



QUAKERS IN BRITAIN JOB DESCRIPTION

Job Title:	Maintenance Planner
Reporting to:	Maintenance Manager
Responsible for:	N/A
Department:	Estates & Facilities
Date:	July 2026

Job Purpose

The Maintenance Planner role is crucial for overseeing planned maintenance across Friends House and other QiB properties, which are busy buildings open to the public. This role works closely with the Maintenance Manager and Estates & Facilities Manager to ensure the buildings are well-maintained, compliant with health and safety regulations, and energy efficient. This position requires someone with a strong background in facilities management and the ability to effectively communicate with various stakeholders, including staff, tenants, visitors, and committees. A key responsibility will be ensuring adherence to policies and regulations while promoting sustainability through effective energy management.

Friends House, the principal site, operates a busy conferencing and events business, resulting in significant demands for both planned and reactive maintenance. The Maintenance Planner will be instrumental in ensuring maintenance activities are effectively scheduled and delivered with minimal disruption to building users and business operations.

Key Accountabilities & Main Tasks:

- **Point of Contact:** Serve as the primary contact for internal maintenance-related queries, triaging and logging planned and reactive requests across all sites.
- **SLA:** Ensure an excellent service is provided to our internal clients, and that the terms of the SLA with our trading company are met.
- **Maintenance Scheduling:** Produce the pre-planned maintenance schedule for all BYM properties, ensuring all necessary paperwork, operating procedures, and audit readiness are in place.
- **Compliance & Updates:** Ensure all scheduled maintenance and reactive tasks are completed on time, with documentation stored and updated to meet compliance standards.



- **New Maintenance Regimes:** Develop and implement new maintenance processes as required.
- **Contractor Coordination:** Manage contractor service schedules, liaise with both contractors and internal teams for maintenance tasks, and keep end users informed on issues and updates.
- **Monitor Works:** Coordinate with the wider Estates & Facilities team, to ensure the necessary materials are purchased and the required work is performed.
- **Asset Register:** Ensure that the asset register aligns with the planned maintenance schedule, keeping records accurate and up to date.
- **Reporting:** Develop and provide reports on reactive and planned works, compliance, and audit actions, ensuring the risk register is regularly updated.
- **Contractor Setup:** Assist in setting up new contractors, ensuring legal and financial compliance, and managing the site permits system.
- **Sustainability:** Ensure that the most sustainable options are selected at all times, proactively identifying opportunities to reduce our carbon emissions.
- **Communication:** Ensure priority tasks are identified, and clients are kept updated on progress at all times.

Intellectual Demands

- Proven experience in scheduling both planned and reactive maintenance works.
- Strong administrative or customer service background, particularly in Facilities Management.
- Good understanding of compliance requirements (LOLER, PUWER, PSSR, L8) within the built environment.
- Ability to troubleshoot and resolve maintenance issues quickly.
- Basic knowledge of AutoCAD for site drawings and process flows.
- Strong communication skills for dealing with internal teams, contractors, and suppliers.
- Proven problem-solving and negotiating skills, especially under pressure.
- High proficiency in IT and willingness to learn new systems and software.

Judgements

- Able to prioritise quickly and effectively, putting the client first at all times
- In alignment with BYM values, ensure ethical and environmentally friendly choices when procuring goods and services where possible.
- Able to assess short-term fixes versus long-term improvements, ensuring best value for the organisation at all times
- Able to evaluate the requirements for maintenance work with the use of the building, particularly during busy conferencing periods



Use of Resources

- Negotiate competitive prices with suppliers, ensuring good quality services are delivered within budget.
- Assist in the selection and management of suppliers, in line with BYM values and budget constraints.

Communications

The post holder communicates with contacts within or outside the organisation requiring normal courtesy and tact. A role that involves both internal and external communication, and to treat our internal stakeholders as valued clients.

Here's a breakdown of the key elements:

Internal Communication – 70%

- **Key Stakeholders:** The role requires frequent communication with:
 - The Commercial Team of Quakers in Britain are the primary clients
 - Heads of Departments and Team Leaders across Quaker in Britain
 - Other departments' staff
 - Tenants

Nature of Communication:

- Ongoing and frequent interactions, primarily at an operational and functional level.
- Communication occurs both face-to-face and electronically (via email and intranet pages).

External Communication – 30%

Contractor Liaison:

- Regular contact with contractors' representatives.
- Discuss topics like orders, work quality, service issues, and ensuring the maintenance of supplier service standards.

Physical Demands & Co-ordination

- **Administration:** High levels of administrative tasks, especially using VDUs (Visual Display Units).
- **Manual Handling:** Some manual handling is required.
- **Internal Deadlines:** The post holder must meet internal deadlines, often under pressure.
- **Competing Demands:** The role involves balancing competing demands, particularly when deadlines are approaching.

**Other Responsibilities:**

Key Contact for Maintenance Requests: The post holder serves as a point of contact for maintenance and hard services across QiB.

- Undertake duties and responsibilities in keeping with the post
- Champion equity, diversity and inclusion in our workplace community
- Adhere to QiB's commitment to sustainability
- Contribute to departmental and organisational reporting on impact, monitoring & evaluation as required
- Support the QiB Leadership Framework
- Understand and follow QiB's policies and procedures at all times
- Understand and follow QiB's Staff Handbook at all times

Safeguarding Requirements:

Completion of mandatory training modules on safeguarding adults and children, including annual refresher training.



QUAKERS IN BRITAIN PERSON SPECIFICATION

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Essential Skills & Knowledge

- **Facilities Management:** Experience in building facilities management and developing standard operating procedures (SOPs) and quality standards.
- **Compliance Knowledge:** Knowledge of legal and regulatory standards such as:
 - LOLER (Lifting Operations and Lifting Equipment Regulations)
 - PUWER (Provision and Use of Work Equipment Regulations)
 - PSSR (Pressure Systems Safety Regulations)
 - L8 (Water Hygiene)
- **Maintenance Planning:** Experience in planning reactive and planned maintenance work.
- **Software Knowledge:** Proficiency in Microsoft Office applications.
- Sympathy with and knowledge of Quaker values
- A good understanding of equity, diversity and inclusion in the workplace

Desirable Qualifications

- **Health & Safety Certifications:** A recognized health and safety management certificate (e.g., IOSH, IWFM) or electrical competencies would be beneficial

Essential Experience

- **Facilities Management:** Proven experience in managing both planned and reactive maintenance.
- **Interpersonal Skills:** Strong communication skills with a wide range of stakeholders.
- **Adaptability:** Ability to thrive in a dynamic and fast-paced environment.
- **Audit Preparation:** Experience in preparing for both internal and external technical audits.
- **Contractor & Procurement Management:** Experience managing contractors and overseeing contract performance, as well as handling procurement and supply ordering within budget and quality constraints.



- **Multidisciplinary Services:** Experience working with various facility services such as housekeeping, maintenance, hospitality, conferencing, or service delivery
- **Decision-Making:** Able to assess and prioritise many and sometimes competing requests
- **Public buildings:** Experience of operating in busy buildings that are open to the public, ideally with conferencing, café or retail experience.

Desirable Experience

- **Sustainability & Carbon Reduction:** Knowledge of sustainability initiatives, including carbon reduction and reporting.
- **SFG20 & SFG30:** Knowledge of planned maintenance using SFG20 and SFG30 guidelines.
- **Lifecycle Reports & Statutory Compliance:** Familiarity with lifecycle reports and statutory compliance requirements.