

Job pack



Message from the President and Principal

Thank you for your interest in this role and in Queen Mary University of London. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history.

Our founding institutions, the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented.

Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research.

The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential.

I look forward to welcoming you to our unique University and working with you to realise our ambitions.

Professor Colin Bailey, President and Principal

Our strategy 2030

In 2019, Queen Mary University of London launched a bold new Strategy with the vision to open the doors of opportunity. By 2030, we will be the most inclusive university of its kind, anywhere. We are doing this by building on our existing cultural diversity to create a truly inclusive environment, where students and staff flourish, reach their full potential and are proud to be part of the University. Continuing our long tradition of commitment to public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

We have five core values that will help us to reach this goal:

We are **inclusive**, supporting talented students and staff regardless of their background, and engaging with our local and global communities.

We are **proud** of the difference we can all make when we work collectively.

We are **ambitious**, fostering innovation and creativity, disrupting conventional thought, and responding with imagination to new opportunities.

We are **collegial**, promoting a strong community through openness, listening, understanding, co-operation and co-creation.

We are **ethical**, acting with the highest standards, and with integrity, in all that we do.

To enable our staff to flourish and to reach their full potential throughout their employment at Queen Mary, we offer a range of benefits:

Staff benefits

- Annual leave – the full-time annual leave annual entitlement is 30 working days (not including bank holidays).
- [Season ticket loan scheme](#)
- [Pension scheme](#)
- [Reward and recognition schemes](#)
- [Cycle to work scheme](#)
- [Qmotion sport fitness centre](#)
- [Employee Assistance Programme](#)
- [Family friendly policies](#)
- [Flexible working practices](#)
- [On-site day nursery](#)

Job description

Job details	
Job title	Shift Leader – Multi Skilled Technician (Shift)
Department	Operations - Estates and Facilities
Reports to	Assistant Campus Maintenance Manager
Grade and salary	Professional Grade 4, £34,220 - £40,194 + Shift Allowance of £3,663.48 per annum and Shift Leader Allowance of £2,184 per annum
Hours per week	Average of 42 Hours Per week – Working 2 days on , 2 nights on , four days off shift pattern , which includes weekends, public holidays and university closure days
Appointment period	Indefinite
Current location	All sites
Work activity type	Admin/Operational/Technical and Support

Job context

As a member of the Estates and Facilities Operations team, this role will involve working directly with senior managers, and engineering operatives delivering technical guidance and planning.

This post operates across all University campuses in all academic and residential properties. The post holder will work with colleagues at the highest levels within the University and liaise with internal and external specialists, trade union and other employee representatives and the Health & Safety Executive.

Job purpose

Provide strategic engineering service delivery for the provision, development and management of an extensive portfolio of all hard and soft services, which supports the achievement of the Queen Mary Strategic Plan and enables staff and students to work and learn efficiently and effectively.

As a member of the EAF engineering team, undertakes a strategic role in the development and operation of the department including the development of a proactive Health and Safety culture.

To ensure that all services are proactive and driven to adopt industry best practice and methodologies to ensure the delivery of high quality, solution focussed reliable and resilient estates technical services, resulting in continuous improvement in the condition and compliance levels of the University estate.

Main duties and responsibilities

The Shift Leader will be responsible for delivering a strategic-based building maintenance, repair and facilities Service to the University.

Responsible for the technical services delivery of all Queen Mary sites, engineers and specialist contractors under their direct control.

To lead and manage the team(s) within their area of responsibility to deliver a highly effective, efficient and customer focussed technical service delivery.

Build strong, credible relationships with Queen Mary leadership teams, Heads of Departments, Head of Faculties and School managers. Establish steady lines of communication work collectively and collaboratively to deliver high standards of service across all campuses.

Responsible for Statutory & Code compliance of all sites, ensuring all sites remain compliant and are operating to the latest Technical and Health and safety guidance.

Ensure Planned Preventative Maintenance (PPM) is carried out in accordance with manufacturer's guidelines and HVCA SFG20. Ensuring all PPM schedules are utilised and the appropriate documents controls are in place and up to date.

Ensure all sites have accurate asset registers and that these are maintained and updated as and when any changes or alterations to the estate occur and be engaged from the start of new builds and projects to ensure alignment.

Accountable for operational planning, management of service resources and technical services, including external contract management to meet operational and strategic priorities, ensuring value for money.

Responsible for the procurement of materials and services to enable all repairs to plant and/or equipment in a timely manner.

Ensure compliance with statutory responsibilities and maintaining records as required. Investigate and report on major operational incidents in line with Queen Mary process.

Ensure engineers are fully equipped to carry out daily tasks to ensure compliance with the requirements under the Health and Safety at Work Act 1974.

To undertake monthly technical reviews to ensure health and safety compliance. Carry out monthly site review to ensure all plant areas are maintained to the highest standards achievable and are compliant with the Health and Safety requirements.

Provide feedback on team and individual performance and identify development needs, conducting regular 1-2-1 and team meetings and performance reviews.

Promote a positive and proactive technical and Health and Safety culture.

The post-holder may be required to travel on occasions to support operational delivery and participate in training. This may require some overnight stays.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

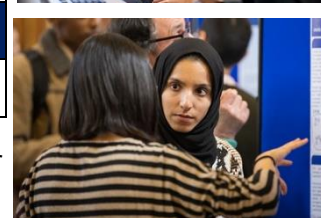
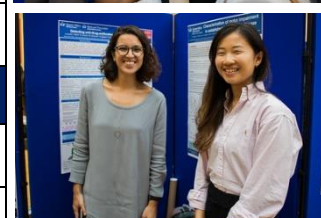
Essential: Requirements without which the job could not be done.

Desirable: Requirements that would enable the candidate to perform the job well.

Qualifications	Essential	Desirable
Multi trade Engineering qualifications for Electrical and Mechanical disciplines	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Record of accomplishment of management and development experience and/or enhanced management qualification, in a customer focussed and/or complex organisation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Demonstrate continuing professional development to maintain professional recognition.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience/Knowledge		
Significant experience of effective people management and practice.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Health and safety and statutory compliance knowledge	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Extensive knowledge and experience of ensuring compliance with regulatory and organisational policy and guidelines.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of implementing policy and procedures and involvement with future changes for a service area.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Skills/Abilities		
Excellent motivational and influencing skills, with high levels of Personal integrity.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Demonstrable ability to provide specialist advice and influence others at operational and strategic levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent oral and written communication skills and the ability to develop excellent working relationships both internal and externally.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to solve problems and resolve issues, plan solutions and make pragmatic decisions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to contribute to planning at operational and strategic levels.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proven IT skills, including use of Microsoft Office	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent motivational and influencing skills, with high levels of personal integrity.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other		
*The ability to meet UK 'right to work' requirements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment. Candidates shortlisted for interview will be asked to bring their passport or another acceptable [form of evidence](#) to verify their right to work.

For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered highly skilled roles and meet the eligibility criteria. For further information on this, please visit the UK Visas and Immigration website: <https://www.gov.uk/browse/visas-immigration/work-visas>





Equal Opportunities

Queen Mary University of London is a Russell Group University with a difference. Our vision is to be recognised across the world as the most inclusive research-intensive University. We will strive to achieve that goal.

To all the communities at Queen Mary, inclusivity is key to who we are and to achieving all our ambitions.

We are a multi-faculty institution teaching undergraduates and postgraduates across all the major disciplines. We offer more than 280 undergraduate courses. We have world-leading research across disciplines and were ranked 5th in the UK in the last Research Excellence Framework (REF) for the quality of our research outputs, and continually challenge ourselves to ensure we have an environment where everyone feels included and can flourish.

We are very proud of our teaching and learning and were awarded a 'silver' in the Teaching Excellence Framework (TEF) (2016-17). We are also deeply embedded in the local community and were the first UK University to be awarded an Engage Watermark Gold award for public engagement by the National Coordinating Centre for Public Engagement.

Unlike many other Russell Group universities, we attract a very diverse student population. Of our 25,000+ students, over 30 per cent are from non-EU overseas countries, and 9 per cent are from the EU. Our international students are drawn from over 160 countries. 90 per cent of our home students are from state schools, 59 per cent are Black Asian Minority Ethnic (BAME), 42 per cent are the first in their families to go into higher education and over 30 per cent are from households where the household income, as assessed by Student Finance England, is less than £15,000.

We attract a lot of local students, owing to our strong relationships with schools in the surrounding boroughs, coupled with a strong reputation for inclusivity. 37 per cent of our students commute to our campuses daily. Our staff body is also diverse and is drawn from over 162 countries.

Inclusivity is one of our fundamental core values at Queen Mary: it is intrinsic to who we are. Our diversity of cultures and backgrounds is key to the vibrancy of our community and to the knowledge and ideas we are able to generate and pass on; without that diversity, we would not be who we are. We are extremely proud that we attract such a diverse staff and student body, and are fully committed to providing an environment where everyone is supported to flourish and fulfil their potential, irrespective of their background.

To be truly inclusive requires sustained, proactive, hard work, and we know there are areas where we have work to do. Our core objectives are focused on reducing the BAME attainment gap and increasing the proportion of female and BAME staff at the higher grades, both for academics and for Professional Services. We are looking to see how we can 'hard-wire' inclusivity throughout all our policies and practices: we do not see this work as belonging to one team or unit, but rather as being embedded in all that we do.

Being inclusive makes us better at everything we do, it improves our daily lives and the delivery and impact of our work.

EDI Initiatives

Queen Mary is committed to advancing Equality, Diversity and Inclusion (EDI) and champions a number of EDI initiatives across the University. Queen Mary holds a Silver Institutional [Athena SWAN](#) award for advancing gender equality, and is also a [Stonewall Diversity Champion](#) and commits to advancing LGBTQ+ inclusion by submitting to the [Stonewall Workplace Equality Index](#). We also offer a number of development programmes including [Springboard](#), [Aurora](#) and [B-Mentor](#). We are committed to championing EDI relating to all protected characteristics and other underrepresented and marginalised groups under the Equality Act 2010. We offer 'Introducing Inclusion' training for staff to give them an understanding of EDI related issues and provide them with the tools needed to champion inclusivity and embed best inclusive practice in all the work they do. EDI is built into everything we do at Queen Mary, and is championed through a well-established governance structure. If you are interested in learning more about Equality, Diversity and Inclusion at Queen Mary and how to get involved then please contact hr-equality@qmul.ac.uk.

Flexible working:

Queen Mary is proud of the diversity of its staff and students. We encourage inclusive practices in everything that we do, to ensure that everyone who works here feels valued and enabled to have a positive working experience. We are therefore open to considering applications from candidates wishing to work flexibly, balanced against business need. Our [Flexible Working Policy](#) includes examples of some of the flexible working arrangements that could be considered. If you feel that this is something that may be of benefit to you, please do ask.

Family Friendly Policies:

Queen Mary recognises the commitments that staff have to their family and the importance of work-life balance. To support this Queen Mary offers a range of [family friendly policies](#) with enhanced rates of pay available for family-related leave, following a qualifying period of service.



Further Information

Details about the Estates and Facilities Directorate can be found at:

<http://www.estates.qmul.ac.uk/>

Informal enquiries should be made to:

Name: Scott Leadsham

Tel: 07920 364929

Email: s.leadsham@qmul.ac.uk

General Information

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place

