

Role Profile

Job Title: Maintenance Supervisor
Location: Region
Reporting to: Area Delivery Manager
Responsible for: Maintenance Technician's where required

Summary of the role

To provide confidence to the Employer and support the delivery of contract maintenance to meet customer needs as specified by contractual obligations by identifying requirements and obtaining adequate resources whilst working in a sustainable manner.

Duties of the 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.

Corporate duties

- a. To develop and maintain effective collaborative working relationships with all people both internal and external.
- b. To be personally responsible for following all company policies including, but not limited to, Operating Procedures of the Company Health and Safety manual, Environment and Sustainable Development, Sustainable Procurement and Security.
- c. To ensure Landmarc meets the needs of our service users we all work flexibly. This means everyone undertakes development and contributes towards continuous improvement and works in a way in which we are all willing to change our hours of work, tasks and locations, sometimes at short notice.

Primary duties

- To be responsible for people working in your specialist area as required in terms of functional day to day supervision, task allocation and work checking and to provide feedback to Team Managers/Supervisors as required regarding their performance.
- To ensure that the Training Estate Facilities are fit for purpose in accordance with the allocation and ensure compliance with the NTEP service modules e.g. delivery of the Establishment Specific Task Schedule (ESTS), Forward Land Management Services Plan (FLMSP), Forward Additional Services Plan (FASP), Asset Condition Grade Data, bid for appropriate resources and identify shortfalls resolving with brought in services, plan and where required, carry out inspections and produce condition reports, identify and deliver reactive maintenance tasks, prepare, specify and price works, carry out AP duties, carry out statutory compliance such as Building Regulations and Planning, manage contractors, identify best practice and promote continuous improvement including environmental best practice, identify opportunities for income generation and additional tasked works.
- 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 complete all relevant documentation utilising both IT and paper based systems.
- To carry out additional works in response to additional contract requirements (Fee earning).

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 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.