



ROLE PROFILE

MAINTENANCE MANAGER

LANDMARC

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LOCATION: REGION

REPORTING TO: PLANNING MANAGER

RESPONSIBLE FOR: MAINTENANCE TECHNICIAN'S WHERE REQUIRED

Summary of Role:

To manage and carry out planned, preventative and reactive maintenance activities as required covering a geographic area and/or a technical specialism.

Duties of Role:

The following list is not exhaustive and other duties of a similar level and nature may be required from time to time including complying with any new policies that are introduced.

Primary Duties:

- To manage a team of people being responsible for (but not limited to) managing performance, attendance, behaviour, capability, welfare, health and safety and record keeping.
- To manage and carry out planned and preventative maintenance tasks as required ensuring that all tasks are completed according to designated timescales as per the Establishment Specific Task Schedule (ESTS) and where required the Rural Estate Task Schedule (RETS).
- To ensure all assigned remedial and reactive maintenance tasks are delivered within contractual timeframes.
- To identify appropriate resources to carry out the required tasking using directly managed maintenance team, through the relevant Team Manager utilise Training Area Operatives and Site Operatives and where necessary bought-in-services.
- Ensure all works are compliant with statutory obligations such as CDM, Building Regulations/Standards, Fire Safety, Equality Act, Planning and Environmental Guidance, manage contractors, identify best practice and promote continuous improvement including environmental best practice, identify opportunities for income generation and additional tasked works, and to reduce operating costs.

- To liaise with all stakeholders to ensure effective maintenance delivery e.g. local and regional support through technical and specialist advice on built areas, contract/sub-contract management and supervision, the Employers representatives regarding maintenance safety and usage, direct and advice wider estate users including the general public.
- To ensure maintenance and asset records are kept up to date, completing all relevant documentation utilising both IT and paper based systems.
- To write contract specifications, evaluate quotations, and manage contractors for small valid jobs to support bought-in-services requirements.

Secondary duties:

- Carry out additional works as tasked from the Forward Additional Services Plan (FASP)
- Create SON, specify and price works for inclusion on the Forward Works Register (FWR) and FASP.
- Accept appointment as Authorised Person (AP) for safe systems of work in relevant skills discipline as required to support the business.

Ideal Person:

The following lists detail the ideal person to carry out this role and will be used as the selection criteria during the recruitment process.

What you know:

- Knowledge of H&S such as COSHH, manual handling, risk assessments, CDM and safe systems of work to IOSH Managing Safely level.
- Knowledge of built estate management gained through a Level 4 qualification such as City and Guilds, NVQ/HND in a B&CE or M&E trade or equivalent and proven experience
- Experience of communicating with customers.
- Knowledge of workload scheduling and work order processes, preferably in a multi-tasking environment
- Knowledge of matrix management and its application

What you can do:

- Able to deliver service to tight deadlines and appropriate quality standards
- Able to manage budgets to best advantage

- Able to communicate clearly with the Client/customer
- Workforce planning skills
- Able to drive continuous improvement
- Able to manage and work with contractors/sub-contractors
- Able to performance manage teams and outputs by utilising management tools
- IT skills

Prerequisites for employment

- Full driving licence valid in the United Kingdom.
- Complete Baseline Personnel Security Standard – this is compulsory for all personnel who work for Landmarc Support Services Limited as Official Defence Contractors. This includes a Basic Police Disclosure, however, unspent convictions are not necessarily a bar to employment and will be reviewed case by case to ensure there are no risks to the security and integrity of the work completed by Landmarc Support Services Limited.
- National Security Vetting may be required however you will be informed of this requirement during completion of the Baseline Personnel Security Standard.
- Candidates must meet the UK residency requirements to undergo the above (5 years minimum).

Our Values

- Take time to take care of yourself, look out for yourself and others, and stop and step-in if you need to.
- Always do the right thing, not just the easy thing; integrity in all that we do at work and at home.
- Put the customer's needs first, in everything we say, consider or do.
- Promise only what can be delivered; once promised it's a Landmarc commitment.
- Take pride in what you do, you've a lot to be proud of.

Our Behaviours

- Live Our Values, know what they are and what they mean to you and how they influence what you do, we should believe in them and demonstrate them always.
- Build Relationships, we are a people-business and relationships are the foundation of accomplishment. Take every opportunity to build and strengthen relationships with colleagues, customers and suppliers. Together we are stronger.
- Give Feedback and Recognition, creating an environment in which we openly and thoughtfully give and receive feedback and recognition builds trusting teams. Feedback and recognition also foster a culture of growth.
- Embrace Flexibility, in all that we do and how we do it. Change can come with or without warning and in either case, we must improvise, adapt and overcome to remain relevant to Our Mission.