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Description automatically generated**

Job Description

Post title: **Maintenance Administrator**

Date last updated/evaluated: April 2025

Author: Hayden Matthews

Standard Occupation Code: Not applicable

School / Department: Estates & Facilities

Faculty / Directorate: Estates & Facilities

Job Family: Management, Specialist and Administrative (MSA)

Grade: Level 2b

ERE Pathway (if applicable): Not applicable

Post reporting to: Maintenance Coordinator

Post line report(s): N/A

Post base location: Hybrid: Campus / Home

Job purpose: To provide comprehensive, effective and efficient administrative support to Maintenance Operations, assisting in providing comprehensive administrative support to Maintenance Coordinator administration particularly, resource planning, maintenance records update, purchase orders, and processing recharges. Working closely with teams to provide effective administration support as directed.

## Key accountabilities and indicative time allocation:

1. **5%**

To apply a good working knowledge of departmental administrative systems to answer queries and resolve problems from colleagues and external customers.

1. **5%**

To contact other departments or external customers to source and exchange information.

1. **25%**

To contribute to the development of administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness. Assist in CAFM reporting, and entering data.

1. **35%**

To analyse, manipulate and interpret complex information to compile detailed summary reports. Assisting in the resource planning of the maintenance team.

1. **5%**

To provide effective and efficient administrative/secretarial support to a senior colleague(s), including the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of events.

1. **5%**

To process invoices and orders, making effective use of Agresso financial administrative process as required. Including assisting in the recharging of works across Faculties, working as directed.

1. **5%**

Coordinate diaries. Plan straightforward activities and events. Arrange and record routine meetings. Make bookings and related practical arrangements (e.g., travel, accommodation).

1. **5%**

Maintain familiarity with related activities, services and key contacts, internally and externally. Work collaboratively and communicate effectively with others to achieve objectives.

1. **5%**

Recognise and understand the importance of own work and how it contributes to the achievement of wider aims and objectives. Share good practices, suggest improvements and raise issues of concern where necessary.

1. **5%**

Any other duties as allocated by the line manager following consultation with the post holder.

Internal and external relationships:

Departmental management and University senior management

E&F maintenance managers and supervisors

Other members of the department/University staff

Relevant suppliers and external contacts

Special requirements:

N/A

# Person Specification – Skills and Competencies

All essential and desirable criteria outlined in this Person Specification will be assessed through a combination of recruitment application and CV, and where applicable numerical or written assessment.

**Knowledge, Experience and Qualifications**

Essential

* Practical knowledge and experience in a relevant operational discipline. Practical knowledge may have been gained through some or all of the following:
  + Relevant work experience
  + Vocational training
  + Formal qualification(s) equivalent to Level 2 or 3 of the [Regulated Qualifications Framework](https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels) e.g. AS or A Level, intermediate or advanced apprenticeship, or Level 2 or 3 award, certificate, diploma, NVQ.

Desirable

* RSA II word-processing, or equivalent level of skill or qualification.
* Experience in monitoring a small-scale budget (e.g. inventory of small equipment)

**Teamwork and Communication**

Essential

* Contributes to team effectiveness by sharing information and supporting others.
* Ensures any supervised staff are clear about their role and responsibilities.
* Explains procedures and provides assistance to others.
* Seeks and clarifies detail as required.

Desirable

* Previous experience of supervisory experience

**Planning, Organisation and Resource Management**

Essential

* Demonstrates good knowledge of the role and its context.
* Effectively organises allocated work activities.
* Assists the organisation of non-standard work activities and events.

**Problem Solving and Initiative**

Essential

* Solves simple problems and adapts to changing circumstances within established practices and procedures.

Desirable

* Spreadsheet reconciliation

# Job Hazard Assessment

A full health clearance is required for this role where any hazards marked “**^**”, using the agreed Occupational Health referral template [available from here](https://sotonac.sharepoint.com/teams/HealthWellbeing/SitePages/Occupational-Health.aspx). Where a full health clearance is required, this will apply to all role holders, including existing members of staff.

## Physical Environment

Working outside **^** Not applicable

Exposure to noise levels >80dbA **^** Not applicable

Working with dust or fumes **^** Not applicable

Working with skin irritants **^** Not applicable

Working with chemicals (industrial or cleaning) **^** Not applicable

Working in a confined space **^** Not applicable

Working at height **^** Not applicable

Working with sewage **^** Not applicable

Contact with cytotoxins **^** Not applicable

Exposure Prone Procedure (EPP) work **^** Not applicable

Contact with clinical specimens or pathology work **^**  Not applicable

Direct patient care or patient contact Not applicable

Exposure to temperature extremes Not applicable

Frequent hand washing Not applicable

Ionising radiation Not applicable

## Psychological and Social Environment

Working shifts **^** Not applicable

Working nights **^** Not applicable

Lone working Not applicable

Working with children Not applicable

Exposure to persons with challenging behaviourNot applicable

Working with larger groups Not applicable

## Equipment, Tools and Machines

Working with vibrating machinery or tools **^** Not applicable

Driving duties e.g. LGV, PCVs, forklift trucks **^** Not applicable

Food handling Not applicable

Contact with latexNot applicable

## Physical Abilities

Prolonged physical movements or actions e.g. walking **^** Not applicable

Prolonged Standing or Sitting **^** Not applicable

Moving or handling heavy loads **^** Not applicable

Repetitive pulling or pushing **^** Not applicable

Repetitive climbing (steps, stools, ladders, stairs) **^** Not applicable

Repetitive crouching, kneeling or stooping Not applicable

Repetitive lifting Not applicable

Fine motor grips (e.g. pipetting) Not applicable

Repetitive reaching below shoulder height Not applicable

Repetitive reaching at shoulder height Not applicable

Repetitive reaching above shoulder height Not applicable

# Behaviours

Our [Inclusion and Respectful Behaviour Policy](https://www.southampton.ac.uk/about/governance/regulations-policies/policies/inclusion-respectful-behaviour) describes the expectations of everyone who is a part of our community.

Our **Southampton Behaviours** (below) outline the responsibilities we each have in working collaboratively to achieve our University strategy.

**Personal Leadership**

- I take personal responsibility for my own actions and an active approach towards my development.

- I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly.

- I demonstrate pride, passion and enthusiasm for our University community.

- I demonstrate respect and build trust with an open and honest approach.

**Working Together**

- I work collaboratively and build productive relationships across our University and beyond.

- I actively listen to others and communicate clearly and appropriately with everyone.

- I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish.

- I proactively work through challenge and conflict, considering others’ views to achieve positive and productive outcomes.

**Developing Others**

- I help to create an environment that engages and motivates others.

- I take time to support and enable people to be the best they can be.

- I recognise and value others’ achievements, give praise and celebrate their success.

- I deliver balanced feedback to enable others to improve their contribution.

**Delivering Quality**

- I identify opportunities and take action to make improvements.

- I plan and prioritise efficiently and effectively, taking account of people, processes and resources.

- I am accountable for tackling issues, making difficult decisions and seeing them through to their conclusion.

- I encourage creativity and innovation in others, to deliver workable solutions.

**Driving Sustainability**

- I consider the impact on people before taking decisions or actions that may affect them.

- I embrace, enable and embed change effectively.

- I regularly take account of external and internal factors, assessing the need for change, and gaining support to move forward.

- I take time to understand our University strategy and communicate this to others.