

# MAINTENANCE ENGINEER (PLUMBING/ MECHANICAL)

Maintenance Department,  
Estates and Facilities Directorate

MC72

**CANDIDATE BROCHURE**



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# 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. Our Professors Corinne Le Quere, Rachel Warren and Robert Nicholls were recipients of Nobel Peace Prize (2007), awarded to Al Gore and the Intergovernmental Panel for Climate Change (IPCC) in recognition of 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 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 (Direct Labour)** via [stuart.kelly@uea.ac.uk](mailto:stuart.kelly@uea.ac.uk) or **Shaun Palmer, Head of Maintenance** via [shaun.palmer@uea.ac.uk](mailto: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.



# OUR BENEFITS

UEA offers a fantastic benefits package for staff. We recognise all our staff have different priorities and lifestyles so we are continually reviewing our offering to ensure there are benefits which suit everyone. Current benefits include:



Competitive Rates of Pay



20 Days Holiday



14 Additional Statutory and Customary days



Contributory Pension



Staff Development



Sportspark Discount



Research Support



Health and Wellbeing



Library



Campus Facilities



Care Leave Policies



Sainsbury Centre for Visual Arts



Ofsted Outstanding Nursery



And much more!

Further information can be found on our [Staff Benefits page](#).



# THE ROLE

To produce high quality maintenance, and to carry out all duties and responsibilities in a professional manner and in compliance with University and Departmental policies and processes.

## KEY RESPONSIBILITIES

### GENERIC

- To undertake calibration and fault finding on a wide range of engineering plant and equipment.
  - To undertake maintenance, repairs, minor improvement and assist with capital work across the University, ensuring compliance with Estates and Buildings safety standards and procedures.
  - To undertake various maintenance and operational works (with training where necessary) across all areas of the campus.
  - To carry out planned preventative maintenance inspections and commissioning tests in accordance with Estates and Buildings Division schedules and procedures.
  - To contribute to the development of the LCR and LCM asset management strategy/plan, for all buildings, plant, equipment, and infrastructure in practical terms through pro-active reporting of asset condition, serviceability, faults, via the FSI go maintenance application.
  - To complete all report sheets and test certificates as necessary.
  - To undertake inspection and commissioning tests as required and issue appropriate completion certificates.
  - At all times to carry communication/data devices (Mobile telephone and/or other) to facilitate the allocation and delivery of work, via a location identification process enabling a fast and efficient delivery of reactive works. To communicate and to facilitate an immediate response to emergencies.
  - To be prepared to work in hazardous areas taking all health and safety measures to prevent danger, avoid injury and prevent damage to equipment.
  - To complete all administration on time and to comply with Departmental procedures.
  - To liaise with Line Management regarding plant or equipment failures, and to request the supply of goods and/or services as necessary.
  - To have a multi skilled approach to a wide range of work outside your core trade skills and be able to ensure maintenance and minor refurbishment tasks are completed on a first fix basis.
  - To undertake work in a safe and effective manner, complying with all relevant safety legislation and procedures and complying with the Estates Health and Safety Procedures manual on all works undertaken.
  - To organise and prioritise own workload, where required, and to work with minimal supervision and also have the ability to work successfully as part of a team.
  - To provide cover for other team members in cases of annual leave, sickness, and vacancies.
  - To communicate with colleagues, Faculty Staff, and visitors in a polite and courteous manner at all times to ensure a high level of customer care.
  - Keep Maintenance Senior Technical Engineer and Customer Liaison up to date, at all times, with maintenance and building issues that will affect service delivery.
  - To maintain and improve skills as required by the job.
  - To participate in Work outside of normal working hours that will be required. This includes unsocial hours, roster/shutdown and callout as instructed by the department.
- Undertake any other duties that are commensurate with the grade of the post, to suit the operational needs of the business.

## THE ROLE (CONTINUED)

### MECHANICAL / PLUMBING

Responsible for diagnosing, repairing and testing faults on engineering infrastructure, plant and building services, with a good understanding of the interrelationship between assets and their maintenance and lifecycle requirements.

- To undertake the essential planned and reactive maintenance on a variety of plumbing/mechanical installations in a variety of buildings ranging from domestic to scientific.
- Testing and inspecting wet/mechanical systems (including pressurised systems).
- Plant maintenance on hot water and chilled water systems.
- Providing a full mechanical/plumbing service including new installations to WRAS.
- Undertake the essential maintenance and repair of the natural gas systems.

# THE PERSON

## EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- Previous experience of building maintenance within a similar role (E)
- Installation and maintenance work (E)
- Recognised Health & Safety qualification (D)
- Experience in working in both Commercial and residential properties (D)
- Experience of Scientific facilities (D)
- Evidence of recent training and development (D)
- Minimum of NVQ Level 3, BTEC Certificate or Diploma, City and Guilds level 3 in Engineering (mechanical/plumbing) or equivalent qualification or demonstrable equivalent experience (E)
- Previous experience of building maintenance within a similar role in the following areas:
  - Industrial mechanical equipment (boilers/ chillers etc.)
  - HVAC Systems (D)
  - Commercial plumbing systems (D)
  - Foul and surface drainage (D)
  - Gas Safe registered (mechanical/plumbing only) (D)

## SKILLS AND KNOWLEDGE

- Demonstrable written and verbal communication skills (E)
- Good literacy and numeracy skills (E)
- Demonstrable technical knowledge to avoid any danger that may be presented by the work undertaken (E)
- Good understanding of H&S regulations (E)
- Basic IT skills (E)
- Excellent organisational and time management skills (E)
- Ability to prioritise work and meet deadlines (E)
- Other trade skills and non-trade skills allied to maintenance and/or construction work (D)
- Experience of working on security access control systems (D)

## PERSONAL ATTRIBUTES

- Able to complete tasks to required quality standards (E)
- Able to assimilate information easily (E)
- Well motivated and team orientated (E)
- Understands and respects customer needs (E)

- Flexible and professional approach to work (E)
- Professional image suitable for a customer-facing role (E)
- Willing and able to undertake training as required and apply learnt skills (E)

## SPECIAL CIRCUMSTANCES

- Willing and able to participate in a roster covering 6 Saturdays per year (E)
- Willing and able to attend call outs and/or undertake overtime as may be required (E)
- Must be able to work in confined/restricted spaces and carry out work right across the Campus and other UEA premises (E)
- Applicants must be able to demonstrate they have a full UK driving licence (Reasonable adjustments will be considered in line with the Equality Act 2010) (D)

**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.

Salary will be £30,527 to £34,733 per annum on Grade 5 on the single salary spine. The postholder will be paid for participating in a roster covering 6 Saturdays per year and will also receive payments for any call-outs and/or overtime which may be required. Please be advised that call-outs and overtime are not guaranteed.

**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](mailto:staff.visacompliance@uea.ac.uk)

The post is superannuable under the Group Personal Pension and there is an annual holiday entitlement of 20 days plus statutory (8 days) and customary (6 days) holidays, pro rata for part-time. 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](mailto: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 **13 October 2024**.

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 from **21 and 22 October 2024** and if you have not heard by this date please assume you have not been shortlisted on this occasion.

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 senior technical engineers, technical engineers, skilled electrical, mechanical, and building fabric maintenance engineers, assistant technicians, building management systems, asbestos, contract, and stores and key bank managers.

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

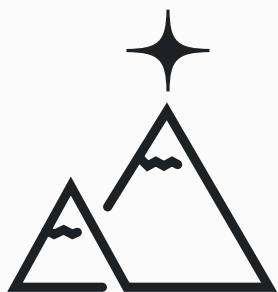
Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

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



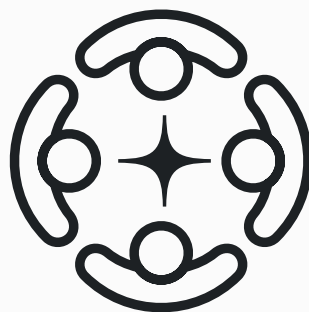
## OUR VALUES (CONTINUED)



### 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.







# 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 Twitter [@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), banking facilities 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 1930's 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 in the UK Top 30 (The Times/Sunday Times 2024, Guardian University Guide 2023 and Complete University Guide 2023) and the World Top 50 (Times Higher Education Impact Rankings 2023), where it ranks in the World Top 100 for research citations (Times Higher Education World University Rankings 2023), reflecting the international excellence of its research environment. 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 already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

