

JOB DESCRIPTION

Job Title: Engineering Manager – Operations

Grade: R

Responsible to: Head of Technical Services

Responsible for: Technical Supervisor
Technical function
Annual Budget circa. – £660k

Job Purpose:

The Engineering Manager – Operations (EMO) is responsible for all operational and reactive maintenance strategies, delivery and implementation across all respective campuses in Cornwall working closely with all Engineering and Building Managers to ensure the short and long term viability of the campus fabric and engineering sections are fully met.

The post holder will lead on ensuring that all campus engineering systems are operating efficiently and optimally, providing first line technical expertise and response to all unplanned or reactive requests.

Main Duties and Responsibilities:

1. To be fully responsible for the effective operational engineering coordination and delivery ensuring that systems are stable and fit for purpose. This includes responsibility for diagnostics, trouble shooting, crisis and risk management, budget management, recording, quality, integrity and accuracy of work completed across all respective campuses in Cornwall, with a focus on contributing to improvement measures.
2. To line manage direct reports and on occasion provide support to the wider engineering team to include and not limited to; the provision of leadership and support as required; the determination of workloads and priorities, maintaining the plan for unplanned/reactive maintenance implementation for all Engineering plant and equipment; the establishment of targets and deadlines; reporting, the logging of work; and the performance and development of staff.
3. Provide operational technical expertise and resolution guidance to key stakeholders including the helpdesk, building and maintenance team on reactive processes related to; Power, Cooling, HVAC, Water, Gas, drainage, CCTV, CHP, Chillers, Pumps, BMS, BEMS, etc. This will include providing incident/crisis support on an on-call basis.

4. Accountable for elements of the SLA related to operational engineering ensuring it meets the needs of all stakeholders, complies with statutory requirements, has clear, descriptive KPIs which are regularly monitored.
5. To negotiate, procure and manage contracts for operational or reactive service provision in line with company policy. Prepare schemes and arrange working drawings, specifications, contract documents, obtaining quotations and tenders. Responsible for contract management, financial control, site supervision and inspection duties. Manage third party suppliers, sub-contractors and other external stakeholders as necessary.

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6. Manage a suitable intake of trainees and apprentices to ensure the future growth and knowledge resilience of the team.
7. Significantly contribute to the design and implementation of a computer aided facilities management system, ensuring it meets the needs of the team and provides good access to the information and systems.
8. Support the development, design and implementation of a Computerised Maintenance Management System (CMMS) ensuring it meets the needs of the whole Technical Services department.
9. Committed to continuing professional development through networking and partnering to ensure that the group remains at the leading edge of innovation and service delivery.
10. To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
11. To work within the relevant legislation, policies and procedures.
12. To participate in the Annual Performance Development Review Process.
13. To actively support equality and diversity policies of Falmouth Exeter Plus.
14. To attend training courses as identified and agreed for appropriate development.
15. Working within the Health and Safety at Work Act, the postholder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.
16. Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.
17. The post holder will be expected to work across all campuses in Cornwall.

PERSON SPECIFICATION

Post Title: Engineering Manager – Operations

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	<p>Relevant first degree /professional qualification or equivalent substantial technical experience in both Mechanical and Electrical related subjects.</p> <p>Time served recognised engineering apprenticeship with proven hand on skills</p>	<p>Relevant professional membership (MiMechE, MIIE, BIFM etc).</p> <p>Project Management qualification / experience</p>
Experience / Knowledge	<p>Recent and relevant progressive operational engineering background with an appropriate level of relevant managerial experience.</p> <p>Recent experience of successfully managing complex engineering maintenance and operational services including demonstrable track-record of success and contributing to the specification, design and installation.</p> <p>Significant technical background including hands on / practical skills and experience and the ability to lead from the front / by example.</p> <p>Significant recent people management experience, responsible for leading teams of different professional disciplines.</p> <p>Ability to provide advice on maintenance best practice and statutory requirements</p> <p>Ability to analyse and root cause Engineering issues and to formulate detailed and relevant corrective actions to provide a robust and resilient solution.</p>	<p>Previous HE experience.</p> <p>Knowledge of the aims and ambitions that motivate the core business of the University</p>

	<p>Experience of successfully managing budgets and producing deliverable maintenance plans</p> <p>Demonstrable track-record of the delivery of modern innovative and effective maintenance services.</p> <p>Good knowledge and understanding of all related legislation including, but not exclusively, environmental and health & safety law.</p>	
Skills / Personal Requirements	<p>Excellent management of people and the ability to build high performing teams.</p> <p>Aptitude for working in complex environments with the ability to demonstrate sound judgment and decision-making.</p> <p>Excellent written and oral communication, presentation, relationship building and networking skills.</p> <p>Commitment to sustainable development and the delivery of sustainable estates and facilities services.</p> <p>Highly developed influencing and negotiating skills.</p> <p>Ability to work to tight deadlines and to take responsibility for meeting agreed targets.</p> <p>High level of proficiency in the use of Microsoft Office Word and Excel.</p> <p>Commitment to providing on call technical expertise to operation faults and issues outside normal working hours</p>	