

JOB DESCRIPTION

POST TITLE:	Maintenance Assistant
DEPARTMENT:	Estates Office
SUB-DEPARTMENT	Estates Maintenance Operations – Zonal Operations
POST RESPONSIBLE TO:	Zone Manager (in non-residential zone team) or Assistant Zone Manager (in residential zone team)

Job Purpose: Based within a Zone team, the Maintenance Assistant works flexibly across the Maintenance function to provide reactive and planned maintenance support, including statutory testing and basic repairs to electrical and mechanical systems and building fabric. The role assists the Maintenance Technicians and trades teams in the general execution of their duties as required. The role also completes lower-skilled, repetitive tasks and supports other technicians to resolve job requests, including transporting materials and equipment and meeting contractors.

Duties and Responsibilities:

Technical

- To respond to individual job requests as allocated in the system, where the tasks are commensurate with the skill level and grade of the post. Ensure each job is seen through to completion to the required standard to meet SLAs.
- In conjunction with the Maintenance Technician, analyse, fault find and make decisions about the feasibility and logistics of the jobs to be undertaken, taking into account how long it will take, the equipment needed and the potential cost, or whether specialist assistance is required, liaising with the Zone Manager/Assistant Zone Manager when necessary.
- To assist Maintenance Technicians and qualified trades staff in the provision of routine and reactive maintenance as required.
- To provide a planned maintenance service according to a defined PPM schedule ensuring compliance with statutory testing and inspections, maintaining and updating records upon completion as required.
- Comply with all health and safety regulations and University policies and complete risk assessments on work variations. Identify and use the correct PPE.
- Ensure the correct permits are in place prior to commencing work.

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- To ensure all works are completed to a high standard and work areas are left clean and tidy on completion.
- Be able to carry out manual work, lifting loads up to 25 kg, and work at heights.

Organisation

- To prioritise own daily workload and tasks in consultation with the Zone Manager/Assistant Zone Manager, taking into account where the problem is, the nature of the problem, the number of people affected and the usage of the building.
- To record resolutions and feedback on problems to work instructions, complete electronic timesheets, service records and other work-related paperwork in priority order.
- To maintain the tools and equipment for which they and their team are responsible.
- To establish quantities and order equipment and materials needed for particular jobs or tasks, using the ordering system.
- Identify and assess potential risk to individual tasks and formulate and/or comply with risk assessments and method statements. Completing jobs in a variety of different settings and environments.

Communication

- Liaise with Maintenance Technicians, Zone Managers/Assistant Zone Managers, trades colleagues, contractors, Estates staff and other departmental staff throughout the University to advise and assist with planned and reactive maintenance, causing minimum disruption to customers.

General

- Driving of University vehicles to transport staff, materials and tools around the University Estate.
- To undertake any other duties which may be required, as directed by the Zone Manager /Assistant Zone Manager, commensurate with the grade of the post.

PERSON SPECIFICATION

POST TITLE: Maintenance Assistant

DEPARTMENT: Estates

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The post holder must be able to demonstrate:	ESSENTIAL (E) OR DESIRABLE (D) REQUIREMENTS	MEASURED BY: a) Application Form b) Test/Exercise c) Interview d) Presentation
Proven previous practical experience of building maintenance works in a varied environment	(E)	A & C
Good understanding of job specific and general health and safety in the workplace, including risk assessments and method statements.	(E)	A & C
Ability to work as member of a team	(E)	A & C
Effective oral communication and customer service skills.	(E)	A & C
Proven ability to resolve simple problems and use own initiative.	(E)	A & C
Experience of planned preventative maintenance systems.	(E)	A & C
Safe use of Hydraulic/Manual lifting platforms.	(E)	A & C
Safe use and erection of mobile tower scaffolding.	(E)	A & C

Safe Entry into Confined spaces using emergency escape breathing apparatus.	(E)	A & C
Awareness of asbestos materials and non-licensed removal works.	(E)	A & C
The ability to organise own workload on a daily basis	(E)	A & C
Full, clean UK or EU equivalent driving licence.	(D)	A & C
City and Guilds/NVQ Level 2 or equivalent qualification in a relevant subject	(D)	A & C
Knowledge of fire alarm systems in accordance to BS 5839 is desirable.	(D)	A & C