

Job Description

Title	Details
Job title	Senior Maintenance Electrician
Department/Unit	Campus Operations / Estates
Job Type	Permanent / 36 hours per week
Grade	Grade 5
Accountable to	Reactive Maintenance Manager
Accountable for	N/A
Vacancy reference	SRF53833, SRF54347

Purpose

The Estates team at the University of Reading is responsible for the day-to-day maintenance and operation of the 186 buildings within the Academic Estate (situated primarily on one of the three main campuses at Whiteknights, London Road and Greenlands, Henley). The Estates team also supports the maintenance and management of approximately 200 other buildings within the university's commercial, strategic, and residential portfolios as and when required.

Team Structure

The Reactive Maintenance team comprises of c 30 tradesmen of various disciplines e.g. electricians, painters, plumbers etc. and a management team largely based in the Estates Building on the Whiteknights campus.

The team processes approximately 15,000 reactive maintenance tasks per year, along with a schedule of approximately 6000 planned preventative maintenance tasks across the 3 campuses. With a strong focus on our customers within the academic function of the University, the team's out of hours and on-call services form the first line of defence in relation to incidents and emergencies.

Main duties and responsibilities

The role holder will provide an effective and prompt customer focussed, professional and efficient service to the University in accordance with its requirements, aims, objectives and Service Level Agreements (SLA's). You will have an amount of independence of action and should be self-sufficient and able to prioritise your own workload to ensure that safety and operationally critical work is carried out to meet deadlines.

You will liaise with all levels of university staff and will be expected to handle difficult situations both firmly and diplomatically.

Technical

- Maintenance of power & lighting systems, including ancillary equipment in university owned properties.
- Maintenance, repairs and testing of the University's low voltage electrical network and associated equipment in accordance with statutory legislation, standards and industry practice.
- Maintain all electrical systems including ancillary plant in all University owned properties.
- Supervision and assisting the routine maintenance and testing of fire alarm and emergency lighting systems in all University owned properties.
- Routine inspection of the Maintenance Team small portable tools and equipment
- Carry out surveys of underground services (CAT scanning) in accordance with current departmental protocol.
- Act as Low Voltage Authorised Person (LVAP) to assist in the management of the University safe system of work. (subject to training and on site authorisation process).
- Supervision & liaison of university's appointed specialist contractors.
- Installation, maintenance, fault finding and repair of electrical equipment.
- Installation and testing of cabling and equipment for temporary events.
- Undertake all necessary training to maintain competency levels.
- Maintain all relevant documentation, reports, and certificates.
- Use University supplied tablet device or other CAFM system to record job details, risk assessments, feedback, and time sheet information.
- Supervision and supporting the upskilling and development of electrical improvers and apprentices.
- Assist managers in delivery of departmental training.
- Provide knowledge and expertise assistance in the case of emergencies.
- If required carry out duties in line with NICEIC testing & inspection protocols.
- Work closely with the Head of Programme Maintenance and Projects Team to highlight areas of repetitive failures and highlight product /safety issues and areas for potential improvement.
- Performance monitoring of building systems, improving and reprogramming to achieve demonstrable energy savings and liaising with estates teams to improve environmental and reliability outcomes, completing reports when necessary.
- Maintain a high standard of appearance by wearing the uniform provided
- Part of the Maintenance Team Call-out rota.

Health & Safety

- To be proactive in maintaining, supporting & promoting a secure and safe working environment for all customers, staff and visitors
- Carry out work in accordance with written and verbal instruction. This includes following University safety procedures and policies, safe systems of work and current Health & Safety legislation.
- Complete job specific risk assessment before starting any work using handheld device into CAFM system.
- Checking the University asbestos register and communicate with the University asbestos coordinator when required to do so.
- Maintain all relevant documentation necessary to ensure statutory compliance in accordance with Maintenance Team operating procedures and systems of work.
- Keep up to date with current legislation.
- Report any potential hazards on university sites and buildings to management.
- Maintain a high standard of appearance by wearing the uniform provided and using appropriate Personal Protective Equipment (PPE) when necessary.

Customer support

- Maintain regular contact with customers and stakeholders to ensure that the services provided meet their needs & expectations, including dealing with all complaints and/or technical issues affecting them in a timely manner.
- Prioritise workload and ensure compliance with agreed Service Level agreements
- To coordinate maintenance works, as far as practicable, to minimise disruption to building users.
- Provide effective feedback in line with service level agreements; communicating and negotiating with Building Managers/users and system owners to persuade them to embrace change.
- Work as part of a team and work in any area of the department as and when required.

Values and Behaviours

To model, and consistently champion, the University's key values and behaviours.

- **Achieving results** by meeting objectives and agreed deadlines, planning, prioritising, and organising own and team workload within resource constraints. Engaging in meaningful discussions with line manager and any reporting staff. Engaging with the University and Estates Strategy to inform deadlines and priorities.
- **Demonstrating Excellence** by providing the best quality of service to students, staff, and others, building relationships with key contacts. Benchmarking against good practice in your field, and engaging in learning and continuing professional development
- **Working Innovatively** to analyse problems and develop workable solutions, sharing ideas with others and seeking to improve working practices and processes
- **Embracing and Enabling Change** by being receptive to new ideas, taking opportunities to challenge the way things are done and engaging in the preparation and implementation of new ideas and strategies when appropriate
- **Developing self and other** by supporting and encouraging continual learning and development. Actively participating in team meetings and engaging with the wider University community.
- **Working together** by helping others to achieve their objectives, respecting, and valuing diversity and making efforts to connect with others across the University and in relevant professional networks

Supervision received

This post will report to the relevant Reactive Maintenance Manager

Supervision given

This post has no direct reports but will be expected to support and mentor the electrical apprentice.

Contact

Main Internal Contacts

Building Support Officers; Technical Services; Schools/Departmental staff; Estates staff, including All Maintenance managers & staff, Maintenance Project Managers, Grounds team, Estates Help Desk, Sustainability team, Capitol Project Managers, Cleaning, Portering and Security. Other members of the University community including Catering, Property Services Sports and the Events Team

Main External Contacts

Contractors and consultants from external organisations.

Terms and conditions

Location of the Role

The Reactive Maintenance Team are based on the Reading Whiteknights Campus, with some travel to sites at London Road Campus and Greenlands in Henley required from time to time. The post holder must be willing and able to travel between campuses when required.

Working Hours

This is a full-time post, subject to the normal requirement for technical grades. The post holder will be expected to work an average of 36 hours per week, Monday-Friday, but some flexibility may be needed during peak periods. Some weekend working may be necessary in the event of a major Incident, emergency or planned repair. For these periods, overtime is payable.

The post-holder will join the callout rota for electrical support covering one weekend in every 4/5. There is a daily standby payment made for being on call (currently this sits at £38.20 for weekdays rising to £70.20 for closure dates and public holidays, rising in line with University pay awards). In addition to the standby payment, an hourly rate of around £18 an hour is payable for attendance on site during call out periods, this is subject to a minimum 2 hours per call out.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: OCT 26

Person Specification

Job Title	School/Department
Senior Maintenance Electrician	Campus Operations / Estates

Which stage these Criteria be assessed

A = Application

I = Interview

P = Pre task/Other

Criteria	Essential	Desirable
Skills Required	- The ability to organise and prioritise own work accurately to deadlines. Works well under pressure (A & I) - Good time management and organisational skills (A and I) - Good computer Literacy especially in relation to tablet use (A and I) - Good communicator with client- facing attitude and demonstrable customer care (A and I) - Ability to work independently and as part of a team (A and I) - Able to accurately record, process all relative documentation (A and I)	
Attainment	- Recognised time served apprenticeship or equivalent (A, I and P) - Relevant NVQ level 3, City & Guilds or equivalent qualifications in Electrical Installation or maintenance (A, I and P) - City & Guilds AM2 Practical Assessment (A, I and P) 18th Edition IEE Wiring Regulations to BS7671 (A, I and P) - Certificate in Health and Safety at work (A, I and P)	- City & Guilds 2391 Testing & Inspection certificate (A and I) - City & Guilds 2377-77 Portable Appliance Testing Course (A and I) - ECS Approved Electrician (A and I)
Knowledge	- Thorough knowledge of electrical safe working practices including isolation (A I and P) - Knowledge of power & lighting systems & associated equipment (A I and P) - Knowledge of fire alarm and emergency lighting systems (A I and P) - Awareness of the Electricity at Work regulations 1989 (A and I) - Awareness of current statutory requirements, including a broad knowledge H&S and the risk assessment process.(A, I and P)	- Knowledge of stand generators (A and I) - Knowledge of UPS systems (A and I) - Knowledge of solar PV installations (A and I) - Knowledge of building services (A and I) - Knowledge of variable speed drives (A and I)

Relevant Experience	• Experienced and competent in all aspects of electrical planned, preventative and day to day reactive maintenance issues (A, I and P) • Extensive experience in fault finding on complex electrical installations. (A and I) • Experience of supervising contractors. (A and I) • Able to undertake manual handling tasks (A and I) • Able to work in confined spaces and heights (A and I) • Flexible, well organised, able to project a professional image and demonstrate proactive attitude in work related issues (A and I)	• Relevant experience in a similar environment (A, I and P) • Experience in electrical installation work (A and I) • Experience in electrical testing and inspection (A and I)
Other	• Must hold current car driving license (A & I) • Must be prepared to work unsociable hours when requested (A & I) • Participate in the Maintenance Team Call-out rota (A & I)	

Completed By Guneet Bhatti

Date OCT 26