

# The Leicestershire College

## Job Description

### 1. Job Details

Job Title:	Estates Maintenance Officer
Department:	Estates & Facilities Department
Reporting To:	Estates Maintenance Manager
Competency Level:	Business Support 3
Hay Grade:	G3
Salary:	£28,896 per annum
Date of Job Evaluation:	November 2021
Date:	January 2026

### 2. Job Purpose

To provide a customer focused proactive maintenance service which meets the needs of the college now and in the future. Being part of an innovate department in its approach to planned and reactive maintenance. To provide the necessary skill to deliver small to medium size projects.

To support all aspects of the Estates department to included campus, grounds, accommodation, security and helpdesk functions in line with KPIs' and SLA's set by the college.

### 3. Dimensions

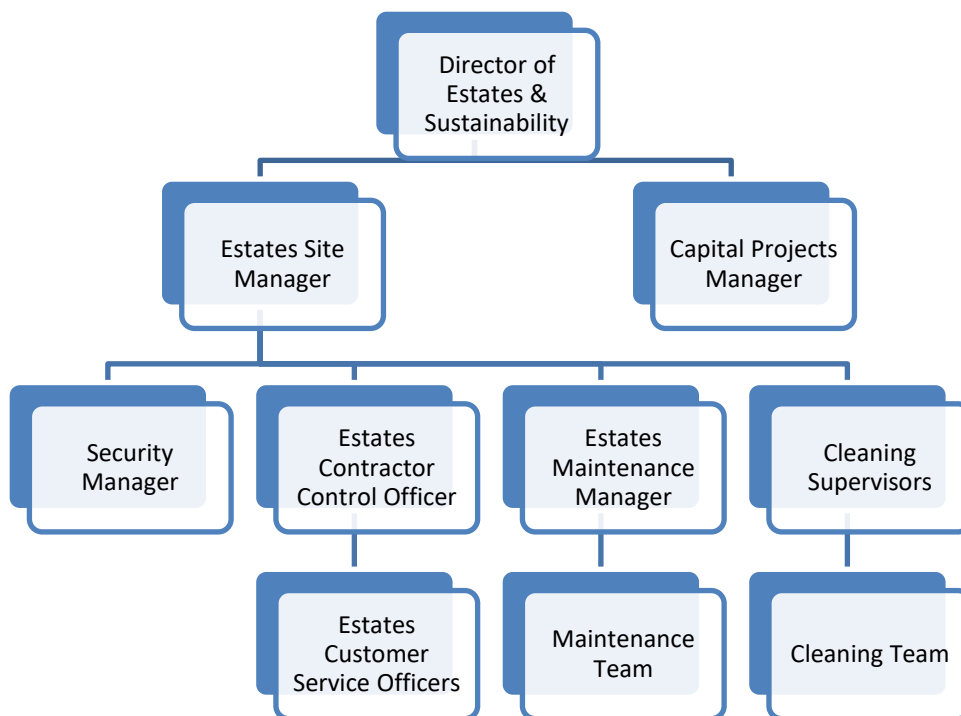
To provide an Estates service operating Monday to Friday, 37.5 hours per week inclusive of scheduled weekend working arrangements.

To help ensure the Estates management work within agreed budgets and achieve agreed KPI's, SLA's set by the college.

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#### 4. Organisation chart



#### 5. Diversity and Inclusion

Loughborough College Group is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of our organisation.

We are all responsible for ensuring that all individuals receive the same opportunities to develop, grow and achieve their full potential, regardless of personal circumstances and individual differences.

Our FREDIE values are relevant to the whole College community and support the way in which we work and interact with each other.



## 6. Key Responsibilities

### Role specific responsibilities

#### **Health and Safety compliance**

- To be fully compliant with and implement procedures covered by the Health and Safety at Work Act 1974.
- To carry out testing and monitoring of college water system in accordance with the legionella regulation
- To report and make safe defects.
- To inspect repair where possible and report all defective equipment including safety equipment.
- To immediately report all Health and Safety infringements.
- To carry out weekly emergency light testing and record and report.
- To inspect, check and report on fire equipment following compliance schedules and related procedures.
- To carry out and record fire alarm tests following compliance schedules.
- To assist in fire evacuations as key members of the evacuation team
- To maintain accurate and timely records of all compliance testing and checking in line with standards and schedules.
- To carry out portable appliance testing as part of a planned schedule and report on finding.
- Be a responsibly person in carrying out health checks on areas and materials which may contain asbestos in accordance with the colleges AMP and record information

#### **Security of Premises and Contents**

- To be available as support for securing and opening of premises at key times.
- To fully understand how all security operating systems work.
- To carry out call out duties across the full college estate as and when needed.
- To carry out emergency security repairs.
- To be a key member of the response team to security issue which may arise on the estate.
- To log and report incident as and when they happen

#### **Energy Management**

- To implement a range of energy management strategies.
- To monitor and report on all plant systems ensuring they working efficiently.

#### **Emergencies**

- To provide a fast reactive service which follows SLA's across the college estate.
- To be a point of contact when necessary for Emergency Services and other organisations.
- To be a key member in emergency situations and provided support with emergency processes.
- To react swiftly and appropriately all other unforeseen emergency situations.
- To Document key isolation points for all buildings.
- To respond to emergencies maintenance call outs as and when required.

#### **Building and Grounds Maintenance Work**

- To ensure Maintenance issues meet all college KPI's and SLA's
- To react quickly and skilfully to reactive maintenance issues.

- To implement and record a proactive maintenance schedule.
- Use training and knowledge to assess the quickest and most cost effective solution to problems.
- To ensure all tools and equipment are maintained to manufacturers instructions and record.
- To ensure detail and clear information is passed through the help desk system on completion of jobs and or when a job requires a 3<sup>rd</sup> part resolution.
- To maintain stores with the correct stock levels and ensure stock checks are carried out and are recorded accurately.
- To carry out maintenance works at height.
- To hold a qualification or have relative experience in one of the following areas: general building, carpentry, joinery, basic plumbing, basic electric, painting and decorating or hard land scraping.
- To ensure the all external areas are clear from rubbish and are checked daily.
- To clear and maintain gullies, drains and gutters across the college estate.
- To carry out reactive and planned outside maintenance.
- To be responsible for ensuring clear and safe pedestrian access to the college particularly in adverse weather conditions.

#### **Driving, traffic and parking duties**

- To drive arrange of college vehicles, to including agricultural equipment.
- To maintain all estates vehicles to required standards.
- To ensure all vehicles are clean and washed weekly.
- To support on traffic and car parking issues as and when required.

#### **Porter Duties**

- To carry out a full portering service which supports the college.
- To carry out mobilisation services (movement of furniture and equipment) within agreed timescales.
- To carry out event set ups to included carpet laying, curtain surrounds and stage layout.

#### **Other Duties**

- To carry out a full waste collection service.
- To conduct a condition report on each building to ensure a proactive approach is taken to issues on the campus.
- To take a customer driven approach to all aspects of the role.
- To carry out reasonable overtime requirements.
- To undertake such other reasonable duties as required by estate management.

#### **Core Responsibilities**

- To promote the College groups vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college group in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College Group and its subsidiaries as the first-choice destination for learners, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

## 7. Key Result Areas

Action	Result
<b>Provide a reactive maintenance service across college site, including accommodation.</b>	To ensure that maintenance issues are dealt with quickly and efficiently.
<b>Support the estates function in providing excellent customer service.</b>	To ensure the college is welcoming, safe and a productive environment.
<b>Compliance tasks and checks are completed within relevant timeframe and results are recorded accurately</b>	To ensure the college is compliant with all relevant regulations and legislation.
<b>Complete planned maintenance tasks within a regular schedule of works.</b>	To ensure a proactive maintenance service.

## 8. Key Working Relationships and Communications

**Internal:** The maintenance officer will need to develop close working relationships with key college stakeholders. They will also need to use electronic, verbal and written skills when delivering the required service.

**External:** The maintenance officer will be required to liaise with external contractors for a range of Activities

## 9. Competency Profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
<p>Brings leadership qualities to supervisory skills; inspires others to be their best considering the FREDIE values.</p> <p>Effectively manages team to deliver a service, providing clear direction and support. Increases employee engagement Communicates with impact and sophistication; adapts style and uses varied media to meet different audience needs.</p>	<p>Supports change and supports colleagues in adapting to change. Looks for opportunities to do own job better; puts forward ideas.</p> <p>Always considers longer term impact of own tasks Uses a structured and collaborative approach to solving problems in own and related work areas. Reaches clear, definite and timely decisions based on thorough understanding of the facts and an eye to their practical implications.</p> <p>Multi-tasks and consistently delivers own and team objectives on time and to standard.</p>
Ensuring Financial Sustainability	Self-Awareness
<p>Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.</p>	<p>Manages and improves health, safety and wellbeing of team; team or department comply fully with College policies.</p> <p>Improves diversity, equality and inclusion in own area; challenges inappropriate behaviours. Understands self and others; communicates with sensitivity; handles difficult people and events effectively.</p>
Delivering Excellent Quality	
<p>Anticipates customer needs; prevents poor service; delivers consistently high-quality service. Informs and promotes subject area convincingly; is an ambassador for the College's activities. Takes ownership for own development, supports that of others and develops beyond own role.</p> <p>Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations.</p>	

## 10. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Hold a qualification in a relevant trade (e.g. construction, plumbing, plastering, painting & decorating, etc...)	•		Application/ Interview
2.	Certified in PASMA/IPAF/LADDERS		•	Application/ Certificates
3.	Possess certification in a legionella awareness, asbestos awareness and health and safety		•	Application/ Certificates
4.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
EXPERIENCE				
5.	Proven and extensive experience of working in a maintenance or construction trade	•		Application
6.	Proven experience of prioritising and co-ordinating a range of tasks and activities	•		Application/ Interview
7.	Proven experience of using handheld devices for receiving and sending communications to helpdesk for closing down allocated jobs		•	Interview
8.	Experience of working to key performance targets	•		Interview
9.	Demonstrate experience of working at an operational site as a Maintenance/premises Officer		•	Application/ Interview
SKILLS & KNOWLEDGE				
10.	Be knowledgeable in a relevant construction trade	•		Application/ Interview
11.	Possess a positive, can-do approach to work	•		Interview
12.	A strong and proven commitment to high quality customer service	•		Interview
13.	Possess a current driving licence or is working towards gaining one	•		Interview
14.	The ability to work in an organised manner	•		Interview
15.	The ability to implement any changes that may be introduced from time to time	•		Interview
16.	The ability to work independently using initiative or as a part of a team with clear instruction.	•		Interview
17.	The ability to carry out the physical demands of the role	•		Interview
18.	The ability to create solutions for problems independently and with confidence	•		Interview
19.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview

BEHAVIOURS				
20.	The ability to maintain good relationships with staff at a range of levels by behaving with integrity, treating people with respect and leading by example	•		Interview
21.	Demonstrates a professional approach which generates credibility and confidence	•		Interview
22.	Flexibility to be able to work shifts and occasional weekends	•		Interview
23.	Commitment to undertake the college Induction Programme upon commencement of employment	•		Interview
24.	Adherence and support of college policies and procedures including Health and Safety procedures and guidance	•		Interview
25.	Promote the College's equal opportunities policy and practices	•		Interview
26.	Ensure the safeguarding of students	•		Interview

#### Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. As part of this role, you are expected to undertake reasonable additional duties such as Exam Invigilation, Welcoming Students and Staff onto campus, supporting with open days and promoting a safe environment across the College Group. This is expected of you in the post mentioned above and all other posts within the College Group.
3. This job description and person specification was prepared in January 2026 and may be amended in light of changing circumstances following discussion with the post holder.

## 11. Job Description Agreement

<b>Job Holder Signature</b>		<b>Date</b>	
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