

# Job Description

Job Title	Maintenance & Facilities Supervisor
Reports To:	Facilities Manager
<b>Job Purpose</b>	
<p>To support the Facilities Manager and M&amp;E Manager in the day-to-day management of maintenance, facilities, and site services across The Duke of York's Royal Military School estate. The postholder will lead and supervise a team of more than 20 maintenance staff, tradespeople, handymen, and administrative staff, as well as external contractors. They will ensure that all School buildings, grounds and facilities are safe, well maintained, fully operational, and compliant with health and safety regulations and other statutory requirements.</p> <p>The Maintenance &amp; Facilities Supervisor will oversee the delivery of planned and reactive maintenance, monitor the quality of completed works, and support the effective operation of the Facilities Helpdesk and compliance processes. The role will also contribute to the development of digital systems to improve maintenance planning, compliance monitoring, and service delivery across the department.</p> <p>The postholder will provide day-to-day supervision and support to maintenance and facilities staff, helping to ensure high standards of workmanship, customer service and operational efficiency across the School estate.</p>	
<b>Key Duties and Responsibilities</b>	
<p><b>Maintenance Operations</b></p> <ul style="list-style-type: none"><li>• Supervise the day-to-day activities of the maintenance team and trades staff, ensuring work is completed safely, efficiently, and to the required standard.</li><li>• Plan, allocate, and monitor Planned Preventative Maintenance (PPM), reactive maintenance, and daily maintenance tasks.</li><li>• Monitor the performance and quality of completed works, carrying out inspections and signing off works where appropriate.</li><li>• Support the management of the Facilities Helpdesk, ensuring maintenance requests are prioritised and completed within agreed timescales.</li><li>• Ensure Caretaker call-out arrangements are maintained and followed.</li></ul> <p><b>Compliance, Health &amp; Safety</b></p> <ul style="list-style-type: none"><li>• Monitor Health &amp; Safety compliance across maintenance activities undertaken by staff, contractors, and service providers.</li><li>• Support statutory compliance checks, maintenance records, and associated documentation to ensure legal and operational requirements are met.</li><li>• Promote safe working practices and ensure the correct use of uniforms, identification, and personal protective equipment (PPE)</li></ul>	

### **Digital Systems & Facilities Management**

- Maintain accurate maintenance, compliance, and contractor records using digital systems.
- Support the development and implementation of digital systems to improve compliance monitoring, PPM scheduling, Helpdesk management, and maintenance reporting.
- Assist with the transition from manual to digital processes to improve efficiency, record keeping, and audit readiness.

### **Contractor & Project Management**

- Support the coordination of maintenance and facilities projects, including contractor quotations, site access, supervision, and completion of works.
- Monitor contractor performance to ensure works are delivered safely, to specification, and to the required standard.
- Liaise with internal departments, contractors, and external service providers to minimise disruption to School operations.

### **Team Support & Supervision**

- Provide day-to-day supervision, guidance, and support to maintenance and facilities staff.
- Assist the Facilities Manager with staff attendance, performance, annual leave, and shift planning to maintain adequate operational cover.
- Support the management of staff performance matters in line with School policies and procedures.
- Deputise for the Facilities Manager during periods of absence or annual leave.

### **General Responsibilities**

- Monitor stock, tools, materials and equipment levels, ensuring resources are maintained within agreed budgets.
- Promote efficient use of resources and support value for money across the department.
- Liaise effectively with internal and external stakeholders to support the smooth operation of the School estate.
- Undertake any other reasonable duties as requested by the Line Manager, Principal, or Senior Leadership Team (SLT).
- Work flexibly to meet the operational needs of the School, including occasional out-of-hours support where required.

## **Person Specification**

### **Essential Experience/Skills and Qualifications**

#### **Experience**

- Experience working in a Maintenance, Facilities, Estates, Building Services, or Mechanical & Electrical (M&E) environment.
- Experience supervising staff, contractors, or service providers within an operational environment.
- Experience coordinating planned, reactive, and preventative maintenance activities.
- Experience monitoring performance standards and maintaining accurate operational records.
- Experience working in a similar maintenance, facilities, or supervisory role.

## **Skills & Knowledge**

- Good IT skills with a sound working knowledge of Microsoft Office packages, including Word, Excel, and Outlook.
- Ability to use digital systems and demonstrate confidence in supporting the development of electronic maintenance, compliance and reporting systems.
- Understanding of Pre Planned Maintenance (PPM), statutory compliance requirements, and maintenance scheduling processes.
- Good general knowledge of building maintenance and Mechanical & Electrical (M&E) services.
- Ability to supervise staff, motivate teams and provide day-to-day leadership.
- Strong organisational skills with the ability to prioritise workloads, delegate tasks and work to deadlines.
- Ability to manage multiple priorities within a fast-paced operational environment.
- Good project coordination skills, including oversight of maintenance and facilities works.
- Ability to monitor contractor and service provider performance to ensure standards are met.
- Good understanding of Health & Safety legislation and safe working practices.
- Excellent communication and customer service skills, with the ability to build positive working relationships with internal and external stakeholders.
- Strong attention to detail and ability to maintain accurate records and documentation.
- A commitment to continuous improvement and improving service delivery.

## **Qualifications**

- Good standard of education, including literacy and numeracy skills.
- Health & Safety qualification such as IOSH or NEBOSH (or willingness to work towards) is desirable, but not essential.
- Full UK driving licence.

## **Desirable Experience & Skills**

- Previous experience working within a school, boarding school, or educational environment.
- Experience of working in a customer service-focused role.
- Experience using Helpdesk, Computer-Aided Facilities Management (CAFM), or digital compliance systems.
- Experience supporting the implementation of digital maintenance, compliance, or facilities management processes.
- Technical or trade-based qualification relevant to maintenance, estates, or M&E services.

## **Personal Attributes**

- High level of integrity, professionalism and reliability.
- An approachable and positive manner with the ability to build strong working relationships.
- A strong team player who can also work independently when required.
- Able to use initiative and make sound decisions, recognising when to seek advice or escalate matters.
- Ability to remain calm, organised and effective under pressure.
- Flexible and adaptable approach to changing operational priorities.
- Strong leadership and supervisory approach with the confidence to delegate tasks appropriately.
- Committed to maintaining high standards and identifying opportunities for continual improvement.

**Health & Safety**

Personally responsible for the health, safety and welfare of all staff and students that may be affected by the postholder's acts and/or omissions.

**Equal Opportunities**

Personally responsible for equal opportunities awareness and ensuring that the postholder is aware of, and carries out, the provisions contained in the Equal Opportunities policy.

**Safeguarding Children**

To be responsible for safeguarding and promoting the welfare of children and young people.

**The post holder must be aware of and comply with all School policies and procedures.**

*The School is committed to safeguarding and promoting the welfare of all our students. You are advised that this post is subject to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2020 and therefore this post is subject to an Enhanced Disclosure Application to the Disclosure and Barring Service (DBS).*

*Please be aware that Schools are also required to undertake online recruitment checks on shortlisted candidates under changes to Keeping Children Safe in Education.*