University of Reading

# JOB DESCRIPTION

| Title | Details |
|---|---|
| Job title | Maintenance Contracts Co-ordinator – maternity cover |
| Department/Unit | Estates – Maintenance Services |
| Job Type | Full time, fixed term (6 months) |
| Grade | Grade 5 |
| Accountable to | Jo Bisley |
| Accountable for | NA |
| Vacancy reference | SRF54457 |

## Purpose

To assist the Contracts Team, in the effectively delivery of external contracts, liaising with key stakeholders and collating management information relating to job bookings, completed work reports, and updating electronic systems.

The role holder will be required to monitor and assist the Contracts Team in managing the administrative aspects of the maintenance contracts management process. This is a specialist area of work which relates to the monitoring of scheduled maintenance tasks, contractor availability and attendance, and inspection reports and remedials required, as well as raising purchase orders and chasing invoices. After an initial period of training, the post holder will be expected to be able to work with minimal supervision and will be responsible for prioritising and co-ordinating the work of multiple external and internal contractors to deliver scheduled works in the appropriate timescales in accordance with statutory requirements and guidance

## Main duties and responsibilities

Communication and Relationships

- To ensure regular liaison with key stakeholders and customers.
- To develop and maintain effective working relationships with a range of contractors and internal trades people, including regular liaison with external partners to ensure that programmed and scheduled maintenance inspections and remedials are carried out in accordance with relevant SLAs or contract requirements.
- To assist with co-ordinating and organise external contractor visits and to ensure that customers and key stakeholders are kept informed of the presence of maintenance contractors within their buildings, and that all visits are appropriately booked in and notified in advance.
- To organise meetings, such as regular contract review meetings or stakeholder liaison meetings as required and to produce agendas / minutes as required.

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Teamwork

- To proactively communicate regularly and effectively with team to ensure that all aspects of contract administration are managed effectively and efficiently.
- To help to identify areas where changes to existing working practices might improve service delivery in relation contracts task management.
- To ensure that all external contractors delivering service contractors are properly inducted onto the Reading University Campuses, providing keys, parking permits and relevant site information as relevant.
- To attend, and represent the maintenance team at, relevant Estates and wider university committees e.g., Health & Safety as required

Service Delivery

- To liaise regularly with key stakeholders to seek to understand their needs and the service provision required to best meet those requirements.
- To identify solutions to issues and queries which arise from those discussions, and to escalate matters which cannot be resolved at first point of contact in an effective manner.
- To help contribute to wider policy and procedural development with the Function and team,
- To help plan priorities for the contract maintenance tasks required in each working period.
- To adapt planned schedules of maintenance in response to external or internal changes in requirements e.g. as advised by managers when a piece of legislation has changed, or if access to a site becomes problematic due to operational pressures.
- To administer the outstanding action plan for all contracts, following up on actions that are overdue.
- To raise purchase orders when requested and authorise invoice payments.
- To manage the initial upload of new supplier information into the database system and associated finance/purchasing systems as required.
- Any other duties requested by the management team.

Analysis & Problem Solving

- To assist in collating data held within the Estates CAFM system and associated information to identify trends and patterns which might indicate the need for additional contract maintenance, repairs, replacements, or wider refurbishment projects in the future.
- To assist in monitoring the receipt of expected invoices relating to contract maintenance and liaise with contractors where these are not received as expected to support the preparation of financial reports.
- To contribute ideas to the wider maintenance team in relation to improvement of processes or procedures to improve service delivery.
- To take responsibility for ensuring that all documentation and reports relating to contract maintenance has been received from external contractors and appropriately stored and archived.

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Knowledge & Experience

- Demonstrable experience of working with volumes of data to manage and process multiple individual tasks in parallel.
- Clear ability to understand and prioritise complex workload.
- Considerable knowledge of working with databases to enter, manage and store information.
- Excellent numeracy and literacy skills.
- Good organisational skills, including the ability to self-motivate and prioritise own workload.

**Supervision received**

This post reports to the Engagement and Process Manager. Further support will be provided by other members of the team,

Training will be given in relation to the specific requirements of individual service contracts, databases and other University processes and procedures.

**Supervision given**

No formal line management responsibility, however, will be expected to monitor contractors on site.

**Contact**

The post holder will work within the Contracts Team and have daily contact with other members of the wider department. The post holder will also have regular contact with operational and support staff across other University departments (for example Digital Technology Services, Health & Safety Services, Technical Services) and portfolios (such as Property Services, Campus Commerce and UPP), and with a range of external consultants, suppliers and contractors.

**Terms and conditions**

This is a fixed-term (6 months), on-site, full-time post working 36 hours per week working Monday to Friday.

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**: November 2026

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# PERSON SPECIFICATION

| Job Title | School/Department |
|---|---|
| **Maintenance Contracts Co-ordinator** | **Estates** |

**Which stage these Criteria be assessed**
A = Application
I = Interview

| Criteria | Essential | Desirable |
|---|---|---|
| **Skills Required** | • To be able to prioritise. (A & I)<br>• Ability to learn quickly and adapt to changing situations. (A & I)<br>• Ability to communicate effectively, in writing, face to face and over the telephone. (A & I)<br>• Strong IT skills, with excellent and proven working knowledge of Microsoft Office packages, especially MS Word, MS PowerPoint and MS Excel. (A & I)<br>• Strong administrative and organisational skills. (A & I) | • Proven ability of working with CAFM systems. (I)<br>• Broad knowledge of the building, mechanical & electrical trades. (I) |
| **Attainment** | • GSCE English. (A) | • IOSH / NEBOSH training / qualification. (A & I) |
| **Knowledge** | • Familiarity with standard office systems and procedures. (A & I)<br>• Good problem solving, diagnostic and analytic skills. (A & I) | • An understanding of contract management. (I)<br>• Knowledge of health & safety legislation affecting the built estate including experience of risk assessment processes. (I)<br>• Awareness of current statutory requirements relating to the built estate. (I)<br>• Knowledge of inspection regimes, records and documentation. (I) |
| **Relevant Experience** | • Administration tasks and processes. (A & I) | • Co-ordinating work schedules. (I)<br>• Experience of delivering work through contractors. (I)<br>• Experience in all aspects of planned, preventative and day to day reactive maintenance issues. (I)<br>• Experience in procurement practices and legislative knowledge which can be applied to tender and contract processes. (I) |

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| **Other** | • Must be prepared to undergo all necessary training. (A & I)<br>• A good team player who takes a positive role within the team. (A & I)<br>• Thorough. (A & I)<br>• Willing to learn. (A & I)<br>• Logical thought processes. (A & I)<br>• Proactive and self-motivated. (A & I)<br>• Ability to build a wide range of strong working relationships both externally and internally. (A & I)<br>• Adaptable and resilient through change. (A & I)<br>• Flexible, well organised and able to project a professional image, good people skills. (A & I) | |

**Completed by**: Anna Windsor
**Date**: 17/11/26

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