Candidate Information Pack

Contracts Support Manager – Maintenance & PPM

Keeping planned maintenance moving, clients informed and engineers effectively coordinated.



Why this opportunity matters

This fixed-term maternity-cover appointment provides continuity for an established, highly client-facing role at the centre of COEL's Maintenance and PPM operation. You will coordinate planned maintenance activity, support clients and engineers, maintain accurate records and help the Head of Maintenance retain clear operational visibility.

Cambridge | Full-time | Fixed-term maternity cover | Circa £32,000 - £35,000

Anticipated start: March 2027 | Approximate duration: 9 to 12 months

Contracts Support Manager – Maintenance & PPM

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Information for Candidates

Executive Summary

COEL is recruiting a Contracts Support Manager – Maintenance & PPM on a full-time, fixed-term basis to provide maternity cover. The role is responsible for keeping the established day-to-day administration and coordination of planned preventative maintenance running effectively, with regular direct contact with clients, engineers, the Head of Maintenance and colleagues across the wider business.

This is not a transformation or department-development appointment. The priority is dependable continuity: PPM activity is logged and scheduled, engineers have clear workloads, clients receive timely communication and documentation, records remain accurate, service agreements and renewals are followed up, and operational issues are handled professionally.

The role will suit an experienced service, maintenance or contract coordinator who is highly organised, calm under pressure and able to become productive quickly. Experience may come from construction, facilities management, building services, planned or reactive maintenance, M&E/MEP services or another closely related technical service environment.

About COEL

COEL is a well-established Cambridge-based commercial design and build, fit-out and construction business. We create inspiring, practical and high-performing spaces that challenge conventional thinking, improve employee experience and help clients work better. The business combines strong delivery capability with professionalism, long-standing client relationships and high levels of repeat business.

COEL culture, vision and values

COEL's culture is built around trust, ownership, collaboration and high standards. Through **One COEL**, colleagues work as one joined-up business rather than as separate departments. For this role, that means connecting clients, engineers, the Head of Maintenance and wider business-support and MEP colleagues so that information is clear, commitments are understood and service activity is followed through.

- **Act Responsibly.** Be professional, accountable, honest and committed. Keep maintenance and compliance records accurate, communicate realistic timescales, protect client information and escalate issues promptly rather than allowing them to drift.
- **Strive for Better.** Be adaptable, innovative, resilient and efficient. Look for practical ways to reduce avoidable errors, keep schedules workable and improve the clarity of records, while respecting established processes and agreeing changes with the Head of Maintenance.
- **Work Together.** Be collaborative, transparent, supportive and considerate. Share priorities and changes early, give engineers the information they need, and work constructively with colleagues to resolve competing client and operational demands.
- **Be a Good Person.** Be appreciative, inclusive, respectful and optimistic. Treat clients and colleagues with patience and fairness, listen carefully and remain calm and helpful when service pressures increase.
- **Inspire Change.** Be empathetic, ethical, conscious and visionary. Understand how maintenance activity affects the people using a building, raise constructive ideas and support responsible decisions. In this maternity-cover appointment, this means thoughtful improvements within the established operation, not a transformation remit.

Living these values means doing the everyday things well: keeping promises, checking the detail, asking for help when needed and making sure the next person has the information required to act.



Why the role is being recruited

The appointment is being made to provide maternity cover and seamless continuity for the established Contracts Support Manager responsibilities. The successful candidate will maintain effective day-to-day operation of the role during the existing postholder's absence, rather than redesigning the function or introducing change for its own sake.

Headline role information

Job title	Contracts Support Manager – Maintenance & PPM
Department	Maintenance and PPM
Reporting to	Head of Maintenance
Employment basis	Full-time, fixed-term maternity cover
Anticipated start	March 2027
Approximate duration	9 to 12 months
Hours	Monday to Friday, 8:30 am to 5:00 pm
Salary	Circa £35,000 per annum, dependent on experience
Location and working arrangement	Primarily office-based at COEL in Cambridge, with the option to work from home one day per week
Probationary period	3 months
Benefits	COEL standard benefits package; details to be confirmed through the recruitment process

Reporting line and key working relationships

- Reports to the Head of Maintenance.
- Works closely with in-house PPM engineers and coordinates their workloads and schedules, but does not formally line-manage them.
- Maintains regular direct contact with Maintenance and PPM clients.
- Works with the wider Maintenance and PPM operation, the MEP team and relevant business-support colleagues.

How the Maintenance department is organised

COEL Maintenance brings together planned preventative maintenance, reactive maintenance and small works to support clients' buildings beyond initial project delivery. The department combines operational leadership, client and contract coordination, and engineering delivery, with mechanical and electrical expertise supporting the service.

Department leadership

The **Head of Maintenance** leads the department's day-to-day operation, service standards and team culture. Responsibilities include resource oversight, client service reviews, PPM quotations and renewals, commercial control, health and safety, and line management of direct reports.

Client and contract coordination

The **Contracts Support Manager – Maintenance & PPM** reports to the Head of Maintenance and connects clients with the people delivering their service. The role keeps PPM schedules, engineer arrangements, service-agreement records and client documentation organised, provides operational visibility and raises issues requiring a management decision.

Engineering delivery and technical support

In-house PPM engineers carry out scheduled maintenance activity. The Contracts Support Manager coordinates their workloads and communicates client requirements, but does not formally line-manage them. Mechanical and electrical colleagues provide specialist technical input, while the role also works with the wider MEP team and business-support colleagues as required.

How this works in practice: the Head of Maintenance provides leadership and management decisions; the Contracts Support Manager keeps schedules, information and follow-up connected; engineers and technical colleagues deliver and support the work. Coordination responsibility does not replace technical authority or formal line management.

Purpose of the role

To provide reliable, client-focused administration and operational coordination for COEL's Maintenance and PPM activities. The role supports the scheduling and administration of clients' planned preventative maintenance, service agreements, compliance records, engineer activity, property maintenance and facilities-management requests, while providing appropriate support to the MEP team.

Key areas of responsibility

PPM and maintenance coordination

- Coordinate day-to-day Maintenance and PPM administration.
- Log, schedule and manage planned preventative maintenance activity.

- Coordinate the workloads and schedules of in-house PPM engineers.
- Coordinate engineer call-out rotas.
- Support property maintenance and facilities-management requests.
- Provide appropriate administrative and coordination support to the MEP team.

Contract and service administration

- Maintain PPM service-agreement records and coordinate renewals.
- Process and check engineers' timesheets, job sheets and relevant records.
- Upload and maintain job sheets, certificates and other information in Simpro.
- Provide clients with appropriate documentation and information.

Engineer coordination and operational support

- Monitor engineer tool-servicing requirements, training and competency information, and arrange activity where required.
- Coordinate workwear requirements where applicable.
- Help engineers understand scheduled workloads, priorities and client requirements.

Compliance and records

- Maintain appropriate health and safety and client-compliance documentation.
- Produce and maintain client logbooks where required.
- Keep operational records accurate, current and readily accessible.

Client and engineer coordination

This is a highly client-facing role. The postholder will have regular direct contact with Maintenance and PPM clients, respond to day-to-day enquiries, coordinate service activity, provide progress and documentation updates, and help maintain satisfaction and contract compliance. Strong communication, good judgement and dependable follow-through are therefore central to the role.

Important distinction

The Contracts Support Manager coordinates engineers and operational activity but does not have formal line-management responsibility for the engineers.

What success looks like during the maternity-cover period

Success will be reflected in the continuity, reliability and visibility of the established operation. In practical terms:

- Planned preventative maintenance activity is logged, scheduled and followed through.
- Clients receive timely, professional communication and the documents they need.
- Engineers have clear, workable schedules and appropriate information about priorities and client requirements.
- Job sheets, certificates, timesheets and related records are checked and maintained accurately.
- Simpro records remain current and provide a reliable operational record.
- PPM service agreements and renewals are monitored and followed up.
- Engineer call-out arrangements, training, competency and tool-servicing information remain coordinated.
- Health and safety, compliance and client-logbook documentation remains current and accessible.
- The Head of Maintenance has good visibility of workloads, priorities, emerging issues and required follow-up.

- The established role is maintained effectively throughout the maternity-cover period, with a well-controlled handover at the beginning and end of the appointment.

Handover and onboarding

The successful candidate is expected to receive approximately two weeks of structured handover from the existing postholder. This will provide an opportunity to understand established clients, contracts, PPM schedules, systems, processes, engineer arrangements and current priorities before taking full responsibility.

Because the appointment is for approximately 9 to 12 months, the successful candidate will already need sufficient relevant experience to become productive relatively quickly. The handover is intended to transfer COEL-specific knowledge and context, not to replace the core experience needed for the role.

- Introductions to key clients, engineers and internal colleagues.
- Review of live contracts, PPM schedules, renewal requirements and immediate priorities.
- Practical familiarisation with Simpro, document requirements and established operating routines.
- Clear escalation routes and regular early check-ins with the Head of Maintenance.

Person specification

Essential criteria

- Relevant experience in PPM or maintenance scheduling and coordination, contract or service administration, or a closely related technical service environment.
- Experience coordinating engineers, mobile technicians or other operational resources and workloads.
- Strong planning and organisational ability, with the capacity to manage competing priorities in a busy service environment.
- Strong client communication and relationship-management skills.
- Accurate administration, record keeping and attention to detail.
- Confidence using Microsoft Office or Microsoft 365 applications.
- Ability to learn systems, processes and client requirements quickly.
- Ability to work effectively with limited supervision once established.
- Clear, professional written and verbal communication.
- A proactive, dependable and collaborative approach.

Relevant sector experience may have been gained in construction, facilities management, building services, planned or reactive maintenance, M&E/MEP services or another closely related technical service environment. A formal professional qualification is not mandatory.

Desirable criteria

- Previous experience using Simpro.
- Experience using another CAFM, maintenance-management, field-service or job-management system.
- Knowledge of service agreements, maintenance contract administration or renewal processes.
- Experience maintaining health and safety, client-compliance or technical-service documentation.
- Familiarity with building services, construction requirements or relevant building regulations.

Personal characteristics

- Highly organised, proactive and dependable.
- Client-focused and able to build trusted relationships quickly.
- Calm and constructive when priorities compete or circumstances change.

- Comfortable coordinating engineers and operational activity without relying on formal line authority.
- Accurate, attentive to detail and committed to follow-through.
- Collaborative, supportive and comfortable working in a busy maintenance and service environment.

Candidate fit

This role is likely to suit someone who:

- Has worked in maintenance coordination, facilities management, service administration, building services, field-service support or a similar operational environment.
- Enjoys keeping operational activity organised and making sure clients and engineers have the information they need.
- Combines strong administration with confident client communication.
- Can absorb an established workload, understand priorities quickly and provide dependable continuity.
- Is comfortable being primarily office-based in Cambridge while working from home one day per week.

The role is less likely to suit someone seeking formal people-management responsibility, a strategic transformation remit, or a predominantly home-based position.

Recruitment process

Application	CV and a short covering statement/application through SafeHR.
Stage 1	Approximately 30-minute Microsoft Teams interview covering relevant experience, motivation, communication and overall suitability.
Stage 2	In-person interview with the Head of Maintenance, including a short, proportionate practical scenario.

The practical scenario may explore how you would schedule competing PPM requirements, coordinate engineer availability, prioritise urgent and planned work, or respond to a client request or service issue. It is intended to understand your practical judgement and communication, not to create an unnecessarily lengthy assessment process.

How to apply

Please apply through the advertised SafeHR route with your CV and a short covering statement explaining your relevant experience and interest in the role. Applications will be reviewed as they are received, and COEL reserves the right to close the recruitment process early if a suitable candidate is identified. Early applications are therefore encouraged.

The intended start date is March 2027.

Fair and inclusive recruitment

COEL welcomes applications from candidates who meet the essential requirements and can demonstrate the experience, capability and approach needed to succeed in the role.