



Maintenance Manager Further Particulars

Job Title:	Maintenance Manager
Department:	Maintenance Department
Salary:	£42,000 - £46,000 per annum
Hours:	37.5 hours per week
Contract Type:	Permanent
Reporting to:	Clerk of Works

The College

Hertford College ("the one with the bridge") is a constituent college of The University of Oxford, and a registered charity. Hertford is one of the larger Oxford colleges, with roughly 750 students, two-thirds of whom are undergraduates. The main site lies in the heart of Oxford, occupied from the later thirteenth century by Hart Hall and, from 1740 until 1816, by the first Hertford College; and then, from 1822, by Magdalen Hall which was refounded in 1874 as the second Hertford College.

The Fellowship, which has responsibility for the governance of the college, currently consists of forty fellows, the majority of whom are involved in undergraduate teaching. In addition, thirty lecturers supplement teaching provision, and around 135 members of administrative and domestic staff coordinate and support key activities. Fellows, lecturers and students are drawn from a range of disciplines across the four Divisions (Humanities, Social Sciences, MPLS, and Medical Sciences). Academic and administrative offices are on the main site, as is accommodation for many students, complemented by further accommodation for both graduates and undergraduates at various other sites around Oxford.

The college has a reputation for being both progressive and friendly. It was one of the first colleges to go mixed, and the ratio of female students to male remains comparatively high. For over 50 years, Hertford has championed access for students from backgrounds under-represented at Oxford, and this continues to be the focus of our outreach work.

Further information about the college is available at <http://www.hertford.ox.ac.uk>.

The Maintenance Department

The Maintenance Department is responsible for all aspects of the college's facilities and buildings (offices and residential) maintenance. The department currently comprises:

- Clerk of Works
- Maintenance Manager
- Plumber
- Painter and Decorator
- General Maintenance
- Electrician
- Carpenter and Joiner
- Gardener
- Groundsman
- Maintenance Administrator

The Role

Job Purpose

Reporting to the Clerk of Works, the Maintenance Manager is responsible for the operational management of the Maintenance Team (comprising the Plumber, Painter and Decorator, General Maintenance Operative, Electrician, and Carpenter and Joiner) and the Maintenance Administrator, ensuring the timely and effective delivery of reactive and planned maintenance by the team, across the Hertford College estate.

They are to ensure that maintenance works delivered by both the in-house team and contractors are completed efficiently, safely, and to a high standard while supporting the upkeep and day-to-day operation of the College's buildings and facilities.

The Maintenance Manager plays a key part in planning and delivering a safe, functional, and well-presented environment for students, staff, and visitors.

Maintenance Operations

- Oversee the effective operation of the College's reactive maintenance request system.
- Ensure maintenance requests raised through the ticketing system are monitored, prioritised, and allocated appropriately by the Maintenance Works Administrator.
- Ensure Service Level Agreements (SLAs) are applied to maintenance requests and that works are progressing within the appropriate timeframes.
- Provide oversight of the maintenance workflow to ensure maintenance requests are being managed effectively by the maintenance team who are responsible for scheduling and completing their allocated maintenance tasks within the required SLA period.
- Provide operational support where required, particularly where workload coordination or prioritisation issues arise.
- The Maintenance Manager will also undertake practical maintenance work within their trade where appropriate, supporting the team in closing out maintenance tasks where required.
- Assist the Clerk of Works to develop, manage and deliver pre-planned maintenance, including in-house project work and contractor-led tasks.

Team Leadership

- Provide leadership and day-to-day management of the Maintenance Team and Maintenance Works Administrator.
- Provide guidance and support to maintenance staff where required.
- Support staff development and training where appropriate.
- Promote a positive and proactive safety culture within the Maintenance Department.
- Deputise for the Clerk of Works on occasion where required.

Compliance and Safety

- Ensure maintenance activities undertaken by the Maintenance Department are carried out in accordance with relevant health and safety legislation and College procedures.
- Ensure risk assessments and safe systems of work are followed for maintenance activities undertaken by the Maintenance Team.
- Ensure compliance tasks allocated to the Maintenance Department are completed and recorded including ladder inspections, emergency lighting testing, workshop safety checks and other internal safety inspections.
- Ensure appropriate records are maintained for inspections carried out by the Maintenance Department.

Contractor Coordination

- Coordinate contractors attending site to carry out maintenance or repair works where required.
- Ensure contractors follow College procedures and safety requirements while on site.
- Assist with arranging contractor access and attendance where necessary.
- Monitor the quality and completion of contractor works.

Additional Information

The role will involve working across multiple College properties located within Oxford.

The Maintenance Manager will participate in the College's out-of-hours call-out rota, currently operating on a 1 in 6 week basis. When on call they will attend site where required to diagnose and resolve issues or coordinate the appropriate on-call contractor and report on the outcome.

The post holder may also undertake any other duties befitting the role as reasonably requested.

Person Specification

Essential

- Experience working within building maintenance, estates, and facilities management
- A recognized & valid trade qualification to NVQ 3 or equivalent level, in either an electrical or plumbing discipline
- Minimum of 5 years' experience working in a trade-based role.
- Minimum 2 years' experience supervising or managing maintenance teams and technical staff within an institutional setting.
- Strong practical knowledge of building maintenance and building services
- Knowledge and experience managing health and safety in construction and maintenance tasks
- Good organisational and problem-solving skills
- Good listening, verbal and written communication skills (including IT skills)
- The ability to prioritise work and support a busy operational environment
- An eye for detail and high standards

Desirable

- Experience working in a listed- building environment is not essential but would be advantageous
- A full clean UK driving license
- Inspection and testing qualifications & 18th edition
- Domestic & commercial gas qualifications

Terms and Conditions

This is a permanent appointment, available for an immediate start.

This post is full-time, 37.5 hours per week, with ordinary hours being weekdays.

The salary will be £42,000 to £46,000 per annum depending upon experience. Hertford salary uplifts are reviewed annually and applied from 1st April. The post is eligible for membership of the OSPS pension scheme.

The post-holder will be expected to participate in the on-call rota which is 1 in every 6 weeks. An additional on-call allowance of £188 is payable per rota week as well as any mileage and call out time which will be paid at the applicable overtime rate.

Benefits:

Annual leave: The college offers an annual leave entitlement of 28 working days (five to be used for Christmas Closure), plus Bank Holidays, pro-rata for part-time employees. Bank holidays which fall within the full terms of the University of Oxford are normally worked, for which time off in lieu will be given. The holiday year runs from 1st October to 30th September.

Additional holiday days are awarded as longer services awards.

Employee Benefits Platform: Free access to thousands of discounts and savings via vouchers, reloadable cards, cashback and online voucher codes.

Free Meal: When on duty, a meal is provided free of charge when the kitchens are open.

Pension: The post is eligible for membership of the OSPS, further details can be found at <https://finance.admin.ox.ac.uk/pensions>

Health and Welfare Support: Employee Assistance Programme. Free annual flu jab.

Travel Pass Loan: A discounted travel scheme is available with monthly deductions from salary.

Cycle to Work Scheme / Bike Loan: Monthly deductions from salary. On site cycle repair service at discounted rates.

Sports Facilities: Access to the University Sport club.

University Card: for discounts in shops, cafes and restaurants and University Leisure facilities.

Other staff benefits are outlined on the HR section of the college website: <https://www.hertford.ox.ac.uk/and-more/vacancies>

The appointment is subject to a probationary period of six months. The college may initiate a DBS check during employment. You may also be required to submit to a medical assessment that is satisfactory to the College, a medical questionnaire will be provided if relevant to your employment.

Application and Appointment Procedure

Those wishing to apply for the post should email the following documents to hr@hertford.ox.ac.uk by **9am Tuesday 2 June 2026**

1. CV (maximum three sides of A4)
2. A covering letter detailing how your experience, skills and qualifications meet the criteria for the post;
3. A completed Employment Application Form: available from www.hertford.ox.ac.uk/about/vacancies

Please note that Hertford will not accept AI generated covering letters or application content.

Applicants are also asked to complete and return an Equal Opportunities Monitoring Form (available from the college website www.hertford.ox.ac.uk/about/vacancies). The information collected on the Equal Opportunities Monitoring form does **not** form part of the selection process and will **not** be circulated to the selection panel. It will be used solely to monitor the effectiveness of the college's equality policy. Completed forms should therefore be sent to hr@hertford.ox.ac.uk as a separate document, and not contained in the same string as the other application materials.

Interviews will take place week commencing 8th June 2026. References will only be taken up for the successful candidates.

Candidates must be eligible to work in the UK, and the appointment will be subject to provision of proof of the right to work in the UK before employment commences. Regrettably, the college is not able to sponsor applicants for a UK work visa for this post. EU/EEA & Swiss nationals must have Pre-Settled or Settled Status. Those with limited time status to work in the UK must have more than 2 years remaining from in order to be considered for this role.

The position may be discussed further with the Clerk of Works, tom.whyte@hertford.ox.ac.uk

In accordance with the General Data Protection Regulation (GDPR), we have implemented a privacy notice to inform you, as a prospective employee of our college, of the types of data we will process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data. This Privacy Notice can be found on our website at this address: <https://www.hertford.ox.ac.uk/privacy>.

Hertford College is an Equal Opportunities Employer.