

Job Description

Job title	Clerk of Works Manager
Department	Maintenance
Grade	FA7

Job purpose (a brief summary of the role)	To lead, manage and develop the Clerk of Works Team, providing a coordinated inspection and quality-assurance service across capital projects, minor works and maintenance activities. The postholder will act as the principal point of contact for incoming inspection requirements, assess their priority and complexity, and allocate work according to risk, programme requirements, professional discipline and staff competence. The postholder will assure the quality and consistency of Clerk of Works reporting, monitor the resolution of significant defects and escalate unresolved compliance, safety, quality or contractual concerns to the appropriate Project Manager or senior manager.
Duties and responsibilities	Technical Knowledge and Experience - Manage and provide technical leadership to the Clerk of Works / site inspection team, allocating resources according to project risk, complexity, technical competence and operational priorities. - Oversee the inspection and quality assurance of construction works, ensuring compliance with drawings, specifications, contract requirements, relevant legislation and University standards. - Review inspection findings across multiple projects, identifying quality trends, recurring or systemic issues and ensuring appropriate escalation and corrective action. - Monitor contractor performance, programme and workmanship, providing technical advice where appropriate and escalating significant issues to Project and Contract Managers. - Ensure robust site inspection, testing, sampling, measurement and reporting processes are maintained, with accurate records of progress, defects, non-compliance and significant events. - Ensure appropriate health, safety and statutory requirements are monitored throughout construction, including CDM, COSHH and the University Permit to Work system. - Oversee completion inspections, commissioning and handover activities, ensuring defects and outstanding works are identified, recorded and resolved prior to completion. - Provide formal Clerk of Works reports and technical input to project and contract meetings, highlighting risks, quality issues and areas requiring management intervention. - Work collaboratively with Project Managers, CDM professionals, contractors, consultants and Estates Operations to support effective project delivery and transition into operational use. - Support Post Project Reviews for relevant capital and major projects, ensuring lessons learned and quality issues are captured and fed into future projects. - Maintain and develop inspection standards, procedures and best practice across the Clerk of Works function, ensuring a consistent and professional service. Compliance and Safety - Lead the Clerk of Works function in supporting the delivery and assurance of fire and life-safety compliance, including fire stopping, fire doors, fire risers, fire extinguishers and other life-critical systems. - Work closely with the Fire Safety Adviser and Health & Safety colleagues to identify, monitor and resolve issues relating to fire safety, asbestos, passive fire protection and building fabric. - Ensure construction and maintenance works comply with Building Regulations, statutory requirements and University standards. - Review health and safety documentation, including risk assessments, method statements and relevant competency and training records, ensuring appropriate standards are maintained. - Support the development, implementation and monitoring of Safe Operating Procedures (SOPs) and ensure compliance across relevant activities. - Identify and escalate significant compliance and safety risks, ensuring appropriate corrective actions are implemented and recorded.

People Management

- Provide professional leadership and line management for the Clerk of Works team, setting clear expectations, managing performance and supporting staff wellbeing, development and career progression.
- Allocate and prioritise workload across concurrent projects, ensuring appropriate inspection capacity, technical competence and service resilience.
- Establish consistent inspection and reporting standards across fabric, mechanical and electrical disciplines, using peer review and technical discussion to support consistent professional judgement.
- Manage team capacity, absence, leave and competing priorities, ensuring appropriate cover for planned, reactive and statutory inspection requirements.
- Assess team capability and skills requirements, undertaking workforce and succession planning and supporting appropriate training and professional development.
- Address performance, capability and conduct matters in accordance with University policies and procedures.
- Provide professional and technical advice to Directors, Managers and project teams on construction quality, compliance and contractor performance.
- Coordinate the Clerk of Works response to emergencies and business continuity requirements, ensuring appropriate technical support is available when required.

Administration and communication

- Undertake administrative duties; maintain records and documentation as required by line manager and in accordance with Estates office and University policies.
- Provide management information such as statutory compliance, HR reporting, defects, scheduling etc.
- To manage the recording and updating of all asset information related to buildings which have been affected by work carried out by contractors, projects or maintenance teams.
- Development of section operating arrangements, procedures and processes which contribute to the Estates Maintenance Strategy
- Liaise with Estates and other University departmental staff to advise on control management issues as well as development.

Customer Service

- Provide a consistent high standard and level of service to a broad customer base with diverse needs and requirements across the campus. Ensure that communication and feedback is appropriate to customers' needs.

Other

- To carry out other duties commensurate with the grade as requested by the Head of Maintenance - Building Fabric.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	A construction related degree or Higher Technician qualification, or relevant equivalent building related qualification.	A & C
E2	Extensive demonstrable related experience in a similar supervisory/management position.	A & C
E3	IOSH Managing Safely or equivalent.	A & C
E4	Up to date knowledge of applicable statutory compliance and Health and Safety legislation, building regulations, CDM 2015 Client, PD & PC duties, and CoPs etc.	A & C
E5	Competency in the use of construction contracts and their administration and construction technology, building design and specification (including National Building Specification (NBS))	A & C
E6	Working knowledge of: - Building services and controls systems - AutoCAD - IT based project planning and reporting systems (MS Office suite) - All-round knowledge of the construction process is probably underpinned with expertise in a discipline specialism	A,C & D
E7	Ability to motivate, develop and encourage performance in others and the ability to negotiate and persuade at project level	A & C
E8	Excellent interpersonal, verbal and communications skills, with the ability to explain/present complex information to enable the post holder to provide feasibility reports, option appraisals and technical reports, and understand construction drawings, OEM specifications and O&M manuals.	A,C & D
E9	Ability to work on own initiative and lead teams.	A & C
E10	Good planning and organisational skills, able to always maintain records up to date.	A & C
E11	Computer literacy with Microsoft Outlook, Word, Excel, PowerPoint & MS Project is required.	A & C

Desirable Criterion No.	Desirable Criterion Description	Measured by
D1	Working knowledge of the delivery of projects in a Higher Education environment.	A & C
D2	NEBOSH National General Certificate	A & C
D3	Certificate in Fire Safety and Certificate in Construction	A
D4	Professional membership of an appropriate professional body (e.g. LICWCI, MICWCI or FICWCI)	A
D5	Possession of a full UK or EU equivalent licence.	A