



Multi Skilled Mechanical Maintenance Technician

Reference: EHA0032-0922
Salary: £28762 - £31411 per annum
Grade 6, Points 23–26
Contract Type: Permanent
Hours: Full Time (36.25 hours per week)
Location: Ormskirk

Accountable to: Estates Manager FM Estate Services

Reporting to: Maintenance Manager FM Estate Services IHMT

About the Faculty

Facilities Management (FM) is a multi-award-winning support department; the largest support team at the University employing circa 320+ members of staff across 9 service teams. We believe that the physical campus environment, the supporting infrastructure, and the support services provided by FM, form an essential part of the Edge Hill University experience.

Our customer profile includes students, staff, visitors, business partners, commercial clients and the wider community. At Edge Hill University, FM is overtly recognised for its positive contribution to the core business the attraction, recruitment and retention of our students – and for making a real difference to the entire learning and living experience.

About Our Team

FM Estate Services provides a highly professional, integrated support service delivering 'front-of house' service to our staff, students and visitors to the University.

We aim to provide an excellent, high-quality maintenance service to ensure Facilities Management effectively responds to our customer's' request in an efficient and timely manner

FM Mission Statement - our purpose and aspirations:

"Our FM mission is to deliver a safe, secure and vibrant campus environment in which to live, work, study and play, enabling our students and wider Edge Hill Community to maximise their potential".

FM Vision:

"Our FM vision is to be recognised as contributing to an outstanding campus experience that drives the attraction, recruitment and retention of our students and wider Edge Hill Community".

Our FM Values: guiding our decisions and our behaviour - (how we act):

All that we do is underpinned by our values.

Our values are embedded in our words and actions, our decision making, and our performance.

- 1. We will Embrace challenge and seize opportunity***
- 2. We will Expect and celebrate creativity and excellence***
- 3. We will Act responsibly and with integrity***





4. We will **Show determination, resilience, ambition and adaptability**
5. We will **work together to deliver our Vision**

About the Role

Reporting to the Maintenance Manager, you will be part of a team responsible for delivering a safe, cost effective and efficient multi-disciplined maintenance service throughout the university campus. You will be a member of the directly employed FM Estate Services In-House Maintenance Team (IHMT) comprising of, multi-skilled - electricians, mechanical engineers, plumbers, building fabric and decorating operatives, providing a professional service, undertaking all associated duties and using the appropriate equipment. Accomplishing tasks and ensuring acceptable standards of workmanship are essential.

With the support of the Maintenance Manager, you will be expected to develop good working relationships to effectively communicate and work collectively with fellow team members and stakeholder colleagues to provide a service that meets the requirements of the University and provides a positive student experience

About you

You will be a time served mechanical engineer from a gas/plumbing background with a city and guilds minimum level 3 or equivalent qualification with experience of working in a large customer focused organisation. You will have a good knowledge of standards and best practice within the mechanical maintenance industry. You will be expected to assist the In-House Maintenance Team (IHMT) on new work and repairs, in areas such as acting as the second 'Safety Person', as well as carrying out other semi-skilled routine tasks outside your main discipline as requested by the Maintenance Manager.

Key Duties and Responsibilities:

1. Provide technical support and advice in your related field of discipline, to the Maintenance manager.
2. The Post Holder shall carry out routine service, maintenance, test and monitor plumbing, heating and gas systems and working within a University environment.
3. The post holder must be able to read drawings and specifications to determine the layout of systems, including water supply networks, waste drainage systems as well as gas supplies, heating pipework and any equipment used on these systems.





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Undergo responsive repairs and works in line with work schedules, meeting all legislation, standards, codes of practice including Edge Hill University established standard procedures.

5. Estimate, requisition and recommend the acquisition of necessary materials and spares to ensure that appropriate satisfactory repairs and maintenance are carried out as a first time fix and that meet all legislation, standards, codes of practice and safety standards.
6. Apply your knowledge and skills to record and report on status and condition of mechanical services equipment via periodic inspection sheets and minor works/installation certificates.
7. Support, advise, monitor and co-ordinate as a team member of a multi-skilled multi-disciplined team, providing training and direction as required to up-skill your team members.
8. Ability to diagnose M&E problems using the universities BMS (Building Management System), identify innovative and creative solutions, apply reasoned judgement, replace or repair parts, test and make adjustments as appropriate.
9. The post holder will be required to maintain the systems, plant and equipment of the University, including but not necessarily limited to Mechanical works and will / may have to undergo additional training and up-skilling as part of the role.
10. Understand and effectively discharge all relevant responsibilities where nominated as an Authorised, Responsible or Competent Person (AP-RP-CP) once relevant training undertaken.
11. Maintain an up-to-date knowledge of relevant statutory Health and Safety legislation and recommendations and attend safety training as required (CPD).
12. Ensure all work is carried out in accordance with Work Instructions, Safe Working Practices Risk Assessments and Method Statements ensuring relevant records (paper and electronic) are completed and submitted in an accurate timely manner in accordance with departmental systems and processes.
13. Understand and effectively discharge all relevant responsibilities associated with the role in accordance with university and departmental business continuity and disaster recovery plans.
14. Assist the Maintenance Manager with the definition of, and participate in, a call-out-system to ensure adequate cover for key technical skills is provided in the event of breakdown or other emergency outside of normal working hours.





Health & Safety

- To actively promote a high level of Health & Safety performance and awareness within the maintenance team and FM Estate Services (Maintenance).
- Maintain an up-to-date level of Health & Safety knowledge within and beyond the HE sector by networking with external specialist and trade organisations.
- Understand and comply with all relevant legal and company standards and policies for Health & Safety and work to the requirements of the relevant regulations.
- Where Permits to Work are required, support the Maintenance Manager to ensure appropriate procedures are followed and they are accompanied by suitable and sufficient Risk Assessments and Method Statements (RAMS).
- Ensure at all times the use of appropriate PPE and that H&S requirements are followed, also attend regular Toolbox Talks (TBT).

Financial

- To ensure value for money (VFM) is obtained for all materials/works and to accurately maintain a high level of control over stock.
- To ensure all works conform to Edge Hill University procedures (financial, H&S etc.), service level standards and monitoring in terms of time, quality and value for money.

Service Standards

- To review, prioritise and co-ordinate the work of the multi-skilled maintenance team as appropriate, liaising with the Estates Team Scheduler's / Work planners to manage and monitor workload peak and troughs, based on fixed SLA's and KPI's set within the CAFM system.
- Where appropriate, to give input in development and implementation of policies, procedures and systems relating to Estate Services and FM, including Service Standards, SLAs and KPIs.
- To ensure the administrative systems for reporting, completing and monitoring work on PDA's are undertaken in time and efficiently.





Professional / Technical

- Maintain an appropriate level of qualification and training to fulfil the duties of this position.
- Utilise knowledge, experience and initiative to assess complex problems, identify key issues, considering the positive and negative implications of alternatives. Making sound reasoned judgements and innovative/creative recommendations for optimal solutions.
- Support the Maintenance Manager to effectively manage and co-ordinate certification ensuring that the results of inspection and testing which are carried out in-house are recorded correctly on the appropriate certificates or reports, and remedial work are actioned accordingly.
- Actively participate in external Facilities Management Networking, liaising with specialist and trade bodies to ensure knowledge is maintained and the University standards and services are leaders in this field.
- Support the Maintenance Manager in maintaining staff records ensuring all portable tools and that workshop equipment is calibrated/inspected in accordance with relevant regulations.
- Contribute to the implementation of the energy management strategy, policies and initiatives.
- Ensure plant and machinery including work related tools are maintained and operated to safety and optimum efficiency.

Training & Development

- Act as team lead in relation to their field of discipline, providing regular technical and pastoral support, including staff training and development to improve quality and knowledge of multi-skilled tradesmen. Supporting the induction process, operative training, performance management and ongoing use of new working methods and technologies.
- The post holder will be expected to participate in regular safety training, and training in other disciplines or core trade specialist areas, as required by operational demands.



Team Direction and Supporting Stakeholders

- To support handover and occupation of new buildings and facilities, including undertaking witness testing and building familiarisation.
- Assist the Maintenance Manager in the production of monthly reports including findings from quality post inspections, certification sign off, staff training, compliments / complaints as appropriate.
- To provide support for Minor Project Works team, including refurbishment, improvement, modification and alteration works.
- Having acquired a depth of knowledge, experience and proficiency in their area of specialism, maintaining this level of expertise with external development activity demonstrated through continuous professional development.

Team & Staff Mentorship

- Lead by example and maintain a robust and consistent approach to the University Performance Review and 1-2-1 meetings – overtly recognising excellent contributions and responding effectively to less positive performance and behaviour.
- Contribute to a culture of teamwork, liaising with university stakeholders to ensure that the FM estate staff and the maintenance team work effectively with other FM services to holistically deliver a consistently excellent customer experience.
- Support the Maintenance Manager in leading and developing the Maintenance team, ensuring the development of the professional capabilities and 'can-do' culture. Ensuring all activities meet operational, environmental, sustainability and customer service delivery standards in line with SLA's, budgetary constraints, as well as legislative & safety compliance.
- Ensure the team of multi-skilled tradesmen have a clear understanding of their objectives and provide regular, constructive feedback and guidance on their performance.
- Support the Maintenance Manager in identifying team and individual capability and future development need, providing training, guidance and feedback in relation to specific tasks, issues or activities on a frequent and regular basis.

Planned Maintenance Works





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Support the Maintenance Manager in developing a programme of risk based planned maintenance across the University's estate in line with the FM Estate Services Maintenance Strategy.

- Assist in the planning and implementation of maintenance routines to comply with current statutory legislation. In conjunction with the Maintenance Managers, review and analyse the maintenance strategies against compliance records and update on a regular basis to ensure compliance with all statutory requirements and good practice.
- To monitor all planned and legislative works ensuring full compliance using the appropriate FM Estate services data bases.
- Assist in the monitoring and review of all relevant Health and Safety records ensuring all documents are uploaded to the selected electronic data base.
- To review and update O&M building manuals following any works that will change the technical specification details.

Continuous Improvement & Customer Engagement

- Demonstrate ongoing commercial awareness by identifying to the Maintenance Manager, opportunities to improve efficiency and value for money offered by the service the IHMT provides.
- Investigate and promote opportunities for continuous improvement, and the enhancement of service delivery standards, through maintaining an ongoing awareness of current and emerging industry best practice for the maintenance of electrical systems.
- Contribute towards continuous performance improvement - escalating consistent service failures for management resolution and providing technical recommendations for service improvement.

Working Environment

The post holder will be expected to work in areas at heights and areas where access is restricted. Work may be indoors or outdoors at any time of the year.

Working day

The post holder may be required to provide extended cover as requested or necessary to meet the operational needs of the University.



Out-of-hours

The post holder shall as a contractual requirement, contribute to and participate in the Universities 'out-of-hours' call-out arrangements and escalation procedure, to ensure adequate cover for key technical skills is provided in the event of breakdown or other emergency outside of normal working hours.

Mobile Phones

The post holder shall be required to carry a mobile phone and or PDA / Tablet, supplied by the University at all times while on university` business and be contactable for call-out arrangements.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/T/P)
Qualifications				
1.	Hold a recognised relevant trade qualification related to Mechanical maintenance e.g. City & Guilds, HND HNC, NVQ etc. Minimum level 3 gas or plumbing	*		A
2.	Evidence of recent and relevant continued professional development (CPD)	*		A
3	Formal H&S qualification e.g. IOSH, NEBOSH		*	A
Experience and Knowledge				
4.	Time served with significant experience of all types of HE Estate based and or large similar property portfolio related mechanical systems.	*		S
5.	Detailed knowledge of the legislation relating to mechanical installation and maintenance to effectively manage risk and ensure compliance.		*	S/I
6.	Experience of working on mechanical maintenance systems to maximise the performance of the estate.		*	S/I
7.	Good IT skills and experience of administrative procedures associated with estate, land and property maintenance.	*		S/I
8.	Ability to read and understand technical drawings using Auto-CAD or similar.		*	S/I
9.	Must be able to demonstrate a high level of technical competence in relation to systems and safety.			S/I
10.	Experienced in providing excellent service standards and Customer Care.			S/I
11.	Ability to demonstrate a good all-round knowledge of property related Health and Safety legislation applicable.			S/I

Abilities and Skills

12.	Ability to Plan, prioritise, allocate and monitor work and motivate teams.	*		S/I
13.	Analyse and report on PPM works. In relation to H & S and statutory compliance.		*	S/I
14.	Able to work on own initiative and under pressure whilst maintaining close attention to detail and adhering to agreed deadlines.	*		A/I
15.	Able to develop effective working relationships with colleagues at all levels.	*		A/I
16.	Able to communicate effectively orally and in writing, and produce written reports with complex specialist information, adjusting the level of content to suit varying levels of audience.	*		A/IT
17.	Flexible, reliable and able to respond to emergencies at short notice and participate in the Universities call out arrangements.	*		A/I
18.	Able to maintain confidentiality.	*		A/I

Personal Qualities

19.	Results orientated with impeccable standards around quality, service and presentation.	*		I/P/T
20.	An active role model for the sustaining of a positive culture.	*		I/T
21.	Passionate about customer service and consistently delivering excellence.	*		I/T
22.	Dynamic, curious, innovative and open to new thinking and ideas.	*		I/P/T

How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11.59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy, you may wish to contact: Glyn Cameron-Branthwaite, Maintenance Manager IHMT at branthwg@edgehill.ac.uk.

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.