



**Job Title:** Reactive Maintenance Technician (Mechanical & Electrical)  
**Grade:** 6  
**Salary:** £31,396 to £36,024 per annum  
**Department:** Reactive Maintenance, Estates and Digital Services  
**Hours/Contract:** Full time or job share, permanent  
**Job Family:** Community and Operational  
**Reference:** 10480

## Role Purpose

To plan, prepare and carry out building services technical work for all University buildings, interrogating building services systems. To manage Mechanical and Electrical approved contractors to carry out maintenance work within a Reactive Maintenance team. To engage contractors through procurement and provide day-to-day management ensuring that services and supplies provided achieve good value for money for the University.

## Main Duties and Responsibilities

- Manage approved M&E contractors at operational level allocating and prioritising work. This will include organising site visits, site access, Permits, Review Repair & Maintenance (RAMs) and quality control. Allocate and prioritise their work to deliver a range of services.
- Diagnose and take responsibility to deliver the rectification of faults/problems with university M&E assets, systems and procedures within set Service Level Agreements (SLAs) or as agreed with customers and stakeholders.
- Undertake specialist maintenance work that has been escalated from the service desk independently. Organise own workload to meet SLAs and to ensure that day-to-day customer service is delivered.
- Either where appropriate, engage contractors to undertake maintenance tasks through a pre-approved list or Smarter Purchasing, adhering to procurement processes or regulations, ensuring a cost effective service is provided.
- Planning and prioritising work, including planned preventative maintenance up to 6 months ahead.
- Monitor and maintain a safe working environment in line with relevant legislation and health and safety requirements.
- To assist with contractor management across disciplines when required.
- Provide guidance and training to colleagues as required.
- Managing the out of hours standby rota and being part of a Management call-out rota, ensuring appropriate level of staffing at all times. To assist craftsmen and contractors in emergency call situations which may require attending University premises out of hours.





## Internal and External Relationships

- You will report directly to the Reactive Maintenance Manager.
- You will work closely with the team supervisors and other M&E technicians. Work will be allocated to you to complete or you are to seek external contractors to complete.
- You will be required to develop relationships with contractors and vendors.
- Build internal working relationships with other technicians, supervisors, Planned & Preventative Maintenance team and the wider university body utilising the wide breadth of experience and knowledge the university has, as and when required.
- Work with the maintenance stores when ordering parts and materials.
- Maintain good customer relations with all university stakeholders.

## Planning and Organising

- You will plan your own workload over a 6-12 month period, taking into account wider university priorities and using maintenance systems and procedures.
- Specifying materials and ordering through the maintenance stores.
- Engage contractor services as required to meet the requirements of the department and SLA.
- Manage multiple approved contractors. Raising orders and signing off contractors' work ensuring financial and industry compliance. Working as part of a team of 40 plus people including Helpdesk, Building/Plumbing/Mechanical/Electrical teams and stores.
- Assist with development of staff when required.

## Qualifications, Knowledge and Experience

### Essential

- Educated to HNC or equivalent, or substantial experience in a related role\*
- Current trade qualifications\*
- Experience of being responsible for quality.
- Evidence knowledge of Health & Safety within the construction/maintenance industry\*
- Evidence legislative and compliance requirements of managing contractors
- A full UK driving licence\*

### Desirable

- A good working knowledge of Electrical and Mechanical systems and ability to diagnose potential weakness.
- A good working knowledge of the building fabric, wet trades and carpentry.
- Have experience of working in a large organisation with its own maintenance procedures. Working with large teams in a multi stakeholder environment.





## Skills, Abilities and Competencies

### Essential

- A high level of proficiency in English communication skills are required to carry out this role effectively\*
- Evidence capability to organise own and others' activities to meet deadlines
- Proven ability to improve skills in a team.
- Must be computer literate and be prepared to learn new software system.

### Desirable

- Good verbal communication skills.
- Strong customer focus.
- High level of planning and organisation skills.
- High level of attention to detail.
- Self-motivated and tenacious, able to manage own workload and achieve results.
- IT literate in MS Word, Excel etc.

***\*Criteria to be used in shortlisting candidates for interview***

## Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

This post is exempt from the Rehabilitation of Offenders Act 1974 because the appointee will have substantial access to young people and/or vulnerable adults. Therefore, an appointment to this post will be subject to checking through the Disclosure and Barring Service (DBS). The successful applicant for this post will, therefore, be required to give consent for the University to check and obtain appropriate clearance with the DBS for the existence and content of any criminal record in the form of a basic level disclosure.

Information received from the DBS and the police will be kept in strict confidence and will be destroyed once the University is satisfied in this regard.

## Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.





## University Values

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

## Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

