University of Edinburgh

Job Description Template

1. Job Details

Job title: Engineering Operations Manager C/E&B/032

School/Support Department: Estates and Buildings

Unit (if applicable): Works Division

Line manager: Depute Director, Works Division

2. Job Purpose

Manage the M&VM and SC&E premises teams to ensure a quality facilities management service is provided. Responsible for the operation and maintenance of all mechanical and electrical engineering services through the Maintenance Manager, in-house M&E trades staff and contracted services across the whole University estate. Provide professional guidance, strategic direction and budget control on all engineering services matters.

3. Main Responsibilities

(Normally between 4 and 10. Percentages should total at least 95% (and no more than 100%))

1. Plan, develop, direct and control engineering systems and procedures to maintain the integrity and availability of electrical and mechanical building services installations throughout the estate.

2. Supervise and direct the members of the M&VM and SC&E premises teams to provide professional and effective management services to clients to ensure quality delivery of all hard and soft services to required standards and so that a full facilities service is provided.

3. Oversee the management of the in-house electrical and mechanical trades workforce through the Maintenance Manager to provide reactive and planned maintenance services. Develop and manage term maintenance contracts where the use of external contractors is deemed appropriate.

4. Examine, interpret and initiate action on statutory regulations and engineering standards to ensure that the engineering services installations contribute to a safe and suitable environment. Review practices and policies and implement systems and procedures for monitoring standards of service delivery.

5. Provide professional engineering guidance to colleagues in all parts of Estates and Buildings during the construction of capital projects. Develop long term engineering services strategy as well as technical guidelines.
6. Manage delegated budgets for operational, maintenance and project activity to ensure strict financial control and that value for money is achieved. 10%

7. Motivate, counsel and guide staff to optimise output, maintain high morale, promote flexibility and versatility to ensure skills and services are capable of meeting changing needs. Arrange for recruitment, selection and training of staff to meet operational requirements. 10%

8. Establish, maintain and improve relations with client groups to provide communication so that service standards are maintained and developed to meet the needs of building users. 5%

9. Assist in the provision of an annual programme of major replacement and statutory maintenance as part of a ten year programme for submission to EPAG and to inform other planning processes. 5%

4. Planning and Organising
   - Direct and organise the activities of the premises teams and control engineers to provide a high level of service and efficient use of resources.
   - Advise and guide colleagues on all aspects of operation of M&E services, including reactive and planned maintenance.
   - Must be able to react to emergencies, serious breakdowns and failures and be capable of leading and co-ordinating an effective response to ensure disruption to business is minimised.
   - Attend meetings with design teams to provide professional peer review of M&E services design and proposals.
   - Plan for replacement of obsolete plant to ensure health and safety and business continuity.
   - Participate in the Facilities Management Forum lead by the Depute Director of Estates reviewing and revising policies and operational services as required to provide guidance to Estate Zone and Premises Teams.
   - Plan for the continual development of the managerial team and operational staff in order to provide professional services to the University and ensure that appropriate arrangements are in place for recruiting, directing, supervising, appraising, and training staff.

5. Problem Solving
   - Resolution of failure of engineering services throughout the estate. Ensure health and safety and statutory compliance and advise on remedial actions.
   - Resolve conflict between limited budgets and business continuity to provide reliability and resilience of all engineering services.
   - Make best use of in-house resources, improve balance between planned and reactive maintenance and engage specialist maintenance contractors as required.
   - Provide engineering overview on capital projects to make best use of infrastructure and consistency in design.

6. Decision Making
   - In conjunction with the Depute Director, decide on the content of policies and systems for the Division.
   - Provide strategic engineering guidance for short, medium and long term building services and engineering infrastructure.
   - In conjunction with the Depute Director, decide on recruitment and staff allocation.
   - Decide how to control allocated budgets and achieve best value.
7. Key Contacts/Relationships

- Good communication skills are essential. The post-holder will have regular contact with a wide range of personnel within and out with the University including:
  - All Estates & Buildings Department Staff
  - A wide range of College, School and Support Group staff
  - Accommodation Services
  - Staff Association
  - Staff Representatives
  - Professional Consultants
  - Contractors
  - Local Authority Officials
  - Service Organisations
  - Other Universities

8. Knowledge, Skills and Experience Needed for the Job

- High level of verbal, written and numeracy skills and must be computer literate. A sound knowledge of standard spreadsheet packages and computerised estates and project management systems would be beneficial.
- Must be able to lead a large team of in-house and contract operatives, be self-motivating, able to work on own initiative and liaise effectively with managers and other staff operating in a multi-disciplinary environment.
- A sound knowledge of the Health and Safety at Work Act, the CDM Regulations and other relevant statutory requirements will be required.
- Considerable professional experience gained over at least 10 years operating at a senior level in the public and/or private sector with a demonstrable track record of directly managing building services and associated projects within a large and complex estate is essential.
- Able to demonstrate effective delivery of building services operations and maintenance service, over time, to the satisfaction of client groups.
- Educated to degree level or equivalent with an appropriate professional qualification in engineering (I.Mech.E or CIBSE) is essential.

9. Dimensions

The post holder’s direct activities embrace the whole of the University’s estate comprising:

- Academic and related buildings, approximate gross area 550,000m2
- NHS site based facilities
- Residences, approximate gross area 150,000m2
- Let Properties

The Departmental budget is in excess of £12.5 million, which includes a £6.5 million long-term maintenance budget. The post holder will have responsibility for effective delivery of the building services engineering issues of this budget (approximately 50% of total budget). Staff complement of 58 staff comprising:

- 2 Premises Managers
- 4 Assistant Premises Managers
- 1 Senior Controls Engineer
- 1 Maintenance Manager (Engineering)
2 Controls Engineers
2 Assistant Engineers (Capital Projects)
5 Trades foremen and deputy foremen
31 Tradesmen

The post holder will be involved in developing, implementing and controlling a range of projects from the following works programmes:

- Small Projects (central funding) say £2500k per annum
- Small Projects (alternative funding) say £1500k per annum
- Fire, Health and Safety (central funding) say £150k per annum
- Security (central funding) say £50k per annum
- Major Maintenance Replacements (central funding) say £3200k per annum

10 **Job Context and any other relevant information**

See Appendix A for full Estates and Buildings Department and Works Division organisation charts.