



ROLE PROFILE

**MAINTENANCE STRATEGY &
ASSURANCE MANAGER**

LANDMARC

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LOCATION: CONTRACT SUPPORT OFFICE

REPORTING TO: STRATEGIC ASSET MANAGER

RESPONSIBLE FOR: ASSET AND MAINTENANCE COMPLIANCE MANAGER

Summary of Role:

Responsibility to develop policy, procedures and guidance notes and act as the business lead for the development of the CAFM, supporting systems and services necessary to deliver the maintenance services required under the TESC contract, assuming the named contractual Key Role of *CAFM Manager*.

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:

- Where required manage people being responsible for (but not limited to) managing performance, attendance, behaviour, capability, welfare, health and safety and record keeping.
- Support the development, testing, implementation and deployment of the CAFM systems (Maximo and Asset Management Service (AMS)) for the direction of all planned and reactive maintenance works (Hard & Soft FM, Rural and TAROM) and support monitoring and assurance of all CAFM activity.
- Support the development, testing, implementation and deployment of Landmarc's mobile working solution for operation users of the CAFM.
- Standardise processes and process guidance for the successful delivery of the contract CAFM requirements.
- Engage with, develop and maintain relationships with the client FM services representatives so as to be able to facilitate uniform interpretation of the contract CAFM requirements.
- Review DIO instigated asset changes for impact and raise/review any issues with the client FM services team. Apply CAFM changes consistently in line with commercial processes.
- Support the creation and maintenance of standardised Establishment Specific Task Schedule (ESTS) and Rural Estate Task Schedule (RETS) ensuring that all asset maintenance is compliant with the contractual requirements of MOD version of SFG20, the MOD Infrastructure Requirements System (MIRS).

- Liaise with the Regional operational teams to understand maintenance task optimisation opportunities. Lead on discussions with DIO (via DIO TESC and Digital Information Steering Group (DISG) interfaces), to enable continuous improvement of ESTS & RETS, through collaboration of the deployed MIRS schedules.
- Act as custodian of Landmarc's Asset Database, schedule of non-specific frequency MIRS tasks and Asset Information Model within CAFM. Drive consistency and increased efficacy of the asset information held throughout the lifecycle of the assets. This includes ongoing asset verification and management of changes, as well as new asset introduction (e.g. projects) requirements.
- Develop and coordinate the delivery of training necessary to ensure that Regional operational teams and managers have a full and correct appreciation of the TESC CAFM requirements.
- Collaborate with Rural, Soft FM and TAROM colleagues to incorporate their bespoke asset and maintenance requirements into CAFM to support their service delivery.
- Carry out assurance checks to ensure uniform application of maintenance processes across all regions and confirm the ESTS is up to date. Including the development of leading indicators and metrics to support progressive assurance of such things as work management activities.

Secondary duties:

- Support the implementation of the internal audit programme and all necessary systems, policies and procedures to ensure effective and efficient contract management. Provide feedback on the effectiveness of business processes and recommend improvements.
- Support any Change Management initiatives and ensure they are properly implemented within the contract.
- Support the implementation of strategic solutions across the contract and client groups to either diminish critical risk or capitalise on opportunity.
- Keep abreast of the current technology and advancements in facility and enterprise asset management systems (CAFM / EAM / mobile solutions / analytics / etc.), to ensure the asset management system Roadmap is updated and prioritised accordingly - to position Landmarc to be able leverage improvement / adoption of value adding capabilities.

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:

- Experience of managing performance monitored multi service facilities and services contracts
- Knowledge of facilities management methodologies such as SFG20, NRM 3 / COBiE; CIBSE Guide M; ISO 55000; Reactive/Remedial maintenance regimes
- Knowledge of BIM standard ISO19650, in particular for Asset Information Requirements (AIR) and Exchange Information Requirements (EIR), for the Operate and Maintain phases of built assets
- Experience of working in a facilities management / PFI sector environment.

- Knowledge of the MoD Defence Contracts
- Educated to HNC/HND/Degree level or equivalent experience
- Member of a relevant Professional Institute
- Knowledge of health and safety such as COSHH, LOLER, PUWER, Legionella, Asbestos, DSEAR and CDM Regulations

What you can do:

- Able to ensure appropriate quality standards are adhered to across functions.
- Planning and analysis skills.
- IT skills including the use of Microsoft Office packages and CAFM database software, knowledge of Maximo preferred but not essential.
- Able to produce reliable management information and coordinate information gathered by others – ability to gather, validate and interpret data to gain insights and provide decision support advice and information.
- Able to communicate clearly with the Client/customer and other stakeholders.
- Able to drive continuous improvement and optimisation.
- Able to performance manage teams and outputs by utilising management tools.
- Passion for collaboration with client and internal stakeholders, as well as working with business and solution analysts in different/digital ways of working, e.g. agile, systems thinking, etc.

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.