

The Leicestershire College

Job Description

1. Job Details

Job Title:	Estates Maintenance Officer
Department:	Estates and Facilities Department
Reporting To:	Estates Maintenance Manager
Competency Level:	Business support 3
Hay Grade:	G3
Date of Job Evaluation:	November 2021
Annual Salary (FTE):	£27,784 per annum
Date:	October 2025

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.

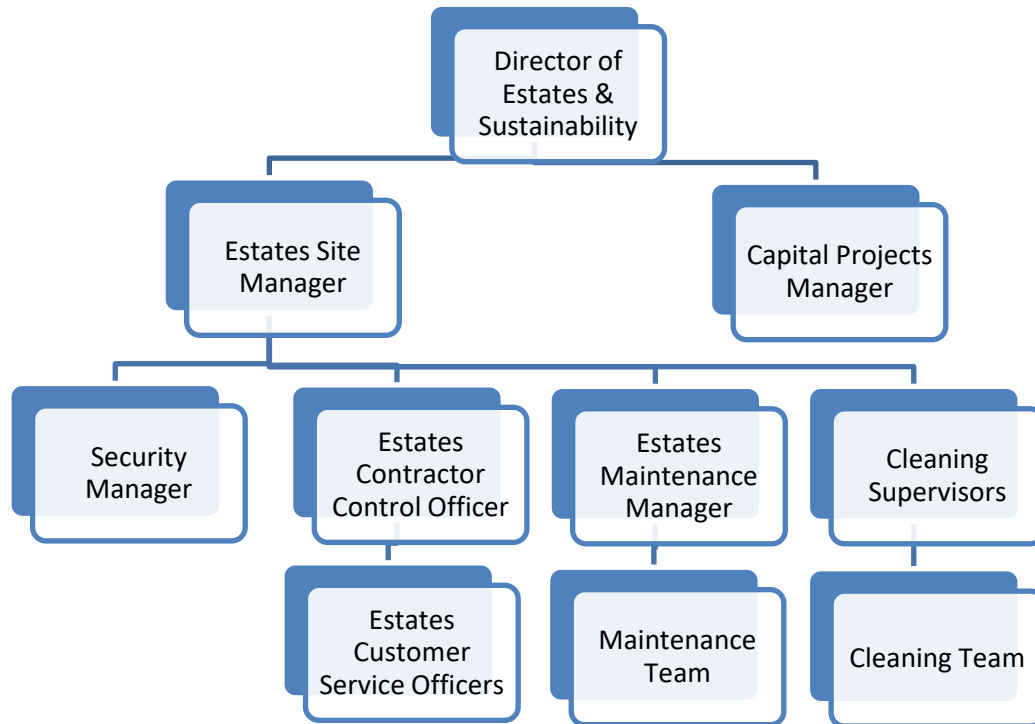
To support all aspects of the Estates department to included campus, grounds, accommodation, security and helpdesk functions in line with KPIs' and SLA's set by the college.

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.

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 its organisation.

F – Fairness – All stakeholders to be treated fairly, consistently and equally with Loughborough College Group and any place associated with Loughborough College Group by ensuring everyone has a voice and will be listened to.

R -Respect – All stakeholders will be treated with mutual respect and decency throughout their time with Loughborough College Group.

E – Equality – All stakeholders will be given the same opportunities throughout their time with Loughborough College Group. They will be treated and are expected to treat others with the same values and behaviours in every aspect of Equality the college works towards.

D – Diversity – Loughborough College Group will work towards creating a diverse college community by ensuring all people are represented and have role models to aspire to. A diverse College environment will ensure better success in learning outcomes and workplace satisfaction.

I – Inclusion – Loughborough College Group will create an environment that is truly inclusive by celebrating everyone’s individuality and ensuring everyone is protected and safe to be their full selves.

E – Engagement – Loughborough College Group will ensure a more diverse and engaged workforce, student population and other stakeholders’ relationship by ensuring effective communication, representation, feedback and collaborate working of all groups, at all levels.

6. Key Responsibilities

Core Responsibilities

- To promote the College group's 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 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 students, 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.

Role specific responsibilities

- Building Maintenance Work
- Health and Safety compliance
- Security of Premises, Contents and People
- Energy Management
- Emergency support
- Driving, traffic and parking duties
- Grounds Maintenance work
- Porterage Duties
- Waste management
- Estates administration support
- Other Duties at the request of management

7. Key Result Areas

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

Not applicable.

10. Competency profile

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

Working with Excellent People	Responsiveness
Brings leadership qualities to supervisory skills; inspires others to be their best considering the FREDIE values. 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.	Supports change and supports colleagues in adapting to change. Looks for opportunities to do own job better; puts forward ideas. 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. Multi-tasks and consistently delivers own and team objectives on time and to standard.
Ensuring Financial Sustainability	Self-Awareness
Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.	Manages and improves health, safety and wellbeing of team; team or department comply fully with College policies. Improves diversity, equality and inclusion in own area; challenges inappropriate behaviours. Understands self and others; communicates with sensitivity; handles difficult people and events effectively.
Delivering Excellent Quality	
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. 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.	

11. 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/ Certificate
2.	Certified in PASMA/IPAF/LADDERS		•	Application/ Certificates
3.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
4.	Possess certification in Legionella Awareness, Asbestos Awareness and Health and Safety		•	Application/ Certificates
EXPERIENCE				
5.	Proven and extensive experience of working in a maintenance or construction trade	•		Application/ Interview
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 staff and students onto campus, enrolment duties, supporting with open days and any other college activity. This is expected of you in the post mentioned above and all other posts with the College Group.
3. This job description and person specification was prepared in October 2025 and may be amended in light of changing circumstances following discussion with the post holder.

12. Job Description Agreement

Job Holder Signature		Date	
Manager Signature		Date	