

## ESTATES SERVICES

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| <b>Job title</b>              | Technical Services Mechanical Supervisor   |
| <b>Division</b>               | UAS  |
| <b>Department</b>             | Engineering and Estates Maintenance – Technical Services   |
| <b>Location</b>               | South Parks Road, Oxford and Radcliffe Observatory Quarter (ROQ) Oxford  |
| <b>Grade and salary</b>       | Grade 7:38,674 - 46,913 per annum  |
| <b>Hours</b>                  | Full time  |
| <b>Contract type</b>          | Permanent  |
| <b>Reporting to</b>           | Technical Services Duty Engineer   |
| <b>Vacancy reference</b>      | 176514   |
| <b>Additional information</b> | <i>Any offer of employment is subject to satisfactory vetting. Uniform is required for this job and will be supplied</i> |

### The role

The Technical Services Team provides front line maintenance support to Oxford University departments. They respond to reactive maintenance requests, reported through the University's software system – Planon. They are also responsible for carrying out planned preventative maintenance (PPM) activities, such as filter changes and boiler checks.

There are four trade supervisors who are responsible for managing the work of the Technical Services trade teams ensuring a safe, efficient, effective and customer focused delivery of service. Providing support and experience for their teams and area of expertise, the supervisors play an important role in ensuring that maintenance work is carried out safely and efficiently and escalating problems up to the Technical Services Duty Engineers when necessary.

The Mechanical Supervisor will work alongside the other trade supervisors as the source of expertise in operation, maintenance and fault finding of complex mechanical and control systems and provide support for their team of Maintenance Engineers, Maintenance Technicians and apprentices in their area of expertise, providing team leadership and ensuring that the team is focused on delivering work in accordance with the Technical Services SLA targets, making the best use of staff resources.

Currently the team are completing around 300 jobs per month plus 400 PPM tasks and works that are deemed billable as per the Estates Standing Orders which require quotations prepared for parts and labour.

Work is managed on the Estates Services software system Planon and the Mechanical Supervisor will be required to manage jobs through the Planon system ensuring the team meet agreed SLA targets. Training will be provided as necessary.



The Mechanical Supervisors will cover for other trade supervisors during periods of leave or sickness absence.

The trade supervisors are supported in their role by the Engineering and Estates Maintenance administrative team who work with the Estates Services helpdesk, for ordering materials, invoicing and producing progress reports, as well as the Estates Compliance team who act in an advisory role as Section Safety Officer.

## **Responsibilities**

### **Staff**

- Manage the mechanical team daily operations including management of workload, carrying out team meetings, 1:1's and annual PDRs, managing staff development, performance matters, and identifying appropriate training. Take part in the recruitment process and induction training as and when required.
- Enhance the skill base of the team through training and development in response to increasing complexity of building systems
- Promote a high standard of health and safety awareness and action throughout the team.
- Ensure that adequate cover is maintained at all times.
- In conjunction with the Technical Services management team ensure that the mechanical teams have sufficient resources to undertake the work.
- Be responsible for apprentices and trainees that are employed and ensure that they are suitably trained, supervised and gain the relevant experience.
- Work closely with other team supervisors and Technical Services management team to ensure that the team are providing a good service and achieving their targets; making suggestions for areas where improvements could be made.

### **Operations**

- Act as a source of expertise in operation, maintenance and fault finding of complex mechanical and control systems. Liaise and escalate problems with the wider Engineering and Estates Maintenance team and Sustainability team as necessary to ensure that more complex issues are dealt with in a timely manner
- Have responsibility for letting works to contractors, managing contractors and ensuring that work is completed within agreed budgets
- Provide technical expertise, to help develop and implement strategies, to improve the service delivered by the Technical Services Team. Present proposals for development to the Technical Services Duty Engineers.
- Ensure the Technical Services Duty Engineers are fully aware of any deterioration of plant and systems conditions to enable input to plant maintenance, upgrade or removal and update the Asset Replacement Plan Accordingly.
- Carry out regular inspection of tradesperson's work to ensure a good standard of workmanship and customer satisfaction
- Ensure that tradespersons are informed about technical developments in plant and equipment as appropriate
- Liaise with other sections of the Engineering & Estates Maintenance team such as the Mechanical Services Inspectors, Mechanical engineers in conjunction with the Technical Services Duty Engineers. Wider teams within Estates Services such as the Sustainability and Capital Projects teams to provide support and assistance as required and escalate problems, which are beyond the capabilities or remit of the Technical Services team. Attend and contribute to meetings as necessary.
- If appropriate, liaise with security to cover out of hours emergencies; calling in operatives as required out of hours and being available to advise the Call Out Team as necessary

- Understand CDM Regulations 2015 requirements and its impact on your works. Completing the necessary documentation when required.
- Ensure that all inspections, actions tests and reports relating to statutory compliance are carried out with appropriate reports and certificates.
- Assist the Team Supervisors with the implementation of new planned maintenance routines for the team based on the SFG20 standard as and when required or where further technical knowledge is required in consultation with the Technical Services Duty Engineers.
- Assist the Technical Services Duty Engineers in monitoring, maintaining and controlling the functioning of all plant and mechanical systems to ensure the effective and efficient use of plant and energy.
- To embrace and actively promote Estates Services vision and values.
- Plan, organise and allocate reactive jobs to appropriate members of the team. Communicating with stakeholders with regards to scheduled interruptions of services
- Ensure that progress updates are logged on jobs through the Planon system to ensure that the building users are kept fully informed of the location and progress of all Technical Services work within their building. Inform building users of any delays to works, getting agreement on a revised plan of action as necessary.
- Direct the helpdesk to assign emergency mechanical related jobs to Technical Services tradespersons via PDA or external contractor as appropriate. Liaise with departments' to agree access to carry out works; where possible ensuring all jobs in a department are carried out at the same time.
- Carry out a limited number of jobs if necessary to ensure urgent work is completed in a timely manner, or if the work is of a higher technical nature.
- To keep abreast of technical developments within the mechanical services area.
- To undertake Authorised Persons e.g. Gas Safe and Blue Book duties for designated systems in accordance with Permit to Work systems and as agreed with the Technical Services Manager.

#### **Health & Safety**

- Carry out the role in accordance with University Safety Policy <http://www.admin.ox.ac.uk/safety/policy-statements/s1-09/> Supervisors Responsibilities in particular;
- Produce safety method statements and risk assessments prior to work being carried out and ensure safe systems of work for staff and contractors using permits to work where necessary, with assistance from the Technical Services Duty Engineers, the Technical Services Manager or Estates Services Compliance Team if necessary
- Plan, organise and supervise contractors in the execution of work passed to them in accordance with University Policy statement S6/08.
- Ensure that the team is familiar with all relevant health and safety documents, information available e.g. asbestos register and issues and ensure that they work in accordance with this information. Monitor for the effectiveness and implementation of identified control measures and other safety issues and liaise with Section or Departmental and Area Safety Officer as required.
- Carry out "toolbox talks" as part of team meetings to update the team on safety issues or to reinforce compliance with good working practices. Work with the Technical Services Duty Engineers to develop the toolbox talk programme.

- Allow only suitably trained competent personnel to carry out work on any of the workshop machines e.g. abrasive wheel grinder and welding equipment.
- Be responsible for keeping the machines in a safe condition and used only for their intended purpose in a safe manner
- Ensure hazardous waste generated by the team is dealt with in the correct manner liaising with the Technical Services Duty Engineers or the Technical Services Manager DLO and the Safety Office as appropriate.

#### **Administration**

- Report regularly to the Technical Services management team on compliance and SLA performance taking action where necessary to remedy poor performance
- Provide technical support to enhance the PPM system through the use of existing software and develop 'data driven' maintenance plans. Advise the Technical Services Manager of any modifications or changes to plant and equipment in consultation with the Technical Services Duty Engineer.
- Provide assistance to the administrative staff of the Engineering and Estates Maintenance team to enable them to administratively complete all job activities correctly and in a timely manner.
- Ensure that all purchases comply with University procurement policies and procedures and the Technical Services Duty Engineers and or Manager are kept informed of financial commitments
- Ensure materials are ordered for the job; raising requisitions in accordance with the Building Services Design Philosophy document and issue relevant parts from Technical Services stores as required
- Ensure that any billable work is logged correctly in Planon to ensure the admin team recharge the customer, based on your quotes prepared using the DLO templates and approved by the Customer.
- Attend a variety of Technical Services meetings as required. Deputise for the Technical Services Duty Engineers where appropriate
- Ensure that appropriate records are kept, ideally electronically.
- Monitor performance data, to review customer feedback – and respond as necessary
- Ensure the Estates helpdesk has the necessary information to enable it to update customers
- Ensure sufficient levels of stock, spares and consumables.
- Reserve department vehicles or book small plant that is required for particular jobs

#### **Ad hoc**

- Provide cover for and assistance to other members of the Technical Services Team and perform any other duties which are commensurate with the grade as requested by the Technical Services Duty Engineers, the Technical Services Manager, the Building Fabric Maintenance Manager or the Head of Heritage and Building Maintenance.
- Support the Technical Services Management team in the management and development of the Technical Services team and in some cases the Building Fabric Management team.

## Selection criteria

### Essential selection criteria

- Educated to at least City & Guilds advanced level / NVQ level 3 or equivalent in Mechanical Services.
- Extensive experience of supervising mechanical fitters and other hands-on trades, including organisation and allocation of work, monitoring the quality of delivery and general management of personnel.
- Ability to deal diplomatically but firmly with difficult situations
- Computer literate with experience of using standard computer packages, including the Microsoft suite of programmes.
- Technical expertise in HVAC systems, refrigeration systems, boilers, controls.
- Excellent organisational, communication and interpersonal skills. Able to demonstrate a team player philosophy and contribute towards its success.
- Experience of managing a wide range of contractors
- Demonstrable proactive approach to diagnosing and resolving problems
- Ability to understand facility management issues, and Estates working procedures
- Ability to work on own initiative and to prioritise work for self and staff. Ability to work to tight deadlines, managing and prioritising time effectively.
- Knowledge of relevant health and safety policies and procedures.
- Understanding of Customer Service and willingness to work to Customer Service Excellence standards

### Desirable selection criteria

- Experience of working in a R&M environment.
- IOSH or equivalent
- Experience of administrating a variety of contracts.
- Experience of PPM software systems
- BMS systems knowledge especially TREND
- An understanding of capital project processes
- Full driving licence

## Pre-employment screening

All offers of employment are made subject to standard pre-employment screening, as applicable to the post.

If you are offered the post, you will be asked to provide proof of your right-to-work, your identity, and 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 so that we can discuss appropriate adjustments with you), and a declaration of any unspent criminal convictions.

We advise all applicants to read the candidate notes on the University's pre-employment screening procedures, found at: [www.ox.ac.uk/about/jobs/preemploymentscreening/](http://www.ox.ac.uk/about/jobs/preemploymentscreening/).

### Hazard-specific / Safety-critical duties

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This job includes the following hazards or safety-critical activities which will require successful pre-employment health screening through our Occupational Health Service before the successful candidate will be allowed to start work:

- Working at heights
- Manual Handling
- Noise at work
- Working with vibrating equipment
- Lone Working
- Driving on University business
- Work with allergens, e.g. laboratory animals, pollen, dust, fish or insects etc.
- Work with any substance which has any of the following pictograms on their MSDS:



#### **Additional security pre-employment checks**

This job includes the following duties which will require additional security pre-employment checks:

- Access to sensitive data around personnel and buildings in the University estate.
- University security screening (e.g. identity checks)

## 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.

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 spinouts, 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).

## Estates Services

Estates Services is responsible for the management and strategic direction of Oxford University's functional and commercial estate within Oxfordshire. This comprises some 450 buildings and the infrastructure associated with them.

Estates Services has a broad and diverse remit covering:

- Development of the University's Estate Strategy
- Management of the University's functional estate (which includes laboratory and teaching facilities, offices, museums, and libraries) and housing for graduate students and staff.
- Facilities Management for a growing number of University buildings
- Management of the University Parks and Wytham Woods
- Management of the University's commercial, agricultural and residential land and property assets
- The development of all capital building projects, running at around £60m - £90m per annum.
- Repairs and maintenance of buildings and infrastructure (except IT and Telecoms)
- Programmes of refurbishment, replacement and minor works
- Reactive maintenance via the Helpdesk
- Environmental sustainability
- Space management and maintenance of space and property records
- Maintenance of a safe and secure physical environment for staff, students and visitors by Security Services.

For more information please visit: <http://www.admin.ox.ac.uk/estates>

## Technical Services Team

The Technical Services team headed up by the Technical Services Manager employs about 28 tradespersons of varying disciplines. These include maintenance engineers, maintenance technicians, plumbers and electricians. There is also

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a requirement to employ and manage external contractors to supplement the workforce as the work demands. The Technical Services Team carries out a variety of maintenance tasks across the University estate. The activities are:

- Reactive maintenance activities reported via the helpdesk/web from administrators of all University Departments or via Estates personnel.
  
- Routine planned maintenance, for example maintenance and servicing of all mechanical plant equipment across the University estate.

The Technical Services team is responsible for most of the general and emergency maintenance work to the University's 200 plus buildings.

The Technical Services Teams objectives are to:

- Provide an efficient, cost effective and timely service to the University estate.
- Generate income from service to the University Departments.
- The second objective should not be at the expense of the first objective.

For more information please visit: <https://www1.admin.ox.ac.uk/estates/ourservices/repairsandmaintenance/>

### **University Administration and Services**

University Administration and Services (UAS) is the collective term for the central administrative departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research,
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: <http://www.admin.ox.ac.uk/>

### 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)

Please upload all documents **as PDF files** with your name and the document type in the filename.

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

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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

Help and support is available from: <https://hrsystems.admin.ox.ac.uk/recruitment-support>

If you require any further assistance, please email [recruitment.support@admin.ox.ac.uk](mailto:recruitment.support@admin.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 e-recruitment system 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 all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69<sup>th</sup> birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>

For **existing** employees, 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 **grades 1–7** 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.

## 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).