

## Role Description Form

**Job Title:** Contracts Supervisor

**Job Holder/s:**

**Sub Department:** Maintenance Operations – Mechanical/Electrical/Building Fabric

**Department:** Estates – Operations – Maintenance Operations

**Responsible to (title and name):** Contracts Officer (Mechanical/Electrical/Building Fabric)

**Responsible for (title and numbers):**

<b>Job Purpose</b>		
Responsible for the supervision of the Contract Delivery of mechanical/electrical/building fabric services to ensure statutory, planned and reactive maintenance is provided to the entire campus to agreed KPI within the Estates Service Statement.		
<b>Duties and Responsibilities</b>		<b>%</b>
<i>Please list the principal accountabilities of the job in priority % order:</i>		
<b>1</b>	<p><b>Management and organisation</b></p> <p>Maintain relevant records of plant and equipment data detailing financial implications and predicted life cycling costs specific.</p> <p>As required, on occasion manage the direct employed labour in accordance with University policies and guidance for staff management, including recruitment, discipline and grievance, time sheet completion, absence monitoring, performance management, appraisals etc</p> <p>Management of section Estates workshops, property, vehicles, tools and equipment in accordance with University policies and guidelines.</p> <p>Assist in the development of procedures and processes for the improvement of the operation of Estates services.</p>	20
<b>2</b>	<p><b>Management of contractors:</b></p> <ul style="list-style-type: none"> <li>- in accordance with all University policies and guidance assist the Contracts Officer with the management of contractors ensuring that work is undertaken to the University accepted standards and demonstrates value for money</li> <li>- liaising with contractors and explain the problems so that the contractor can evaluate a repair solution and take over the work in a safe and timely manner.</li> <li>- ensure compliance with health and safety regulations, issuing appropriate permits, reviewing of Contractor’s competence, risk assessments and method statements.</li> <li>- reviewing Contractor’s works schedules to ensure University’s statutory compliance obligations are achieved, ensuring timeliness of the maintenance</li> </ul>	30

	<p>activity/repair/installation, manage relationship with the contractor, accepting handover of completed works back from the contractor ensuring all certification, service records and reports are received in accordance with contract service level agreements</p> <ul style="list-style-type: none"> <li>- provide regular feedback to the customer on the status of any repairs, review any actions taken and monitor repairs/installations to ensure business continuity.</li> <li>- undertake regular Contractor's performance reviews and reviewing invoices against work completed</li> <li>- escalating of poor Contractor performance as required to the Contracts Officer.</li> </ul>	
3	<p><b>Technical</b></p> <p>Take initial corrective action to keep the service going and ensure business continuity and report findings and resolution to Contracts Officer or designation manager in accordance with escalation procedure.</p> <p>Carry out practical site work where necessary to assist the DEL and assess the Contractors performance.</p> <p>Provide project support in conjunction with the M&amp;E Clerk of Works and Projects Officers.</p> <p>Undertaking technical investigations as required by line manager, generate written reports to confirm findings, works completed, recommendations and maintain appropriate records</p> <p>Provide technical advice and support to Estates staff and contractors responsible for maintaining the University estate</p> <p>Issuing appropriate Permits and review all supporting health and safety documentation, risk assessments, method statements, training records etc</p> <p>Participate in emergency response in line with the University Business Continuity plan</p> <p>Provide technical advice, works specification input and budget cost plans to assist in compiling the Estates 5 year financial plans.</p> <p>Undertake administrative duties, maintain records and documentation as required by line manager and in accordance with Estates office and University policies.</p>	35
4	<p><b>Communication</b></p> <p>Communicate updates and relevant information to stakeholders and other departments where maintenance activities impact on the building users' operations</p> <p>Arrange building services shutdowns with customers and building users</p> <p>Liaise with Estates and other University departmental staff to advise and assist with maintenance and defect repairs scheduling</p>	8

	Liaison with the stores' manager for ordering, delivery and collection of spares and consumables	
5	<p><b>Financial</b></p> <p>Provide estimated cost for contracted services, minor works, arrange small works projects in line with the Estates department guidelines using approved contractors and the Estates' quote and tender limits policy, ensure work is completed to program, within budget, conforms to legislative requirements and to the University accepted standards.</p> <p>Advise the budget holder with the product specifications and budget costs for specialist plant, tools, equipment and consumables required by the Estates Office/section</p>	5
6	<p><b>General</b></p> <p>To undertake any other duties from time to time that may be required, commensurate with the grade of the post</p>	2

### Person Specification

*Please list the qualifications, professional qualifications, previous experience, knowledge and skills, and other information required for the job:*

<b>Essential Criteria</b>		<b>Measured by:</b> (a) Application Form (b) Test/Exercise (c) Interview (d) Presentation
1	Qualifications or experience within building fabric, mechanical or electrical services understanding the technical principles of at least one area of expertise.	
2	Proven work experience of having worked within the building services sector, including commercial, industrial and domestic equipment, undertaking electrical/mechanical installation/maintenance works.	
3	Experience in managing contractors and staff.	
4	The ability to assess problems, propose solutions and then mobilise resources, expertise and contractors to resolve complex problems.	
5	Autonomous and self-starter with good organisational skills with the ability to prioritise, maintain records, action plans and documentation up to date.	
6	Computer literacy with Microsoft Outlook, Word, Excel is required.	
7	Good verbal and written communication skills to enable the post holder to report on actions taken to remedy faults and to understand O&M manuals. Must have good customer service skills and be a good negotiator with the ability to empathise with customers' needs.	
8	Technically competent in building services maintenance, preferably electro-mechanical background, knowledge/ understanding of HVAC systems, air-conditioning experience desirable, thorough knowledge and understanding of diverse and complex building systems installed throughout the university.	
9	Suitable/relevant IT skills in Building Management Systems	
10	A good understanding/knowledge of Health and Safety and operational practices, for example confined spaces, working at height, asbestos awareness, working with electricity and pressurised gases and liquids.	

11	Good understanding of statutory compliance and the Health and Safety requirements for themselves, staff and contractors at all times, job specific and generally. An up-to-date awareness of Health and Safety is required.	
12	Post holder can expect to be contacted by any member of staff, university user, external company or contractor as the section representative.	
<b>Desirable Criteria</b>		
1	Recognised mechanical/electrical apprenticeship/training programme in a building services discipline and qualified to City and Guilds level 3, or BTEC/NVQ3.	
<b>Dimensions</b>		
Financial	<p>Provide minor works estimates and managing Contracted works Circa £100k per annum</p> <p>Post holders will need to monitor key areas of plant for efficient budget usage and report to senior managers.</p> <p>Post holder has responsibility for ordering consumables such as tools, spares, lubricants and PPE.</p> <p>Obtain quotations for specialist contracted services and materials</p>	
Operational	<p>Liaison with the trade supervisors, monitoring of Contractors' output and performance in line with the estates Service statement.</p> <p>Advise the Contracts Officer of any plant deficiencies or defects that require further attention and carrying out making safe isolation, further remedial works or passing on their knowledge to a third party for completion of the works.</p> <p>A detailed understanding of how the site infrastructure operates and how their actions affect the site conditions.</p>	
Staffing – Supervision Given	<p>The position is responsible for planning schedules of work, and allocation of work to external contractors; ensuring timetables for planned preventative maintenance, project and repair work are adhered to.</p> <p>Assess and monitor training requirements, liaise with line manager and organize training courses.</p> <p>Monitor all direct employed and contractors to ensure compliance with University policies and that work is undertaken to the University accepted standards</p>	
Staffing – Supervision Received	This is an autonomous role that requires a high degree of technical content and responsibility. Priorities are left for the post holder to decide and plan work accordingly.	

	<p>The position has minimum of supervision, relying on the post holder to work within the University of Warwick's (and appropriate safety) guidelines and policies. When appropriate, the post holder will receive supervision from the Contracts Officer who will require progress updates on objectives and Contractor's performance.</p> <p>Support from appropriate departments is given in areas such as buying, purchasing, projects, building fabric and electrical work.</p>										
<b>Planning and Organising</b>											
What is the furthest ahead that the job has to plan?											
Daily		Weekly		Monthly		Quarterly		Annually	x	Longer	
Which principal accountability does this relate to and what does it involve?											
2. Liaise and manage relationships with external Contractors											
Please provide an example of the work the job plans in advance using the longest time scale:											
Planning Contractors' maintenance work over a 6 monthly period to ensure adequate access is provided by building users.											
<b>Communication</b>											
Please detail what and how the job holder is required to communicate, not with whom:											
Post holder will be required to work closely with the Building Managers and users to negotiate and plan access/shutdowns for maintenance, minor, major and project works.											
Communication using a full range of written and verbal methods such as telephone, radios and e-mail with colleagues, Department managers, Suppliers, other University departmental staff and external authorities											
Ensure all contractors attending site understand and are compliant with University Policy and Safety rules.											
Ensure all work carried out by DEL and contractors minimize disruption to the university and all parties are aware of the consequences of works being carried out.											
Liaising with purchasing department for ordering spares and consumables; liaising with stores for bulk deliveries and collections											
Negotiate with Contractors and manage service delivery through regular Contract meetings.											
<b>Decision Making</b>											
Please provide an example of a typical decision made in this job, and of the most complex:											
Typical	Prioritising several jobs at once and the deciding on the priority of each of the calls as they are radioed or communicated to them.										
Complex	Interpreting information from a control system and deciding what action to take to remedy a problem. Deciding whether to contact a										

	<p>supervisor for advice or assistance out of hours or whether an issue can be left until the next working day.</p> <p>Deciding whether to call out a contractor or the utility company e.g. gas leaks, external power failure, loss of water supplies to the campus.</p>
<b>Other</b>	
Supplementary information	<p>The post holder requires flexibility as they may be required in an Emergency situation at short notice outside normal working hours.</p> <p>The post holder can be required to form part of the emergency callout or on call rota that provide 24-hour response 365 days per year.</p> <p>Contribute to health and safety policy documents, carry out Risk Assessments and prepare method statements to ensure all works are complying with Health and safety and University policy.</p>
Special circumstances	<p>Due to the nature of this post, it is necessary to work in all areas of the University at any time, with an important need to assess the safety of certain environments and recognize the hazards within them.</p>