

## Maintenance Planning Manager

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**Department:** Infrastructure, Housing and Environment

**Division:** Operations & Transport

**Reports to:** Senior Operations Manager – Technical Support Services

**JE Reference:** IHE1125

**Grade:** CS09

**JE Date:** 21/1/2022

### Job purpose

Providing professional and comprehensive technical support services to the business, initiating, managing and reviewing work processes and systems to enable the business functions of the section to be carried out efficiently and effectively. Specifically, to develop and implement a co-ordinated maintenance schedule for daily operations within Operations and Transport.

Ensuring statutory compliance across asset classes and that resources are managed efficiently and effectively to optimise maintenance of assets, being proactively reviewing and reporting on the key KPI's set for the business. Also being the 'go to' asset management system superuser for the maintenance delivery teams across IHE.

### Job specific outcomes

Generate the following period's work orders for maintenance activities, communicating the plan to relevant stakeholders for scheduling and access where required. Be responsible for any updates of the centralised planned preventative maintenance (PPM) schedule in partnership with Asset Managers across the business, including for planning any future remedial work tasks following routine maintenance PPMs.

Coordinate planning meetings with the DLO teams for long-range<sup>1</sup>, as well as short-range planning working on keeping in balance these two basic variables to ensure establishment and sustainability of a proactive maintenance environment; also ensuring understanding of asset availability across the directorate and promoting collaboration and liaison with the stores function, or suppliers, so spares/materials/plant requirements are made readily available before maintenance tasks begin.

Ensure the maintenance program complies with the overall asset management strategy for GoJ. Support the development of consistent maintenance procedures across Government to enhance equipment reliability. Provide recommendations, or input for process to enable and inform asset strategy improvements.

Schedule the maintenance contracts for the external framework suppliers into the maintenance program, recording and reporting any delays against the maintenance schedule to relevant stakeholders where required for those external contracts. Develop and issue maintenance completion status reports on a weekly/monthly basis.

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<sup>1</sup>Long-range planning will involve regular analysis of backlog relative to available resources

Prepare periodic maintenance reports by collating, manipulating and analysing information related to complex operational / business performance and output data as relevant to the sections, reporting anomalies, preparing statistics, and analysing data to identify trends and potential issues before they become operational problems.

Preparing KPI reports to demonstrate compliance with relevant legislation, procedures and business deliverables applicable to the maintenance service function across Government, supporting the provision of optimal, professional and safe services to Islanders.

Provide first level support, troubleshooting and diagnosis of technical issues within the maintenance processes integrated as part of the enterprise resource planning system as applicable to the area of the business. This will require screening, validating and collating technical / operational input and output data, to understand the root cause of the issue so a plan for corrective action can be agreed.

Be the first point of contact for internal/external customer enquiries, requests and complaints, taking action as required, organising and enabling the delivery of professional customer service and highlighting areas for improvement based on feedback captured.

Deliver system training to enable users to utilise all the required modules used by assets and to embed positive behavioural change around core processes.

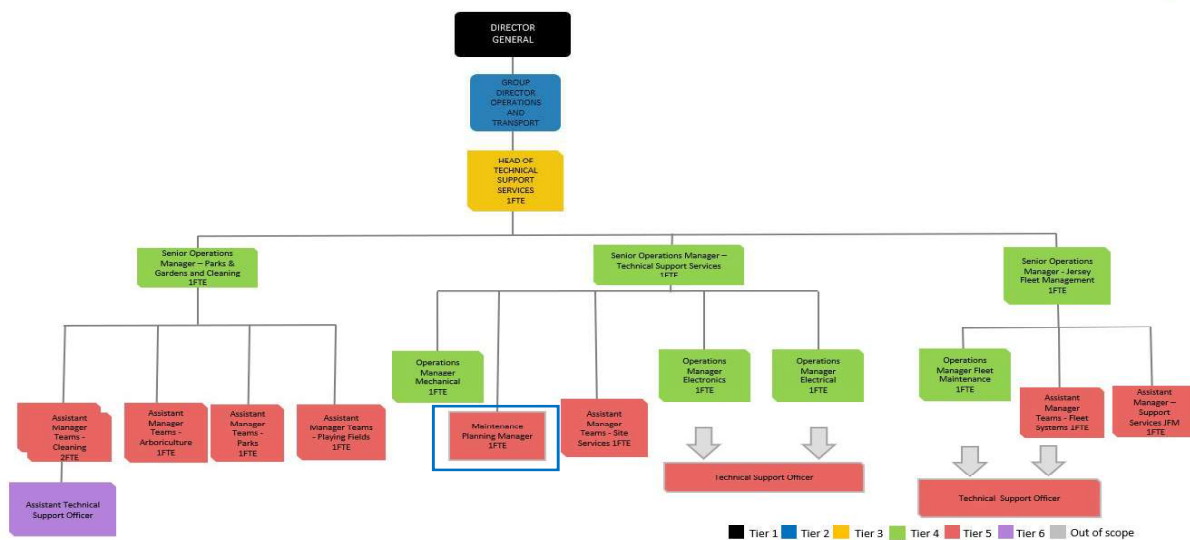
Coordinate and control the financial administration of the section, ensuring compliance with Government accounting and procurement procedures, invoicing all relevant chargeable services, including timesheet related recharge information, where applicable, registering revenue and / or capital income. Prepare financial reports and revenue estimates and ensure accuracy and appropriate profiling in accordance with expenditure and income patterns, enabling effective business decisions that support operational delivery of good quality and best value services for the benefit of the public.

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### Organisational structure

OPERATIONS AND TRANSPORT  
Technical and Support Services



■ Tier 1 ■ Tier 2 ■ Tier 3 ■ Tier 4 ■ Tier 5 ■ Tier 6 ■ Out of scope

## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	Qualified to A Level, NVQ level 3, or BTEC National Diploma level, or equivalent technical, or business administration related specialism	The Institute of Asset Management – IAM Certificate
<b>Knowledge</b>	<p>Knowledge of:</p> <p>The latest theory and practices, processes and techniques as related to their industry</p> <p>Understanding of legislation relating to maintenance compliance</p> <p>Business performance metrics</p> <p>Sound knowledge of maintenance and workflow processes</p>	<p>Knowledge, or experience of working with:</p> <p>The activity and processes of Government</p> <p>The departmental priorities, key objectives, risks and issues relevant to the department and role</p>
<p><b>Technical / Work-based Skills</b></p> <p><i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Ability to use MS Word and Excel to intermediate level with proven ability to understand complex, bespoke technology and produce / understand management information</p> <p>Ability to design system reports and use analytics tools such as Power BI, or similar, to collate and interpret statistical data</p> <p>Financial awareness</p> <p>Ability to use CAFM systems</p>	<p>Prior experience of using SAP</p> <p>Ability to use project management software e.g. MS Project, Asta Powerproject</p> <p>Driving licence (Group B)</p>
<b>General Skills/Attributes</b>	<p>Ability to communicate clearly</p> <p>Self-motivated and systematic with excellent problem-solving skills</p> <p>Results/ task orientated, attention to detail and accuracy</p> <p>Excellent time management and organisational skills</p> <p>Commitment to continuous improvement</p> <p>Ability to work as part of a team, as well as independently</p> <p>Committed to customer service delivery</p>	

<b>Experience</b>	<p>3-5 years' experience essential in a facilities management, manufacturing, or maintenance background</p> <p>Previous experience of a customer-facing role using CAFM software systems, such as SAP, MAXIMO, Concerto or similar</p> <p>Providing management information in both statistical and written form</p>	
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**Core Accountabilities, Attributes and Behaviour Indicators**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 5 core accountabilities, attributes and behaviour indicators.

**Organisational structure**

**One Government Departments**

