

## Job description and selection criteria

<b>Job title</b>	Maintenance Manager
<b>Division</b>	Gardens, Libraries and Museums (GLAM)
<b>Department</b>	Ashmolean Museum
<b>Location</b>	Ashmolean Museum, Beaumont Street, Oxford, OX1 2PH
<b>Grade and salary</b>	Grade 6.1: £32,332 (per annum)
<b>Hours</b>	Full-time (37.5 hours per week)
<b>Contract type</b>	Permanent
<b>Reporting to</b>	Head of Buildings and Facilities
<b>Vacancy reference</b>	170625
<b>Additional information</b>	<p>Please note that this role requires the successful post holder to have Known Consignor status. You will therefore be required to provide employment and/or education history going back for a full 5 years in your application.</p> <p>A satisfactory basic DBS (Disclosure and Barring Service) check result is a requirement of the successful candidate.</p> <p><b><u>You are required to submit a CV and a supporting statement with your application,</u></b> outlining how you meet each of the selection criteria for the role (see the 'How to Apply' section for further details). CVs on their own will not be considered.</p> <p>Please contact the recruitment team if you require the job description in an alternative format.</p>
<b>Closing date</b>	12.00 midday Friday 16 February 2024

## Job description

### Overview of the role

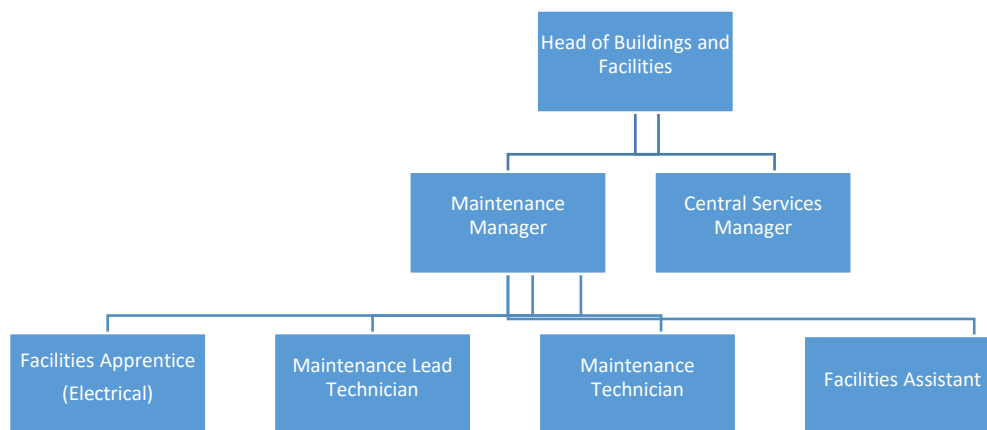
The Facilities Maintenance Manager is a leadership position within the Team, who are responsible for the Facilities Management (Hard FM and Central Services) of the Ashmolean Museum's estate in Oxford.

Reporting to the Head of Buildings and Facilities, you will be responsible for managing the Hard-FM operation of the estate. This will involve assisting the Head of Department on a day to day basis and deputising as and when required, managing budgets, contractors and staff. You will be expected to manage departmental building projects, FM compliance, planned preventative maintenance, day to day building operations, and liaise with internal and external stakeholders such as University Estates Services, DLO, departmental staff and external contractors including indirectly managing the external electrical contractor.

The Hard-FM team ensure that the Estate is running efficiently, is pro-actively maintained and remains fit for purpose. Due to the nature of the role and the museum environment, good communication skills are critical to establish good working relationships within the team, across the museum, with University Estates Services and external specialist contractors.

You will be prioritising and assigning work (pre-planned and reactive maintenance) within the Hard-FM team via the Facilities Helpdesk System, so good computer skills are essential. You will also be expected to carry out regular 1:1's and annual Personal Development Reviews (PDRs) with staff to support the development of their technical skills and experience.

You will be working alongside the Central Services Manager, and, on occasions, you may need to work flexibly by supporting their duties.



### Responsibilities

#### Hard-FM

- Overseeing the Hard-FM to all museum buildings.
- Ensuring that all Hard-FM compliance is carried out (asbestos management, PAT testing, legionella testing etc) in a timely manner and to an agreed standard.
- Assisting in the management of construction and refurbishment projects, attending site and design meetings as required. Help manage smaller works as appropriate and with due consideration of University policy.

- Carrying out PPM, reactive maintenance, and minor building works, including but not limited to; painting and decorating, carpentry, plumbing, mechanical, electrical, equipment and utilities.
- Managing the maintenance and repair of approximately 680 showcases, interactives and audio-visual equipment, liaising with GLAM IT and external contract support if required.
- Liaising with internal museum staff, University Estates Services, contractors and stakeholders with regard to the buildings.
- Informing the relevant departments of any works which may impact the public or their operations.
- Responding to emergencies either alone or as part of a team, contribute to the planning of emergency response.
- Managing the museum's mobile elevated working platform (MEWP).
- Ensuring the maintenance, organisation and smooth-running of the Facilities workshop including ordering and storage of equipment and consumables.
- Managing the Facilities budget including budget monitoring, ordering, reviewing expenditure and reforecasting quarterly.
- Accounting for maintenance expenditure on the Departmental Credit Card.
- Driving the museum's shared van (full UK driving licence is essential).

### **Computers/ technical software**

- Microsoft Office - Must have a good working knowledge for emailing, project management, budgeting and administration.
- Helpdesk – Manage, improve, monitor and assign all Hard-FM requests.
- Planon – Escalate Hard-FM tasks where appropriate to the University Estates Services.
- Building Management System (BMS) – Monitor and action any urgent plant failures.
- Lighting Controls – Understand/operate the museums CASAMBI lighting system.
- (Full training will be given).

### **Management and Supervision**

- Manage and motivate the Facilities Technicians and the Facilities Assistant to undertake their duties and support their professional development, sourcing training as appropriate.
- Carry out regular 1:1 meetings with staff.
- Carry out the University's annual personal development review of the Facilities Technicians and the Assistant.
- Indirect management of the electrical contractor.
- Management and supervision of all Hard-FM contractors when on-site.

## **Health and Safety**

- Create, control and implement risk assessments and method statements. Review yearly and update as necessary.
- Ensure all staff are competent and up to date with all training requirements, annual or otherwise.
- Ensure that all works carried out on site are done safely, either internally by the Facilities Team or externally by contractors.
- Liaise with the museum's internal Health and Safety team and the University's Safety Office.
- Attend regular safety training courses.

## **Ad-Hoc**

- Deputise for the Head of Buildings and Facilities, representing the Department in meetings as required.
- Manage internal Facilities FM projects, reporting to Head of Buildings and Facilities.
- Support the Central Services Team as required.
- Any other duties as directed commensurate with the grade of this post.

## **Other duties**

- On rare occasions this role may need to work evenings, weekends and bank holidays when there's a requirement.
- Participate in a regular Annual Review.
- Undertake any necessary training identified.
- Comply with health and safety regulations.
- Comply with the policies and procedures set out in the Handbook for University Support Staff/Academic Related Staff.
- Any other duties that may be required from time to time commensurate with the grade of the job.

The Ashmolean Museum reserves the right to make reasonable amendments to the job description in consultation with the post-holder at any time.

## **The Ashmolean Facilities Team**

The Ashmolean Museum Facilities Team forms part of the Museums Operations Directorate. The Team deals with Hard FM and Central Services. We have a crucial role in maintaining the not only the built environment but also everything held within it. We work very closely with all the Museum Departments, Oxford University Estates Services, Service Providers and Contractors.

## **Selection criteria**

### **Essential selection criteria**

- Advanced qualification in facilities management, buildings or construction, or equivalent demonstrable experience.
- Experience of managing and motivating staff.
- An understanding of project management principles.
- Experience of repair and maintenance budget management and reporting.
- Ability to plan ahead and utilise the team's time efficiently and handle competing priorities to deliver results to the high standard required and to deadlines.
- Conversant with Health & Safety legislation, and with current COSHH and Manual Handling Regulations.
- Good interpersonal and communications skills with the ability to build and maintain positive working relationships with internal and external contacts.
- Good verbal and written communication skills, with the ability to clearly and accurately communicate processes and procedures verbally and in writing.
- IT skills with working knowledge of Microsoft Office including Outlook, Word and Excel.
- Full UK driving licence with own transport.

### **Desirable selection criteria**

- Previous experience of working in a museum, listed building or similar cultural/heritage context.
- Working knowledge of Audio/Visual aids and systems.
- Experience of using building management systems.
- A recognised Health and Safety qualification.
- Experience/knowledge of gallery display cases, display case/gallery track lighting.

## Pre-employment screening

### Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

### Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Working at heights.
- Night working (11pm-6am).
- Work in hot or cold environments.
- Driving on University business.
- Regular manual handling.
- Work with allergens – for example dust.
- Work with any substance which has any of the following pictograms on their MSDS:



### Additional security pre-employment checks

This job includes duties that will require additional security pre-employment checks:

- A satisfactory basic Disclosure and Barring Service check due to packing works in a high security area of the museum.

### Additional background checks – Known Consignor checks

Please note that this post is subject to checks necessary for the successful post holder to have known consignor status. You will therefore be required to provide employment and/or education history going back for a full 5 years in your application.

# The Ashmolean Museum

## Who we are:

Open since 1683, we are the University of Oxford's Museum of art and archaeology. Situated in the heart of the city, we are an iconic cultural destination open to everyone every day.

With c.900,000 visitors a year (pre-Covid), we are the most visited university museum in the world.

## What we do:

We preserve and share our collections and knowledge to promote research, learning and enjoyment.

## Why we do what we do:

To illuminate our shared humanity.

## We have three strategic pillars:

**Collections:** We care for, develop, and widen access to our collections.

**Research and Teaching:** We enable, lead and deliver world-class research and teaching.

**Audiences:** We provide engaging and inspiring experiences for increasingly diverse audiences.

In the next five years, we have five enabling priorities:

1. To support, develop and inspire our teams;
2. To promote equity and value diversity in all that we do;
3. To ensure we have the resources to deliver our work;
4. To work towards our commitment to achieve net zero carbon by 2035. Our environmental responsibility will inform our actions;
5. To ensure we have a building and infrastructure fit for purpose and our future.

For more information visit <https://www.ashmolean.org/>

## About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.



*The Ashmolean Museum*

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation)

### **Gardens, Libraries and Museums (GLAM)**

The Gardens, Libraries and Museums (GLAM) group includes the providers of the major academic services to the divisions, and also departments with responsibilities including, but extending beyond, the immediate teaching and research needs of the University. The collections embodied within these departments are an essential part of the University's wider nature and mission. They are part of its heritage as the country's oldest University and now form a resource of national and international importance for teaching, research and cultural life; they also make a major contribution to the University's outreach and access missions.

For more information please visit: <https://www.glam.ox.ac.uk/home>

### **How to apply**

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

### **Supporting Statement**

**Please note that if you do not upload a completed supporting statement and a CV, we will be unable to consider your application for this role.**



The inclusion of the supporting statement and CV is **a mandatory step** in the online application process.

**Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description in your supporting statement.**

All applications must be received by **12:00 midday (GMT/BST)** on the closing date stated in the online advertisement.

## References

Please give the details of two people who have agreed to provide a reference for you. If you have previously been employed, your referees should be people who have managed you for a considerable period, and at least one of them should be your formal line manager in your most recent job. Otherwise they may be people who have supervised you in a recent college, school, or voluntary experience. It is helpful if you can tell us briefly how each referee knows you (e.g. 'line manager', 'college tutor'). Your referees should not be related to you.

Your referees will be asked to comment on your suitability for the post and to provide details of the dates of your employment; and of any disciplinary processes which are still considered 'live'. We will only take up references at offer stage.

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## Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

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## If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly on [recruitment@ashmus.ox.ac.uk](mailto:recruitment@ashmus.ox.ac.uk)

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk)

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

## Important information for candidates

### Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The

University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>

## **The University's policy on retirement**

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at grade RSIV/D35 and clinical equivalents E62 and E82, which with effect from 1 October 2023 will be 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

## **Equality of opportunity**

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

*Photographs: Copyright Ashmolean Museum, University of Oxford*

## **Benefits of working at the University**

### **Employee benefits**

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

### **University Club and sports facilities**

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and <https://www.sport.ox.ac.uk/>

### **Information for staff new to Oxford**

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

### **Family-friendly benefits**

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line,

and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

## **Disabled staff**

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

## **Staff networks**

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

## **The University of Oxford Newcomers' Club**

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See [www.newcomers.ox.ac.uk](http://www.newcomers.ox.ac.uk)