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| **Role title:** | Maintenance Manager | **Responsible to:** | Group Facilities Operations Manager |
| **Division:** | Finance | **Department:** | Business Services |
| **Direct Reports and Level:** |  | **Scope:** | Business and Facilities Services – Global  |
| **Scale:** | 0 PeopleN/A Budget  |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Group Corporate Functions |

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| **Overall Role Purpose** |
| The purpose of the role is to oversee and carry out day to day maintenance activity across the Leeds site, its services and grounds in order to ensure that the Office is maintained in a safe and efficient functional order and a safe working environment for visitors and MPS colleagues is provided. In addition, the role supports Business Continuity and Health & Safety activity across the MPS Group in a way which enhances services to our Members and optimises operational efficiency.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Support the delivery of the end to end Facilities strategy ensuring that activities comply with the necessary regulatory and legal standards and are in accordance with any policy standards and risk frameworks set by Council.
* Undertake maintenance activity (hard/soft facilities services) and safety checks to the Leeds estate and ensure effective delivery of maintenance services across the MPS Global portfolio of offices to ensure safe and healthy working environments for visitors and MPS colleagues.
* Manage the MPS Group Maintenance Plan to ensure operational efficiency/recovery and provide good Member experience.
* Work as part of the Business Services team to share ideas and improve operation, recommending, supporting and implementing continuous improvement activities as well as process and procedures.
* Increase site operational effectiveness, improve on service delivery and reduce downtime, driving KPI’s, ensuring Health & Safety and Environmental requirements are adhered to.
 | * MPS engagement index vs plan
* MPS leadership index vs plan
* Procurement and Facilities Governance framework in place and being actively managed
* Divisional engagement index vs plan
* Divisional leadership index vs plan
* Policy compliance and audit
* Helpdesk SLAs/Feedback
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| **Member*** Support the development of all necessary systems, policies and procedures which enable safe office environments for Members.
* Seek opportunities to improve ways of working such as systems and processes to improve working practice and drive operational efficiency and outcomes for a good Member experience.
 | * Stakeholder feedback via helpdesk
* Helpdesk SLAs
* Net Promotor Score
* Member feedback
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| **People*** Build effective relationships with building Management teams and co-tenants to ensure effective service delivery and alignment to agreed SLA’s.
* Lead, Coach and mentor colleagues both within own team and other matrix teams and support learning interventions such as the Academy to maximise the potential of all colleagues and the quality of our service to Members.
* Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.
 | * Engagement Index Vs MPS
* Leadership index Vs MPS
* HR metrics – attrition, absence
* Compliance with Training and Competence Schemes (where required)

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| **Risk*** Create an environment where all colleagues recognise the importance of risk identification and building management.
* Identify and report risks and issues identified within physical security, business continuity and health and safety to MPS to enable resolution and mitigation of potential impact on MPS, Members and colleagues
* Ensure appropriate business processes and controls are in place to manage the Business Services team within risk appetite; comply with policies and regulatory requirements (as applicable).
* Comply with applicable professional ethical guidance and all relevant internal policy and procedures, including those relating to health and safety, data protection, IT security and all those contained within the staff handbook
 | * Risk and Control Self-Assessments
* Audit Actions
* QA Outcomes
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| **Responsibilities (RACI)** |
| * Responsible for managing day to day maintenance operations and ensure the smooth running of the site and planned preventative maintenance (PPM).
* Provide both a reactive and pro-active, multi-skilled maintenance service on all operational equipment and facilities infrastructure.
* Ensure that designated buildings, plant and facilities are fit for purpose and provide proactive support and solutions when required.
* Manage contractors on site and ensure they meet legal and company requirements.
* Monitoring adherence to policy and procedures; reporting this to relevant managers across the business and liaising to resolve breaches.
* ‘On Call’ for advice and/or action in any emergencies which may arise out of hours to include weekends and bank holidays to meet the needs of the site.
* Maintain any tools and equipment to ensure they are kept clean and in good working order and according to manufacturer’s guidelines and servicing schedules.
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
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| **Key Governance Responsibilities** |
| * None
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others  |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Must be multi-skilled but preferably with an electrical bias**.**
* Detailed knowledge of health and safety legislation
* Knowledge of estates/facilities management
* Hold industry recognised maintenance engineering qualification in both Electrical and Mechanical maintenance. (Apprenticeship, HNC, HND)
 | * Knowledge of work planning, material control and maintenance techniques.
* Working knowledge of electrical and mechanical systems.
* Excellent attention to detail.
* Ability to communicate clearly and effectively.
* Good IT skills
* Understanding on key business issues and comfortable with challenging conversations.
* Proven experience in employee training and development.
 | * Experience working with PPM and reactive maintenance.
* General maintenance ‘hands on’ skills or have worked in a similar role previously.
* Experience of implementing health and safety legislation and statutory compliance
* Previous experience in carrying out safety checks
* Experience of formulating and monitoring maintenance plans.
* Experience of carry out some hard and soft Facilities activities
* Experience of leading or coaching/mentoring others
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| **Desirable** | * IOSH or NEBOSH qualified
 | * Planning and project management skills.
 | * International experience in Facilities/Building Management experience
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