staff are entitled to an annual increment each year on 1 August (dependent on 6 complete months' service) until they reach the top of the grade.

Payday is the 15<sup>th</sup> of each month or the last working day before this should the 15<sup>th</sup> fall on a weekend or bank holiday.

## Work permit

All applicants must be permitted to work in the UK and hold a relevant work permit where necessary.

This is not a role for which the RCM will act as a sponsor for a visa application.

## Probation

The post has a six months' probationary period.

## Notice period

The appointment will be subject to termination by not less than one months' notice. Notice during probation will be seven days' notice by either party.

## Pension

The Universities Superannuation Scheme (USS) is available for all administrative staff. Full details of the scheme can be found on the USS website: [www.uss.co.uk](http://www.uss.co.uk). Arrangements exist for members to make additional voluntary contributions (AVCs).

## Annual leave

Full time staff are entitled to 210 hours (equivalent to 30 days) of holiday per annum, plus public holidays.

The RCM is closed between Christmas and New Year's each year, the three days in this week that are not bank holidays will come out of the postholder's annual leave allowance.

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## Staff Benefits

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<b>Travel</b>	<p>Interest free season ticket loans are available to cover the cost of a 12-month season ticket between a member of staff's residence and the RCM. The loan will be repayable by deduction from salary over a period of 12 months or on leaving the employment of the RCM, if earlier.</p> <p>We also offer a tax-free bicycle loan under a similar repayment scheme.</p>
<b>Events</b>	<p>There are a range of concerts taking place at the RCM throughout the weeks, staff are entitled to one free ticket per charged concert (excluding Opera and non-RCM promotions), and unlimited tickets for non-charged concerts.</p>
<b>Eye tests &amp; hearing tests</b>	<p>The College will cover the cost of an annual standard eyesight test (normally up to £25) and contribute £50 towards the cost of glasses, provided that they are for use with VDUs. We will also cover the cost of hearing tests.</p>
<b>Employee Assistance Programme</b>	<p>All RCM staff can get free and confidential advice from Confidential Care (CiC). The service is open 24 hours per day, 365 days per year, by telephone or via the web.</p>
<b>Professional Development</b>	<p>The RCM is committed to the support of training and professional development for all members of staff and a range of opportunities are available.</p>

## About Us

<b>The College</b>	<p>Opened in 1883 by the then Prince of Wales, the Royal College of Music (RCM) is a world-leading music conservatoire with a prestigious history and contemporary outlook. The RCM is a vibrant community of talented and open-minded musicians, with over 900 students from more than 50 countries studying at undergraduate, masters or doctoral level in the Senior College throughout the week and 300 students on a Saturday in the Junior Department. Former students of the RCM hold key roles in music and the arts in all parts of the world - as performers, teachers, composers, conductors and amateurs. The RCM was ranked as the global top institution for Performing Arts in the 2022 QS World University Rankings by subject.</p>
<b>Staff</b>	<p>The College has over 250 members of professorial (teaching) staff and over 100 teachers in the Junior Department - the majority of whom are busy professionals with worldwide reputations, who include teaching among the various musical activities that they regularly undertake. Their work, and the work of the College as a whole, is supported by a team of over one hundred administrative staff.</p>
<b>Location</b>	<p>The RCM benefits from its particular location in South Kensington - one of the most attractive and interesting parts of central London. The area is well-served by public transport: South Kensington tube station is within ten minutes' walk; several bus routes pass the Royal Albert Hall. Kensington Gardens and the renowned museums of Exhibition Road, the Natural History Museum, the Victoria &amp; Albert Museum and the Science Museum, are only a short walk away; Imperial College of Science, Technology &amp; Medicine is next door; the Royal College of Art and the Royal Albert Hall are just across the road. The area, known originally as Albertopolis, emerged as a location for national institutions in the arts and sciences after the Great Exhibition of 1851 largely because of the enthusiasm of Prince Albert. Relationships with neighbouring institutions are friendly and supportive.</p>

## Department

The Facilities department has a wide remit which includes responsibility for reception, front of house, H&S, portering, catering, cleaning, insurance, security and safety among other things, and for providing general assistance to ensure the smooth running of all activities. Every day members of the team deal with a wide range of requests and enquiries. They need to have a positive outlook and a welcoming manner and a “customer oriented” approach. Members of the team need to collaborate with other members of the RCM to ensure that first class standards are maintained in all areas of the RCM’s work. The RCM’s main building is Grade II listed.

The Estates department provides a key function in supporting the College’s core business. It is responsible for all hard and soft facilities management services, all aspects of property management, front of house, project management and delivery and all aspects of Health, Safety and Environment.

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The Royal College of Music is an Equal Opportunities employer. The College is a non-smoking environment.

Simon Lea  
Estates & Technical Services Manager  
November 2022

