

## Estates Maintenance Manager (Mechanical Building Services)



## Introduction



Thank you for your interest in the Estates Maintenance Manager (Mechanical Building Services) role at Durham University.

As one of the UK's leading and world top 100 universities, Durham is also one of the most distinctive universities. It is a residential collegiate university with a welcoming community of more than 20,000 students and over 4,300 members of staff. Our academics and students are at the heart of our world-leading research and teaching capabilities, shaping the future with their ground breaking work. Durham is ranked 7th in the Times and Sunday Times Good University Guide 2024, 7th in the Guardian University Guide 2024, 6th in the Complete University Guide 2025 and with 19 subjects in the World Top 100 (QS World University Rankings by Subject 2024) and is set within the historically rich City of Durham in the North East of England, which is home to a UNESCO World Heritage Site, this is an undeniably beautiful place in which to base your work and home life.

The University has an incredibly diverse estate in Durham City. It comprises of 17 Colleges, over 320 buildings ranging in age from 1076 A.D. through to new, state of the art buildings. Durham Castle and the buildings around Palace Green are part of World Heritage Site, 3 properties are scheduled ancient monuments, 4 properties are listed Grade 1, 79 properties are listed Grade 2 and 60 properties are within the City's conservation area. Approximately 17% of the University's estate is over 150 years old, yet we have married this with the development of new cutting edge facilities such as our Mathematical Sciences and Computer Science building and our new Teaching and Learning Centre.

The Estates and Facilities Directorate is responsible for delivering the Estate Strategy and Masterplan that ensure that Durham has an academic and College estate that is fit for purpose, affordable and supports our world-class activities in line with our 2027 Strategy.

The Estates Maintenance Manager (Mechanical Building Services) based within the Operations Engineering Maintenance team will provide a mechanical building services engineering maintenance and minor works service to the University. This will include arranging and managing maintenance contracts to all mechanical building services systems including HVAC, COSSH, LOLER and PSSR systems.

Best wishes,

**Jane Robson**  
Director, Estates Operations



# Durham University

At Durham University we are proud of our people. A globally outstanding centre of educational excellence, a collegiate community of extraordinary people, a unique and historic setting – Durham is a university like no other. We believe that inspiring our people to do outstanding things at Durham enables Durham people to do outstanding things professionally and personally.

Across the University we have a huge variety of roles and career opportunities, which together make us a large and successful community, which is a key hub of activity within our region and nationally. We would be thrilled if you would consider joining our thriving University.

Our vision is to ensure that Durham University delivers its mission of excellence in education, research and wider student experience in the most sustainable way possible. Our Sustainability Ambition Statement outlines our pathway to net-zero, setting clear aims and ambitions. Our key ambitions include, achieving net-zero by 2035 by reducing our Scope 1 and 2 emissions by 65% and to achieve Biodiversity net-gain by 2032.

Further information about the University can be found [here](#).

## Job description

<b>Job Title:</b>	Estates Maintenance Manager (Mechanical Building Services)
<b>Department:</b>	Estates and Facilities Directorate Estates Operations
<b>Grade:</b>	Grade 7
<b>Salary range:</b>	£37,099 - £44,263
<b>Working arrangements:</b>	Permanent Full-time (nominal 35 hours), primarily Monday to Friday May be a requirement for evening and weekend working, as business demands. Hybrid working, a minimum of two days per week in the office (following the initial training/induction period), depending on business demands. May be required to participate in local on-call arrangements, as relevant to this role
<b>Closing date:</b>	Please refer to job advert.



# The Role and Department

Located in the Estates Operations section of the University's Estates and Facilities Directorate, as Estates Maintenance Manager (Mechanical Building Services), you will be responsible for providing a highly effective, efficient and customer focused mechanical building services engineering maintenance and minor works service to the University.

You will be part of the Estates Operations, Engineering Maintenance Team, and will report to the Senior Mechanical Maintenance Engineer.

You will be responsible for managing maintenance programmes including compliance assurance and statutory inspection of mechanical building services assets across

the University's estate. You will be responsible for undertaking planned and reactive maintenance identified within various maintenance programmes, such as but not limited to HVAC, gas, water, LEV systems as well as delivering compliance assurance in accordance with PSSR and LOLER.

The Estates and Facilities Directorate provides essential services to Durham University and is responsible for managing, maintaining and developing the infrastructure and building fabric of the estate.

Further information about the role and responsibilities is at the bottom of this job description.

## Working at Durham

A competitive salary is only one part of the many fantastic benefits you will receive if you join the University: you will also receive access to the following fantastic benefits:

- 30 days annual leave, in addition to 8 public holidays and 4 customary days per year (a total of 42 days per year).
- The University closes between Christmas and New Year.
- We offer a generous pension scheme, as a new member of staff you will be automatically enrolled into the University Superannuation Scheme (USS).
- No matter how you travel to work, we have you covered. We have parking across campus, a cycle to work scheme which helps you to buy a bike and discount with local bus and train companies
- There is a genuine commitment to developing our colleagues professionally and personally. There is a comprehensive range of development courses, apprenticeships and access to qualifications and routes to develop your career in the University. All staff have dedicated annual time to concentrate on their personal development opportunities.
- Lots of support for health and wellbeing, including discounted membership for our state-of-the-art sport and gym facilities and access to a 24/7 Employee Assistance Programme.
- Onsite nursery is available and children's clubs in the summer holidays.
- Family friendly policies, including maternity and adoption leave, which are among the most generous in the higher education sector (and likely above and beyond many employers).
- The opportunity to take part in staff volunteering activities to make a difference in the local community
- Discounts are available via our benefits portal, including money off at supermarkets, high street retailers, IT products such as Apple, the cinema, and days out at various attractions.
- A salary sacrifice scheme is also available, to help you take advantage of tax savings on benefits.
- If you are moving to Durham, we can help with removal costs and we have a dedicated team who can help you with the practicalities such as house hunting and schools. If you need a visa, we cover most visa costs and offer an interest free loan scheme to pay for dependant visas.

# Durham University is committed to equality, diversity, inclusion and values

Our collective aim is to create an open and inclusive environment where everyone can reach their full potential and we believe our staff should reflect the diversity of the global community in which we work.

As a university, equality, diversity, and inclusion (EDI) are a key part of the University's Strategy and a central part of everything we do. We also live by our [values](#) and our [Staff Code of Conduct](#). At Durham we actively work towards providing an environment where our staff and students can study, work and live in a community which is supportive and inclusive. It's important to us that all of our colleagues are aligned to both our values and commitment to EDI.

We welcome and encourage applications from members of groups who are under-represented in our work force including people with disabilities, women and black, Asian and minority ethnic communities. If you have taken time out of your career, and you feel it relevant, let us know about it in your application. If you are a candidate with a disability, we are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to support the interview process wherever it is reasonable to do so and, where successful, reasonable adjustments will be made to support people within their role.



## Person specification

When you apply it is important that you let us know what skills/experience you have from a similar role and/or what skills/experience you have which would make you right for this role. Further information about the role and responsibilities is at the end of this job description.

Your application should cover the following criteria:

### Essential Criteria

#### Qualifications/Experience

- HNC/D in a mechanical building services engineering-related discipline (or equivalent) along with demonstrable experience of working in a mechanical building services engineering role.
- Sound technical knowledge in the design, installation, operation and maintenance of mechanical building engineering services.
- Experience of working in a mechanical building services engineering role in highly serviced buildings, providing a customer focused service.
- Experience of managing either directly employed maintenance staff or specialist contractors.
- Experience of delivering statutory compliance across mechanical building services engineering systems.
- Experience of the procurement and management of facilities or other service-related contracts.
- Experience of participating in internal or external networks to share and discuss good practice and develop strong and productive working relationships.
- Experience of the procurement and management of facilities or other service-related contracts.
- Experience of delivering and developing specialist engineering maintenance services.
- Experience of providing specialist advice and guidance to a range of customers and colleagues, including more senior colleagues.
- Experience of implementing policies and procedures and supporting service improvements.

#### Skills/Abilities/Knowledge

- Ability to deliver minor works projects, including preparation of specifications and costs estimations.
- Excellent spoken and written communication skills including the ability to develop effective working relationships, both internally and externally.
- Strong digital competence across a range of digital devices and apps including Microsoft 365 applications.
- Collation of information and production of clear and effective management reports.
- Professional knowledge and experience of compliance and regulations.
- Ability to solve problems and decide on and plan appropriate solutions.
- Ability to play a key role in the delivery of urgent reactive remedial repairs.
- Knowledge and experience of health and safety issues such as risk assessments and Construction Design and Management Regulations.
- Knowledge and experience of ensuring compliance with regulatory and organisational policy and guidelines

#### Desirable Criteria

- Educated to degree level (or equivalent experience).
- Knowledge and experience of computer aided facilities management (CAFM) systems.
- Knowledge of AutoCAD.
- Health and safety related qualification
- Experience of working in a electrical building engineering services discipline.



# Role requirements

## Service Delivery/Development

- Show a commitment to equality, diversity and inclusion and the University's values.
- Provide specialist advice and guidance relating to your professional area of expertise in line with the University's policies, regulations and values.
- Management and control of a range of specialist contractors delivering mechanical building services engineering maintenance and minor works services.
- Lead on the development of service specifications for contracted service provision ensuring compliance with appropriate regulatory requirements, recognised industry standards, health and safety legislation and delivering value for money.
- Operate as a point of expertise for colleagues and other stakeholders, helping to interpret and resolve complex infrastructure and technical problems.
- Manage the delivery of building services engineering service, maintenance and compliance, across the University to a high standard.
- Provide the best possible service by continually reviewing what is required from colleagues, contractors and stakeholders, across the University, and contribute to ideas and service improvements.
- Provide specialist knowledge and support when interpreting and analysing complex data and information sources.
- Look for ways to improve processes, techniques and outputs/results across all areas of your work.
- Identify any learning needs that should be met in relation to your area of work.
- Ensure safe working practices by monitoring and updating risk assessments and safety procedures.

## Planning and Organising

- Plan, manage and deliver assigned projects and activities using appropriate knowledge to deliver agreed objectives and solve any problems which you encounter.
- Schedule and monitor and monitor maintenance and installation works, projects and work streams across the University, liaising and communicating with customers and key contacts to plan works to minimise disruption to operational activity.
- Ensure the University asset schedules are kept up to date, maintenance plans are in place and records retained to inform future planning and budgeting.
- Seek feedback from staff and other key stakeholders so that maintenance activities are being planned and adapted to meet customer expectations and future needs.
- Meet the development needs of your stakeholders providing training when required.
- Manage planned preventative maintenance and reactive minor works revenue budgets as well as some capital works budgets. Including procurement of materials / services and processing invoices.

## Communication/Liaison

- Use your operational expertise to lead and participate in business meetings, working groups and sub-committees.
- Provide regular status reports on projects and ongoing work to colleagues, services users and managers, highlighting any risks and contingency plans.
- Interact and collaborate with other specialists across the University to ensure the integrity and delivery of consistent service provision.
- Promote and encourage a collaborative approach to problem solving and project delivery in order to motivate, mentor and coach less experienced project staff.

- Create positive working relationships, including internal and external networks, using your networks to increase your knowledge and skills and swap information with peers.
- Liaise with internal and external agencies, local authorities, industries and visitors, where required.
- Any other reasonable duties.

Please note that in submitting your application Durham University will be processing your data. We would ask you to consider the relevant [University Privacy Statement](#), which provides information on the collation, storing and use of data.

When appointing to this role the University must ensure that it meets any applicable immigration requirements, including salary thresholds which are applicable to some visas.

## How to apply

To progress to the assessment stage, candidates must evidence each of the essential criteria required for the role in the person specification. It will be at the discretion of the recruiting panel as to whether they will also consider any desirable criteria, but we would urge candidates to provide evidence for all criteria.

While some criteria will be considered at the shortlisting stage, other criteria may be considered later in the assessment process, such as questions at interview.

### Submitting your application

We prefer to receive applications online. We will update you about your application at various points throughout the selection process, via automated emails from our e-recruitment system. Please check your spam/junk folder periodically to make sure you have not missed any of our updates.

### What you need to submit

- A CV
- A supporting statement or covering letter which outlines how you meet all of the criteria within the Person Specification

**For a chat about the role or any further information please contact Paul Hammond, Head of Engineering Maintenance. E: [Paul.Hammond@durham.ac.uk](mailto:Paul.Hammond@durham.ac.uk).**

