

## Job Description

<b>Job title</b>	Technical Services Manager
<b>School / department</b>	Property Services Department
<b>Grade</b>	Grade 8
<b>Line manager</b>	Deputy Director of Property Services
<b>Responsible for (direct reports)</b>	Facilities Manager Hard Services x 2 Compliance and Document Controller
<b>Date of creation or review</b>	03/02/2025

### Main purpose of the job

The post-holder will be responsible for the management of an effective, professionally driven, and high-quality M&E function, in accordance with the needs of the University and under the guidance of the Deputy Director of Property Services. The focus of the role is in monitoring the progress of works relating specifically to compliance and reactive works in Hard Facilities Management functions across all UWL sites.

This leadership role ensures that all M&E systems operate efficiently, comply with safety and regulatory standards, and support the organisation's operational goals.

The post holder will oversee and will be responsible for the strategy and the implementation and maintenance regime and the capital projects.

The duties include overseeing the maintenance of mechanical, electrical, and plumbing systems. Ensuring compliance with health and safety regulations and industry standards. Developing and implementing maintenance schedules and procedures. Coordinating with contractors and service providers for repairs and maintenance work.

The role includes working closely with the university Total Facilities Management Provider (TFM) on their planned preventative maintenance programme, compliance testing, asset replacement programme, Facilities and Capital Project completion, handover, and transition to business as usual, whilst ensuring statutory and University standards are met. Your roll would be to oversee planned preventative maintenance (PPM) schedules for all critical systems; Manage reactive maintenance failures to resolve issues efficiently, minimise downtime and maintain high standards of deliverables.

Ensure effective and holistic approach is taken when implementing operational solutions to incorporate all relevant services, in house and external, to ensure new projects and existing services are undertaken in a timely manner, cost effectively and with the minimum of disruption to the student experience.

Supporting the capital project programme to make sure its prioritised and supported in conjunction to the business-as-usual activities. In addition, helping to implement and embed the projects when they are handed over back to the university to maintain.

The post holder will be responsible to ensure all systems meet health, safety, and environmental regulations; conducting regular audits, risk assessments, and inspections and maintain accurate documentation of compliance certifications and inspections.

## Key areas of responsibility

1. Contribute to the University's objectives of delivering a high-quality facilities and estate M&E service, aiming to deliver value for money in the maintenance and day to day operation of the University premises and property services within Ealing, Brentford, Reading and Oxford.
2. Promote excellent customer service, maintaining strong relationships with customers and third-party vendors and ensuring high levels of service quality.
3. Provide expert advice on M&E solutions for current and future organisational needs.
4. Overseeing and continuously monitor the planned preventative maintenance programme of works within the Hard Facilities Management workstream.
5. Proactively monitor works through the maintenance and sharing of a suite of control documents to allow the department to effectively track progress and ensure continual improvement.
6. Ensure the implementation of those documents within the department, and to establish processes and procedures that ensure consistency of delivery, documentation, monitoring, and recovery when required.
7. Work with colleagues to prepare, evaluate and implement the asset replacement programme to ensure best value is retained in the estate and in the student experience. Review of asset history, performance and spend as part of the planned preventative and reactive maintenance workstreams to ensure data is available to inform the asset replacement programme.
8. Create and maintain a compliance risk register to reflect works progress and identify potential exposure, notifying senior management when corrective action is required.
9. To work with the Deputy Director, Facilities Managers, Operations Manager, Health & Safety Manager and Technical Advisors to the University to deliver works in a compliant manner.
10. To take a holistic view of the service the department offers when planning individual pieces of work i.e. to ensure delivery reflects a true Total Facilities Management solution.
11. Report deficiencies and recommend opportunities for improvement to the PSD management team.
12. Ensure compliance with local regulations, international standards, and company policies related to technical services.
13. Liaise with regulatory bodies, consultants, and contractors to ensure quality control and compliance.
14. Undertake and lead regular audits of service providers to quality assure the service.
15. To be responsible for monitoring the compliance related works, both planned and reactive, to avoid risk exposure and maintain records of statutory compliance.
16. Develop and manage budgets for technical services, ensuring cost-effective solutions without compromising quality.
17. Monitor and be responsible for expenditures and financial performance of technical services operations.

18. Identify opportunities for cost savings through energy efficiency programmes, contract negotiations, and process improvements.
19. Liaise with other colleagues, wider UWL staff and departments to plan works and troubleshoot any access or works completion issues.
20. Monitor emergency and reactive situations as they arise and liaise between contractors and affected schools/departments/students as required.
21. To constantly review the performance of the facilities function and TFM contract and to report on progress and reactively escalate all items that represent a risk to compliance, safety, reputation, or student experience.
22. To liaise with third-party vendors to obtain post-completion Operation & Maintenance Manuals and As-Built Record Drawings and Specification relating to all works and projects. To review and approve the information provided as appropriate and sufficient to meet statutory and University standards and to store securely in the relevant repository.
23. To continually improve the induction process for works and services contractors and ensure all parties are appropriately inducted by the TFM provider.
24. As required represent the department in works planning or project meetings to support and facilitate communication and action between departments.
25. To review and approve completed Works Packs for projects or works completed by the TFM provider and to present to management for sign off related to invoicing.
26. To support and enable the capital projects delivery programme that runs all year but peaks in the summer period by adapting the facilities programme and resource levels within the department and its contracts to ensure success of project delivery.
27. Regularly liaise with Timetabling and the Events team to ensure clear and safe access for works and maintenance and suitable booking of spaces to support works, together with communications to all impacted parties.
28. Prioritisation of workload and liaison with other members of the team to coordinate workflows to achieve departmental success.
29. To embed sustainable and inclusive practises in day-to-day activities and the wider departmental service and to identify areas of the operation where there is opportunity for improvement.
30. Drive initiatives to reduce energy consumption, operational costs, and environmental impact.
31. Stay abreast of emerging trends and technologies in mechanical and electrical services.
32. Representing PSD in any UWL committees or forums as and when needed.
33. Support the out of hours Incident Support Rota.

UNIVERSITY POLICIES AND PROCEDURES

- To be aware of, and comply with, the General Data Protection Regulations (GDPR), Information Security Policy, Freedom of Information Act and Safeguarding Policy at all times.
- Ensure compliance with Health and Safety regulations.
- To work within the bounds of the University's processes, procedures and guidelines and Financial Regulations.
- To work in accordance with UWL's equality and diversity policies.

In addition to the above areas of responsibility the position maybe required to undertake any other reasonable duties relating to the broad scope of the position.

#### **Dimensions / background information**

The Property Services department is a customer-led service provider of facilities management, capital projects and real estate advice to the university, responsible for coordination and liaison with and delivery on behalf of our Board of Governors, University Executive, Schools and Departments but also local neighbours and community organisations. We strive to provide a professional service to all parties with student experience at the core of our day-to-day activities.

### Person Specification

	Criteria	Essential or Desirable <sup>1</sup>	Demonstrated <sup>2</sup>		
			Application	Interview	Test / Exercise
<b>Qualifications and/or membership of prof. bodies</b>	10+ years of experience in M&E services, including 5+ years in a leadership role.	Essential	x	x	
	Proven track record in managing complex M&E systems and large-scale projects.	Essential	x	x	
	Degree or BETC in Mechanical or Electrical Engineering.	Desirable	x	x	
<b>Knowledge and experience</b>	Excellent IT skills.	Essential	x	x	
	Proven experience of working within Facilities / Property environment.	Essential	x	x	
	Experience of similar work in a large and complex organisation.	Essential	x	x	
	Experience of producing reports, spreadsheets and other protocols and analysis of data to produce those documents.	Essential	x	x	
	Consistent and systematic thinking.	Essential	x	x	
	Ability to draw information from various sources, including people.	Essential	x	x	
	Flexibility and the ability to work on more than one task at a time.	Essential	x	x	
	Ability to drive a task through to completion/resolution.	Essential	x	x	
	Experience in a customer-focused facilities service provision and an understanding of statutory compliance in relation to premises management.	Essential	x	x	
	People management of a small team.	Desirable	x	x	
	Experience of writing operational procedures.	Desirable	x	x	
	Experience of Sharepoint.	Desirable	x	x	

<b>Specific skills to the job</b>	Time management and organisational skills, with an ability to plan and prioritise own workload and work across the team, balancing conflicting demands and achieving deadlines whilst maintaining a focus on key issues.	Essential	x	x	
	Strong working knowledge of Facilities related compliance programmes.	Essential	x	x	
	Ability to work independently and prioritise workload.	Essential	x	x	
	Good time management.	Essential	x	x	
	To communicate consistently and support the performance of the team.	Essential	x	x	
	Excellent verbal and written communication.	Essential	x	x	
	Personable, professional and customer-service focused approach to engaging with other people.	Essential	x	x	
	Versatile, hands on, dynamic and proactive attitude.	Essential	x	x	
	Ability to identify and prioritise critical tasks.	Essential	x	x	
<b>General skills</b>	Fully IT literate, particularly in Microsoft Office and Excel.	Essential	x	x	
	Able to prioritise workload.	Essential	x	x	
	Maintains good attention to detail.	Essential	x	x	
	Contributes to a positive working environment.	Essential	x	x	
	Clear communication in both oral, written, and presentational mediums.	Essential	x	x	
	Flexible and able to adapt to evolving business environment.	Essential	x	x	
<b>Other</b>	Smart and presentable always.	Essential	x	x	
	Excellent interpersonal and communication skills. Ability to respect a high level of confidentiality at all times.	Essential	x	x	

**Disclosure and Barring Scheme** Is a DBS Check required: DBS (This post does not require a DBS check)

Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

**Essential Criteria** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

**Desirable Criteria** are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.