



Goodenough
College

Job Title: Building Services Manager
Reports to: Head of Estates
Staff reporting: Maintenance Engineers/Operatives
Based at: Mecklenburgh Square, London WC1N 2AB

Job purpose

You will be responsible for the management and operation of all mechanical, electrical and plumbing assets and services. Reporting to the Head of Estates, you will manage all planned and reactive maintenance, along with a team of maintenance engineers and specialist service providers, under your leadership and control. You will develop cost-effective maintenance strategies that meet the various requirements of our business, providing resilience and prolonging the asset life cycle.

This role requires you to be on site, necessitates occasional evening and weekend working, and out of hour attendance for emergencies. Rostered in out-of-hour duty management rota is required.

Key responsibilities

1. Develop and deliver an effective asset maintenance strategy for all mechanical, electrical and plumbing assets and services; ensuring operational, planned and reactive maintenance activities are effectively scheduled and delivered in accordance with statutory legislation and industry practices.
2. Oversee and manage the engineering team and specialist service providers, ensure maintenance and repairs are carried out systematically to the appropriate standards, in accordance with health & safety legislation and safe working practices and minimising business interruption.
3. Line management of maintenance operatives/engineers, provide daily guidance and direction. Delegate tasks and workflows, manage performance and productivity, adhere to HR processes with regular performance reviews.
4. Lead on change management and implement effective strategies that improve service performance, efficiency and productivity.
5. Undertake regular building and plant inspections to monitor asset performance, service standards, maintenance and workmanship; identify performance irregularities and implement preventative strategies.
6. Make effective use of the building management system, embedding a daily monitoring regime and effective escalation and response procedures. Improve system management, log and analyse data; interrogate and trouble shoot to resolve system performance issues.

7. Make effective use of the CAFM system for asset management, planned and reactive maintenance, with daily monitoring and inspection, and use data to report on service performance and asset management.
8. Effective scheduling and supervision of contractor works (planned and reactive), coordinate activities, issue accurate instructions, maintain good communication, quality control, address poor workmanship, provide technical guidance and validate works. Provide technical insights and solutions and contribute towards the decision- making process.
9. Maintain regulatory compliance for all maintenance and reactive operations, including contractor controls (RAMs, permits, inductions, supervision, safe systems of work etc). Validate compliance and ensure sound engineering concepts are applied, providing relevant guidance and expertise.
10. Develop and implement effective emergency response procedures, directing and responding to out-of-hour call outs that require coordination and have the potential to disrupt business operations. Effective trouble shooting and diagnostic of plant and system failures, maximising uptime and limiting the impact on business operations.
11. Effective procurement and management of reactive maintenance and minor works, developing specifications and scope of work, obtaining quotes, scheduling/programming work and managing implementation. Timely delivery of projects, within KPIs and operating constraints.
12. Maintain effective communication with key stakeholders and departments, especially during outages, planned maintenance operations, upgrades and asset replacement.
13. Maintain the efficient operation of plant and equipment, to achieve optimum energy consumption, reducing energy waste and system losses. Monitor consumption and analyse carbon reports to identify irregular consumption, investigate causation and address inefficient plant operation.
14. Support the research, development and implementation of new technologies to decarbonise the estate and reduce our energy consumption.
15. Maintain accurate maintenance and service records e.g. schematics & O&Ms. Provide regular analysis and reports on asset performance, risks and costs. Manage all MEP records and files.
16. Contribute to the annual budget planning cycle in relation to asset management and replacement. Validate payment claims and address invoice discrepancies with suppliers.
17. Proactive management of health and safety in line with current legislation and College policies; undertake risk assessments to support a safe environment for colleagues and Members.

Person Specification

- A recognised higher-level qualification in relevant engineering, building services, or a related technical discipline.
- Professional certifications in facilities management or related fields are desirable.

- Substantial building engineering management experience at a senior level within a large or complex organisation.
- Proven track record of delivering service improvements and successfully meeting contractual targets, planned maintenance (PM) schedules, and key performance indicators (KPIs).
- Experience in managing building services, including oversight of maintenance, repairs, and upgrades of building systems.
- Demonstrated experience in asset management, managing specialist contractors, and leading an on-site engineering or technical team.
- Experience in managing budgets and financial planning for technical services.

Technical Skills and Abilities

- Strong technical knowledge of building systems, including HVAC, electrical, plumbing, and fire safety.
- Ability to develop, implement, and monitor maintenance schedules and operational procedures.
- Proficiency in using technical and facilities management software, including Building Management Systems (BMS).
- Excellent problem-solving skills with the ability to troubleshoot complex technical issues.
- Competence in using IT software packages to support planning, coordination, operations and reporting.

Knowledge and Understanding

- Sound understanding of health and safety legislation and compliance requirements.
- Awareness of energy management, sustainability practices, and environmental impact.
- Understand procurement processes, contract management, and industry best practices in technical services.
- Knowledge of relevant industry standards and regulatory frameworks.

Interpersonal and Communication Skills

- Excellent interpersonal and teamworking abilities, with a collaborative and inclusive leadership style.
- Strong written and verbal communication skills, including the ability to write reports and present technical data clearly to support informed decision-making.
- Well-developed research and analytical skills to support evidence-based planning and continuous improvement.