

PERMIT OFFICE COORDINATOR

Maintenance Department

MC84

CANDIDATE BROCHURE



CONTENTS

3	What makes UEA so special?
5	The Role
7	The Person
9	Further Information including How to Apply
10	About the Estates and Facilities Directorate and the Maintenance Department
12	Our Values
14	Leadership Framework
15	Accolades
16	A Sustainable University
17	Our Campus
18	Norwich - City of Stories
19	Location



WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines

and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Sir Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Stuart Kelly, Assistant Maintenance Manager (Asset and Compliance) via stuart.kelly@uea.ac.uk or Shaun Palmer, Head of Maintenance via shaun.palmer@uea.ac.uk

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



THE ROLE

Reporting to the permit office manager, the post holder will manage contractor access to the UEA Campus. They will ensure all relevant statutory legislative systems and safety systems are correct in relation to the UEA safe systems of work procedure. The post will involve coordinating and ensuring that site rules for all subcontractors who attend site, are adhered to.

To monitor compliance of the standard UEA contractor control documentation that is required to be used via the permit office.

To maintain the document storage associated with the permit office and will require knowledge of CAFM systems to control task data and mandatory rules.

This Permit Office Co-ordinator role will report to the permit office manager, who will directly line manage this role and provide guidance and support.

To ensure that all legislative and statutory requirements in line with the UEA SSOW are implemented and monitored for all contractors and sub-contractors attending site. To ensure a safe working environment, governing best practice and providing the Estates and Building Division with a robust monitoring and reporting procedure.

KEY RESPONSIBILITIES

- Responsible for the day to day running of the permit office. Ensuring the effectiveness of the procedures and optimising communication between all customers, contractors and Maintenance staff.
- Act as point of contact in the permit office for all sub-contractors and in house staff when assistance required regarding all ATW and PTW.
- Provide technical and health and safety advice to UEA and outsourced FM contractors who are engaging contractors or subcontractors on the university campus and/or outlying properties under UEA control.
- Carry out site inductions for sub-contractors.
 - Completion of monthly reports.
- To apply professional knowledge and experience in reviewing Health and safety documents sent to the permit office. This will include but not be limited to; risk assessments, method statements and construction phase plans.
- To advise those engaging contractors or subcontractors of deficiencies to ensure compliance with UEA safe system of work.
- To review and accurately store competence details of all operatives attending site to complete works outside of site possessions.
- To complete "authority to work" documentation for all UEA/ FM sub-contractors who come through the Permit Office.
- To manage and maintain a database of information of contractors, subcontractors and operatives.
- To manage access to the "Permit Office" shared drive for all UEA employees who are engaging contractors or subcontractors.

THE ROLE (CONTINUED)

- To manage the allocation of high risk works to an “Appointed Person” for the works respective discipline in a timely manner.
- Act as an Appointed Person (AP) under the University Safe Systems of Work (SSOW) procedure when required, including reviewing, authorising and managing permits and associated controls within their area of competence.
- To audit ATWs and PTWs and provide monthly reporting to line management.
- To assist those engaging contractors with contractor control.
- Complete performance reviews of contractors and subcontractors.
- Develop and maintain a range of documentation for the efficient operation and governance of the permit office.
- Carry out regular reviews of permit office operating systems to ensure continued improvement.
- Act as a first point of contact for contractor control to UEA and outsourced FM contractors who are engaging contractors or subcontractors on the university campus and/or outlying properties under UEA control.
- Act as first point of contact for contractors and subcontractors attending site.
- Assist in auditing of external contractors and subsequent reporting.
- Assist in internal auditing and subsequent reporting.
- Develop and deliver training sessions and literature to provide support / training to hosts to ensure an understanding of the requirements of the UEA contractor control policies and procedures.
- To provide support to the Permit Office Manager and Compliance Manager for auditing and reporting.
- To generate a monthly report detailing activities of the Permit Office and seasonal trends.
- Develop and maintain a register of inductions for all UEA staff and sub-contractors who attend site.
- To develop a good working relationship with all members of UEA and customer staff.
- Ensure a professional image of UEA is presented to clients and visitors and ensure excellence in customer service is delivered and promoted at all times.
- To manage contractor parking within predetermined areas including the issuing of parking permits and site passes as deemed necessary.
- To work on the UEA document storage portal to update and upload as and when necessary, working with Contract Support and Line Manager(s).
- When required will liaise other departments in Estates and provide cover if required.
- Develop and maintain a system for live vision of contractors on site.
- Undertake any other duties that are commensurate with the grade of the post, to suit the operational needs of the business.
- Undertake safety inspection on internal teams, Service Partners and contractors when required.
- Taking responsibility for managing your own work objectives, professional development, belonging and wellbeing.

THE PERSON

EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- Experience of contractor permit management (E)
- Experience of providing guidance and information on routine requests, promoting the available services, and completing a feedback loop with customers (E)
- Health and safety awareness and knowledge of safe systems of work (E)
- Experience of working as part of a team to proactively deliver a front-line service to internal and external contacts (E)
- Experience of office administration, office housekeeping, developing, initiating and following processes and prioritising workloads to meet deadlines (E)
- Experience of keeping records to ensure compliance with statutory legislation (E)
- Five passes at GCSE, or equivalent, at grades A-C including Mathematics and English or equivalent qualifications or experience (D)
- Ability to create and deliver training and training literature to a broad demographic (D)
- Undertaking additional duties and working

to tight deadlines when needed (D)

- Knowledge of Concept CAFM system (D)

SKILLS AND KNOWLEDGE

- Proven competency in IT skills (Word, Excel, PowerPoint and email) (E)
- Able to supervise and work sensitively with different peoples' needs (E)
- Excellent customer service skills (E)
- Excellent written communication skills (E)
- Ability to problem solve and implement solutions (E)
- Ability to provide assistance with routine enquiries (E)
- Ability to understand technical specifications and provide guidance and feedback (E)
- Ability to clearly advise others on complex policies and procedures to a diverse audience (E)
- Excellent oral, written and interpersonal and communication skills with ability to deal face-to-face, via telephone and email with individuals from a variety of backgrounds, cultures and nationalities (E)

- Ability to gather and analyse data from a range of sources to identify trends and interpret data to improve efficiencies of permit office operation (D)

PERSONAL ATTRIBUTES

- Organised and methodical (E)
- Ability to make routine decisions in own area of work and contributes to collaborative team decisions. To proactively offer advice to colleagues making decisions in relation to the wider service or department (E)
- Self-motivated, ability to work independently as well as part of a wider team (E)
- Ability to use own initiative and resolve problems (E)
- Ability to plan and organise and manage own work patterns and task order (E)
- To work under indirect or remote supervision (E)
- To liaise with short term projects, organised events and prioritises the day to day work associated with the management of contractors on site (E)

THE PERSON (CONTINUED)

PERSONAL ATTRIBUTES CONTINUED:

- Willingness to be flexible in the nature of the role by undertaking contractor management outside of core business hours (E)
- Willingness to undertake further training (E)
- To be an authorised person within the Universities safe systems of work and responsible for issuing and managing permits to work (E)
- Ability to solve problems, confidently applying initiative, creativity and judgement using reasoning to break down the issues and assess the different options (D)

SPECIAL CIRCUMSTANCES

- Some late and weekend working may be required in order to meet deadlines and cover work completed by contractors (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FURTHER INFORMATION

The post is available immediately on an indefinite full-time basis. Working hours for this post are 07.30 - 17.00 Monday to Friday.

Salary will be £31,312 to £35,616 per annum on Grade 5 on the single salary spine. The postholder will also be paid overtime remuneration.

Place of Work - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals.

If successful you will be asked to show evidence of right to work in the UK prior to any formal offer being made. Non-British and non-Irish nationals entering the UK to undertake employment or who are currently in the UK will have to meet eligibility criteria under the points-based immigration system. The University may be able to provide sponsorship under the Skilled Worker route if relevant criteria are met. Please note, due to the complexities of the immigration system, Skilled Worker visa sponsorship is not guaranteed for every role. If you would like further information about whether this role is eligible for visa sponsorship, please contact staff.visacompliance@uea.ac.uk

The post is superannuable under the Group Personal Pension and there is an annual leave entitlement of 20 days plus statutory (8 days) and customary (6 days) holidays. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

The closing date for this role is 11:59pm on **4 October 2026**.

Please note that the application form contains an Equal Opportunities section which must be completed. The Equal Opportunities information will not be made available to the selection panel and will not form any part of either the short-listing or decision making process.

It is anticipated that interviews will take place in person on **13 and/or 14 October 2026** and we will inform you of the outcome of your application prior to this date.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.



ABOUT THE ESTATES AND FACILITIES DIRECTORATE

UEA is a Campus University, and the Estates and Facilities Directorate is proud to be able to make a positive contribution to the University's vision by managing, developing, and creating a Campus that makes a positive impact on the living and learning experience for students and staff.

The Directorate is responsible for the operation and development of the University. It oversees the smooth running of the Campus, managing and maintaining both academic and residential buildings as well as the 360 acres which encompass the UEA campus, Blackdale, Bob Champion and Triangular site areas. In maintaining the University's buildings and grounds, it comprises Cleaning and Grounds, Security, Transport, Maintenance and Building Management Services, Space Management, Post and Portering, Projects, and Development Services (including Electrical and Mechanical Engineering and Utilities).

The Directorate is also responsible for the continual development of the Campus to provide the right built estate for the University's business.



ABOUT THE MAINTENANCE DEPARTMENT

The Maintenance Department is made up of an internal and external team, with a range of disciplines including, but not limited to, skilled electrical and mechanical tradespeople, maintenance assistants, maintenance coordinators and managers, building management, asbestos, contract managers, and stores and key bank.

Working with specialist third party contractors the team cares for and maintains the University's built environment. This includes residences, teaching spaces, our Library and Sportspark, commercial buildings, specialist labs and professional services buildings, including all infrastructure and critical assets.

It is a dynamic and diverse portfolio in all aspects with its own constraints and challenges including asbestos and listed building status. The team ensures that the estate is maintained in a fully compliant and safe condition, in line with statutory regulations and approved codes of practice, providing an environment that supports a positive living and learning experience for staff, students, and visitors.





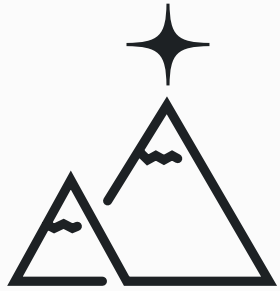
OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT

OUR VALUES (CONTINUED)



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

Leadership Framework

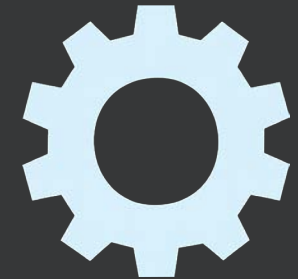
Leading Self (Take action)

Role model the values
Act with integrity
Own your actions

The leadership practice of leading yourself means role modelling the UEA values, acting with integrity in everything you do and taking responsibility for your actions.

Leading Self involves being accountable for your professional development; that may include development that supports you with performance in your current role or looks at developing skills that prepare you for future opportunities.

Leadership approach – Values Based



Leading Others (Inspire the team)

Engage the team
Empower, coach and develop
Create a feedback culture

The leadership practice of leading others means, inspiring, engaging and motivating other individuals (or a team) to work cohesively and to perform well.

Leading Others involves being accountable for the direction, development, encouragement, support and performance of other people. This may mean you are responsible for leading others through developmental and/or transitional change.

Leadership approach – Developmental



Leading The University (Imagine future success)

Drive strategic development
Be bold
Review and evaluate progress

The leadership practice of leading the university means imagining sustainable future successes for the university and translating that vision into strategic objectives and goals that teams can work collaboratively on delivering.

Leading The University involves being accountable for the strategic direction and development. It requires a clear vision, direction and bold decision making. You may be responsible for leading the University through systemic or transformative change which will involve robust review and evaluation processes.

Leadership approach – Adaptive



ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Sir Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Sir Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the 'three pillars' of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and 'eco' products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on X [@SustainableUEA](https://twitter.com/SustainableUEA)



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office) and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



NORWICH

A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930s parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.

STEPHEN FRY



LOCATION

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked 26th in the UK (Complete University Guide 2026) and is in the UK Top 25 for research quality (Times Higher Education Rankings 2026) reflecting the international excellence of its research environment. We are in the World Top 60 (QS World Rankings for Sustainability 2025) and the World Top 9th for reduced inequalities (Times Higher Education Impact Rankings 2026). The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we hold an Athena SWAN Silver Institutional Award (since 2019) in recognition of our advancement towards gender equality for all. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

