



Job Title: Reactive Maintenance Technician
Grade: 6
Salary: £27,830 to £35,211 per annum
Department: Reactive Maintenance
Hours/Contract: Indeterminate /open ended
Job Reference: 284

Role Purpose – To plan, prepare and carry out building services technical work for all University buildings, interrogating building services systems. To manage 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.

| Principal Responsibilities | % Time |
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| <ul style="list-style-type: none"> Manage approved 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. | 40% |
| <ul style="list-style-type: none"> Diagnose and take responsibility to deliver the rectification of faults/problems with university assets, systems and procedures within set Service Level Agreements (SLAs) or as agreed with customers and stakeholders. | 15% |
| <ul style="list-style-type: none"> Undertake specialist maintenance work that has been escalated from the helpdesk independently. Organise own workload to meet SLAs and to ensure that day-to-day customer service is delivered. | 15% |
| <ul style="list-style-type: none"> Where appropriate, engage contractors to undertake maintenance tasks either through a pre-approved list or Smarter Purchasing, adhering to procurement processes or regulations, ensuring a cost effective service is provided. | 5% |
| <ul style="list-style-type: none"> Planning and prioritising work, including planned preventative maintenance up to 6 months ahead. | 5% |
| <ul style="list-style-type: none"> Monitor and maintain a safe working environment in line with relevant legislation and health and safety requirements. | 5% |
| <ul style="list-style-type: none"> To assist with contractor management across disciplines when required. | 5% |
| <ul style="list-style-type: none"> Provide guidance and training to colleagues as required. | 5% |
| <ul style="list-style-type: none"> 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. | 5% |





Internal and External Relationships

- You will report directly to the Reactive Maintenance Manager.
- You will work closely with the team supervisors who will allocate work to you to complete or you are to seek external contractors to complete.
- You will be required to develop relationships with contractors.
- 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*
- Evidence capability to organise own and others' activities to meet deadlines*
- Experience of being responsible for quality.
- Proven ability to improve skills in a team.
- Evidence knowledge of Health & Safety within the construction/maintenance industry*
- Evidence legislative and compliance requirements of managing contractors*
- Must be computer literate and be prepared to learn new software systems.
- A full UK driving licence*
- A high level of proficiency in English communication skills are required to carry out this role effectively.

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

- 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.

