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| Last updated: |  |

**JOB DESCRIPTION**

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| Post title: | **Halls & Satellite Campus Manager** | | |
| Standard Occupation Code: (UKVI SOC CODE) |  | | |
| School/Department: | Residences, Sport and Community Services | | |
| Faculty: | Residential Services | | |
| Career Pathway: | Community and Operational (CAO) | Level: | 4 |
| Posts responsible to: | Assistant Director of Residential Services (Estates) | | |
| Posts responsible for: | Assistant Maintenance Managers / Halls Maintenance Operatives | | |
| Post base: | Office-based/Non Office-based (see job hazard analysis) | | |

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| Job purpose |
| To ensure that building services at Halls and University Houses operate to regulatory and safety regulations, service standards and KPIs, whilst seeking opportunities to continually improve efficiency  To lead the reactive maintenance team and to coordinate and manage resource (maintenance operatives and associated contractors) to deliver building services that meet student experience aims for Residential Services |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | To manage, supervise and prioritise the delivery of reactive maintenance activities using in house resources and associated contractors. This includes but is not limited to:  • Hot & Cold Water Systems  • Carpentry  • Decoration  • Flooring  • Roofing  • Ground work  • Drainage  • Locks and Keys  • Small Refurbishment Projects | 35 % |
|  | To undertake proactive analysis of contractor performance to drive continuous improvement, including spot checks, site audits, work flow monitoring and analysis of customers feedback. To drive performance using data within the CAFM system in Planon. To be responsible for monitoring day to day performance of the contractors and to identify areas of improvement. Responsible for auditing processes and KPI’s in house delivery and contractors under their remit. | 25 % |
|  | To prioritise, manage and audit the delivery of remedial work generated across Halls and University Houses by the Fire Safety Officer. This includes but is not limited to:   * Reviewing all Fire Risk Assessments produced * Scheduling work programmes with approved term contractor * Budget control and cost review * Compliance to legislation including audit | 10 % |
|  | To ensure all operations are carried out within University / H&S rules and to ensure good safety practice on site at all times. Undertake audits to ensure teams are complying with best practice. | 10 % |
|  | To manage and administer a budget to include contracts for the operation, maintenance and emergency repairs, directing appointed contractors as necessary and appropriate | 10 % |
|  | Day to day responsibility as a University authorised permit approver (e.g roof permits), including assessing and approving work and supplied Risk Assessments/Method Statements in conjunction with the University’s Health & Safety Permit policy | 5 % |
|  | Deputise for Assistant Director as and when required and any other duties as allocated by the line manager following consultation with the post holder | 5 % |

| Internal and external relationships |
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| Other members of the department/University staff  Internal and External customers  External contractors and consultants  SUSU  Suppliers  Members of the Public/Community |

| Special Requirements |
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| Work from a variety of university locations with the ability to travel to multiple locations across Southampton and Winchester  The post holder is expected to work flexibly to provide services to a range of customers for key events  Examples include weekend working for departure and turnaround weekends, Intake and Open Days  Work within the bounds of the University’s Confidentiality Policy |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | HNC or equivalent, appropriate discipline experience in Mechanical / Plumbing or Building Services.  Construction based qualification or proven work experience  Proven experience of overseeing work to current H&S legislation  Able to assess risk and implement, audit safe working practices in a building services environment  Able to apply a comprehensive understanding of relevant University systems and procedures, and an awareness of activities in the broader work area.  Able to accurately analyse and interpret complex quantitative and qualitative data within maintenance systems to meet compliance standards and customer standards  Able to make effective use of standard office computer systems including word-processing and spreadsheets | Financial administration/budget monitoring experience | Application and Interview  Certification |
| Planning and organising | Able to plan and prioritise a range of one’s own, and the team’s, standard and non-standard work activities over a period of several months.  Able to supervise, organise and prioritise a range of PPM (Planned Preventative Maintenance) work (issued batch-wise to cover a number of weeks) and reactive maintenance jobs with varying degrees of urgency with in house resource and external contractors | Planning and implementation of process shutdowns | Application and Interview |
| Problem solving and initiative | Able to identify and solve problems by applying judgement and initiative to tackle some situations in new ways and by developing improved work methods  Able to identify when to seek advice and guidance from teams external to Residences and to be able to co-ordinate a solution |  | Interview |
| Management and teamwork | Able to solicit ideas and opinions to help form specific work plans  Able to positively influence the way a team works together  Able to ensure the staff and external contractors are clear about changing work priorities and service expectations  Able to effectively allocate to, and check work of staff, coaching/ training and motivating staff as required  Able to demonstrate experience of effective liaison with the end user and contractors so that output can be optimised, and ‘downtime’ reduced to resolve complex issues | Successful supervisory experience in a residential environment | Application and Interview |
| Communicating and influencing | Able to elicit information to identify specific customer needs  Able to offer proactive advice and guidance  Able to communicate plans and impact of works to contractors and customers  Able to deal with sensitive information in a confidential manner | Ability to produce short technical reports | Application and Interview |
| Other skills and behaviours | A good knowledge of maintenance system and reporting capabilities |  | Interview |
| Special requirements | Ability to travel between sites |  | Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  | ✓ |  |
| Extremes of temperature (eg: fridge/ furnace) | N/A |  |  |
| ## Potential for exposure to body fluids | ✓ |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) | ✓ |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: | ✓ |  |  |
| Frequent hand washing | ✓ |  |  |
| Ionising radiation | N/A |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling | N/A |  |  |
| ## Driving university vehicles (eg: car/van/LGV/PCV) | ✓ |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) | N/A |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) | N/A |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling | ✓ |  |  |
| Repetitive crouching/kneeling/stooping | ✓ |  |  |
| Repetitive pulling/pushing | N/A |  |  |
| Repetitive lifting | N/A |  |  |
| Standing for prolonged periods | ✓ |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) | ✓ |  |  |
| Fine motor grips (eg: pipetting) | N/A |  |  |
| Gross motor grips | N/A |  |  |
| Repetitive reaching below shoulder height | N/A |  |  |
| Repetitive reaching at shoulder height | N/A |  |  |
| Repetitive reaching above shoulder height | N/A |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  | ✓ |  |
| Lone working |  | ✓ |  |
| ## Shift work/night work/on call duties | ✓ |  |  |