



**Job Title:** Reactive Maintenance Supervisor  
**Grade:** 6  
**Salary:** £27,830 - £35,211 per annum  
**Department:** Reactive Maintenance  
**Hours/Contract:** Indeterminate/Open Ended  
**Job Reference:** 264

**Role Purpose** – To deliver a Reactive Maintenance Service to the wider university body. To manage, support and motivate the team to ensure that the best possible performer is delivered. Remove barriers to endeavor to fix faults first time.

Principal Responsibilities	% Time
<ul style="list-style-type: none"> <li>You will manage a team allocating and prioritising work to deliver a range of services. You will motivate and support the team to meet our Service Level Agreement (SLA) for our objective of providing a Reactive Maintenance service to the university. Utilising software systems to help achieve this goal and bringing together in-house expertise from across the university to maintain buildings and services.</li> </ul>	40%
<ul style="list-style-type: none"> <li>You will provide expert support to team members. Using discretion, reviewing, planning and organising you will deploy assigned resources based on a cost/benefit analysis to ensure each Reactive Maintenance task is successfully completed end to end with a quality first time fix and ensuring cost efficiency and effectiveness.</li> </ul>	20%
<ul style="list-style-type: none"> <li>You will monitor individual performance and carry out appraisals to enable staff to contribute to the achievement of departmental goals.</li> </ul>	5%
<ul style="list-style-type: none"> <li>Support and work alongside other supervisors to ensure service delivery and SLAs are achieved.</li> </ul>	5%
<ul style="list-style-type: none"> <li>You will ensure regulatory compliance and legislation are achieved including financial, Health &amp; Safety (H&amp;S) and data protection. Ensure work areas are clean, tidy and safe by carrying out regular inspections. You will be accountable for ensuring the correct permits are issued to staff when requested.</li> </ul>	10%
<ul style="list-style-type: none"> <li>You will be responsible for ensuring the craftspeople work safely and complete quality work. Following the correct Repair and Maintenance and COSHH assessments and that their tools, equipment and materials are suitable for the task.</li> </ul>	5%
<ul style="list-style-type: none"> <li>To assist with Management across other disciplines when required.</li> </ul>	5%
<ul style="list-style-type: none"> <li>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 craftspeople and contractors in emergency call situations which may require attending the university premises out of hours.</li> </ul>	5%





<ul style="list-style-type: none"> <li>You will be responsible for ensuring fleet vehicles are adequately maintained including weekly vehicle checks.</li> </ul>	5%
<p><b>Internal and External Relationships</b></p>	
<ul style="list-style-type: none"> <li>You will report directly to the Reactive Maintenance Manager.</li> <li>You will monitor and co-ordinate the teams' work via a helpdesk system operated by the helpdesk co-ordinators. You will also work closely with other team supervisors and technicians.</li> <li>Build internal working relationships with other technicians, supervisors, Planned &amp; Preventative Maintenance team and the wider university body utilising the wide breadth of experience and knowledge the university has, as and when required.</li> <li>Work with the maintenance stores when ordering parts and materials.</li> <li>Maintain good customer relations with all university stakeholders.</li> </ul>	
<p><b>Planning and Organising</b></p>	
<ul style="list-style-type: none"> <li>You will plan your own workload over a 6-12 month period, taking into account wider university priorities.</li> <li>Specifying materials and ordering through the maintenance stores.</li> <li>Creating, maintaining and monitoring a standby rota.</li> </ul>	
<p><b>Qualifications, Knowledge and Experience</b></p>	
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Educated to HNC or equivalent, or substantial experience in a related role*</li> <li>Current trade qualifications*</li> <li>Evidence capability to organise own and others' activities to meet deadlines*</li> <li>Experience of being responsible for quality.</li> <li>Transfer of skills to others.</li> <li>Evidence knowledge of H&amp;S within the construction/maintenance industry*</li> <li>Must be computer literate and be prepared to learn new software systems.</li> <li>A full UK driving licence*</li> <li>A high level of proficiency in English communication skills are required to carry out this role effectively.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Have experience of working in a large organisation with its own maintenance procedures. Working with large teams in a multi stakeholder environment.</li> </ul>	





**Skills, Abilities and Competencies**

**Essential**

- 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***

**VITAL**

The University encourages all staff to live our [VITAL values](#) which are:  
**Valuing People, Innovators, Together, Accountable, Leaders.**

**Equality and Diversity**

We believe that equality, 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 equality 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 equality, diversity and inclusion.

