

## JOB DESCRIPTION

<b>Job Title:</b>	Maintenance Operative
<b>Grade:</b>	3
<b>Reporting to:</b>	Maintenance Supervisor
<b>Basis:</b>	Full-time. Permanent.
<b>Responsible for:</b>	Carrying out estate maintenance tasks in a safe and efficient manner

### Context of the Role:

Falmouth Exeter Plus is the service delivery partner of Falmouth University and the University of Exeter. Delivering shared services and facilities for both partners in Cornwall underpinned by close collaboration with The Students Union (the combined students' union for Falmouth University and University of Exeter (Cornwall)).

We are a private company limited by guarantee with charitable status, wholly owned by Falmouth University (Falmouth) and The University of Exeter (UoE) on a 50:50 basis.

The Infrastructure Directorate is responsible for all FX Plus managed infrastructure (physical and digital), ensuring the provision of safe and highly available platforms to the partnership.

### Overall Purpose of the Role:

The Maintenance Operative is a key member of the Estates Service with responsibility for ensuring that maintenance tasks are undertaken in a safe and efficient manner.

The post holder will work closely with both the Building and Engineering Maintenance Supervisors and the wider Estates teams to ensure that estate maintenance requirements planned, co-ordinated with other activities and reported and monitored through the Estates Helpdesk.

The postholder will liaise closely with key stakeholders across FX Plus and both universities. They will support in carrying out planned and reactive maintenance activities; ensuring that work is performed safely, professionally and efficiently.

**Specific Duties and Responsibilities:**

1. The role is responsible for carrying out preventative and reactive maintenance and associated tasks; in academic buildings, student accommodation buildings and the external estate; liaising closely with wider Estates team and the Estates Helpdesk.
2. Responsible for undertaking and resolving all maintenance tasks allocated to the Maintenance Operative workflow to a high standard. The tasks are varied and can include; door and window repairs, general maintenance tasks, building fabric repairs, drain unblocking, decorating, lock maintenance, filter changes, re-lamping, residences room checks, water outlet flushing, battery replacements, general fault finding, defect investigation, etc
3. Responsible for investigating and assessing potential building or plant defects, determining appropriate technical remedial actions, and reviewing technical drawings and specifications to ensure accurate maintenance planning and execution
4. Identification of materials and parts for maintenance tasks, including assessing stock levels and supporting re-ordering.
5. Act as liaison for contracted labour, providing direction and support to ensure works are completed in accordance with technical and safety requirements.
6. Responding to issues and investigating works; providing job status updates to ensure appropriate information is logged and recorded on Planon (Maintenance Tracking System), using issued PDA's / iPads.
7. Work closely with all Estates trades staff from the Building and Engineering maintenance teams, supporting all maintenance activities when required.
8. In addition to routine maintenance tasks, carry out appropriate care and control of tools, PPE, COSHH controlled substances, keys, access equipment, vehicles, etc
9. Contribute to development of safe working practices for maintenance tasks, including attending toolbox talks, inputting into development of Risk Assessments, etc.
10. Assist with general site operations from time to time as required, e.g. car park management, preparation for events including graduation ceremonies, responding to adverse weather events including snow clearance and drain clearance, etc

11. Participate in the out-of-hours on call rota on a shift/rota basis with other members of the maintenance teams.

### **General Duties and Responsibilities:**

1. Achieve role objectives with professionalism, expertise, and efficiency, considering the diverse needs of our customers and striving for excellence in service delivery.
2. Support a culture of service excellence, ensuring performance and service standards for our university partners are met whenever possible. Prioritise fairness, efficiency, and responsiveness to customer needs in all interactions.
3. Demonstrate a collaborative and positive mindset, prioritising teamwork and long-term sustainable solutions. Recognise the equal importance of relationships and achievements/outcomes and foster a culture of learning and mutual accountability.
4. Support keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards, including but not limited to Health & Safety, Equality, and Safeguarding.
5. Support sound financial management to optimise resource allocation and sustainability within the service domain, in alignment with the overall financial strategy approved by the FX Plus Board.
6. Support the identification, monitoring, and mitigation of functional risks, ensuring compliance with relevant legislation and policies while maintaining operational effectiveness.
7. Support the service area in conducting activities in line with its Sustainability, Environmental and Health and Safety Policies.
8. Support the promotion of Equality, Diversity, and Inclusivity within FX Plus, challenging discriminatory practices and behaviours while fostering an approachable environment as a 'Trusted Ally'.
9. Collaborate effectively with peers to cultivate a culture of excellence, innovation, and efficient service delivery across the organisation.
10. Demonstrate a flexible attitude to change and actively support the Universities and FX Plus in evolving to meet existing and future needs, undertaking additional duties as necessary to support the effective functioning of the service, without altering the core responsibilities of the role.

**PERSON SPECIFICATION**

Attributes	Essential Requirements	Desirable Requirements
<b>Education / Qualifications</b>	Relevant technical qualification in maintenance tasks; or equivalent demonstrable skills and experience	IPAF license  PASMA training  Asbestos awareness training  Working at Height
<b>Experience / Knowledge</b>	Recent and relevant demonstrable experience in maintenance.  Recent and relevant experience of using computer-aided facilities management systems (CAFM) systems.  Experience in delivering maintenance tasks, including identifying parts / materials.  Knowledge and understanding of building maintenance principles, including in both traditional and non-standard construction methods  Good knowledge and understanding of all related legislation including, but not exclusively, environmental and health & safety law.	Experience of Mobile elevated platforms
<b>Skills / Personal Requirements</b>	Aptitude for working in complex environments with the ability to demonstrate sound judgment and decision-making.  Good written and oral communication, relationship building and networking skills.  Ability to work to tight deadlines and to take responsibility for meeting agreed targets.	