

Job List

Dashboard

Map view

Filters

Job summaries

The screenshot displays the University of Cambridge Job Manager interface. At the top, the University of Cambridge logo is on the left, and 'Job Manager' with a 'Filter Settings' link is on the right. Below this is a dashboard bar with various job status counts: Jobs (960), Attention (+ 611), 8 - PPM (0), 1 - Emergency (2), 2 - Urgent (118), Approaching failure (95), Failed SLA (651), and Stale (215). A dropdown menu shows 'Showing all work in progress Jobs' with a search bar. Below this are tabs for 'Job List', 'Team Diary', and 'Job Calendar'. The main area lists job summaries, each with a wrench icon, job ID, title, location, team, and a date. Each summary has an 'Open' button. To the right is a map view showing the location of the jobs on a map of Cambridge, with a search bar and a user profile 'Mike Fish' at the top right.

UNIVERSITY OF CAMBRIDGE

Job Manager [Filter Settings](#)

Jobs 960 Attention + 611 8 - PPM 0 1 - Emergency 2 2 - Urgent 118 Approaching failure 95 Failed SLA 651 Stale 215

Showing all work in progress Jobs

Job List Team Diary Job Calendar

JOB19172: Heating, Ventilation, AC > Radiators > Radiators - Fault
S018 : Faculty of Asian & Middle Eastern Studies > 03 : Third Floor > S018-03-0033 : 307 > Radiators and Vents
Mechanical
24 Jan 10:30 [Open](#)

JOB19171: Heating, Ventilation, AC > BMS - Fault
S039 : Institute of Criminology > B0 : Basement > S039-B0-0015 : B2 Plant Room
BMS Team
7 Jan 10:27 [Open](#)

JOB19170: Electrical > Lighting > Lighting Issues/Faults
H146 : Jeffrey Cheah Biomedical Centre > 05 : Fifth Floor > H146-05-0225 : WC Lobby L05-R023 > Lighting installations - LED General
Electrical
24 Jan 10:26 [Open](#)

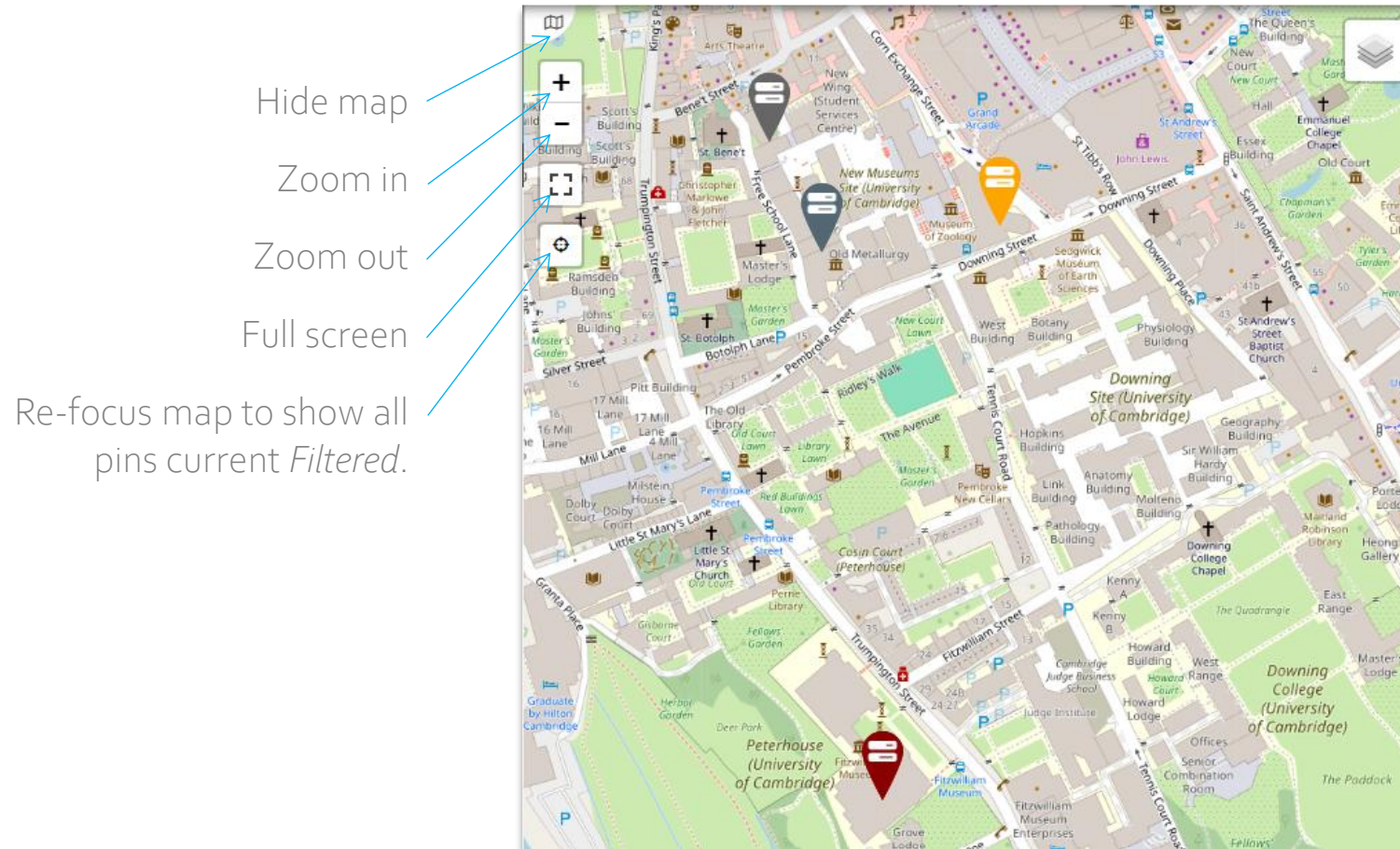
JOB19168: Heating, Ventilation, AC > BMS - Fault
S039 : Institute of Criminology > B0 : Basement > S039-B0-0015 : B2 Plant Room
BMS Team
7 Jan 10:25 [Open](#)

JOB19167: Plumbing & Drainage > Urinal > Urinal - Flush Mechanism Faulty
T027 : Institute for Energy and Environmental Flows > 00 : Ground Floor > T027-00-0016 : G06 Male Toilet > Urinal
Mechanical
1 [Open](#)

Northstowe
Cambridge
Cambridge City Airport
A1123
A10
A428
A1
3 km
2 mi
© OpenStreetMap

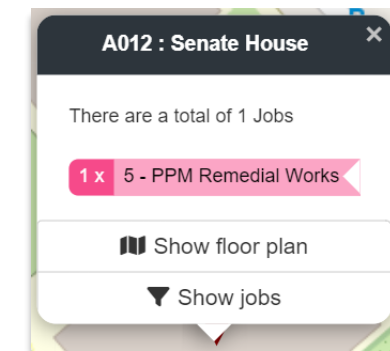
Mike Fish

Job List – Map View

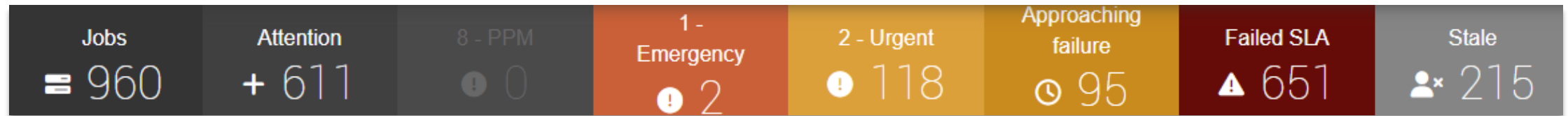


Pin colours match the colour of the highest priority *Job* within that building.

Click on a pin to see *Jobs* in that building:



Job List – Dashboard



Number of Jobs in requiring action to progress

Number of Jobs of different type / priority

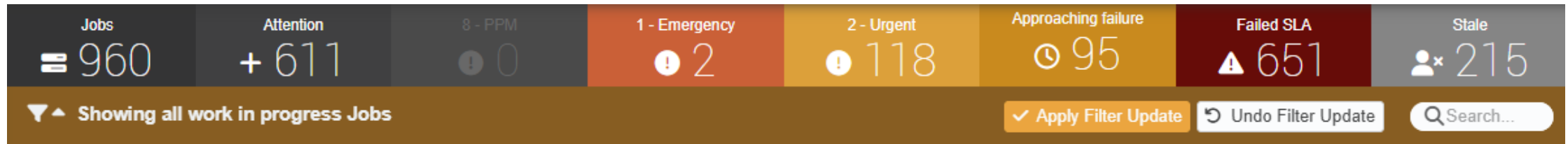
Approaching SLA limit

Overdue Jobs

Jobs complete but not closed, or without recent action

Note: The counts within the Dashboard refresh as Filters are changed.

Job List – Filters



Click on a tile, then  to show only that category of *Jobs*.

Click this icon to open the *Filters Panel* ...

Job List – Filters Panel

UNIVERSITY OF CAMBRIDGE Job Manager  Filter Settings

Jobs 5 Attention + 5 4 - Routine - Specialist 5 5 - PPM Remedial Works 0 Approaching failure 0 Failed SLA 2 Stale 1

2 filters applied  Remove all filters  Apply Filter Update  Undo Filter Update Search...

All jobs Open jobs Attn. required Outstanding Specific date/range Yesterday Today Tomorrow Scenes

Buildings

- ☐ F130 : Laundry Farm Blocks A-C 1
- ☐ Q045 : Ely University Library Storage 1
- ☐ K011 : ADC Theatre 1
- ☐ A011 : The Old Schools 1
- 17 more 1

Campus/Sites

- ☐ A - Old Schools 1
- ☐ C - Scroope House 1
- ☐ F - North West Sector 1
- ☐ K - NorthCity 1
- 6 more 1

Job type

- ☐ Maintenance jobs 5
- Job categories**
- ☐ Quoted Works 1
- ☐ Follow On Job

Job priorities

- ☐ 5 - PPM Remedial Works 8
- ☒ 4 - Routine - Specialist 5
- ☒ 7 - Minor Works 5
- ☐ 8 - PPM 1
- 5 more 82

Criticalities

- ☐ Not set 5
- ☐ Function Critical
- ☐ Mandatory
- ☐ Discretionary
- 1 more

Job statuses

- ☐ Open 5
- ☐ Unassigned 5
- ☐ Failed SLA 2
- 4 more 1

Beacon Severities

- ☐ Warning 1
- ☐ Critical

Resources

- ☐ Stephanie Tolhurst 1
- ☐ Aaron Foster
- ☐ Adam Burnett
- ☐ Adam Gayford
- 17 more

Labour Classes

- ☐ Service Provider 3
- ☐ Unknown 2
- ☐ Internal
- ☐ Occupier

Agents

- ☐ Ewa Bali 2
- ☐ Stephanie Tolhurst 2
- ☐ Nika Dirbakova 1
- ☐ Kazeem Olubayo
- 5 more

Teams

- ☐ Bower Fuller 2
- ☐ Estate Division 1
- ☐ Test Service provider - All sites 1
- ☐ Unassigned team 1
- 22 more

Expand all filters

It is recommended to click 'Remove all filters' before beginning.

Click  Apply Filter Update when finished, then close filters using .

Job List – Job Summaries and Job Panels

Priorities & SLAs

JOB19057: Heating, Ventilation, AC > Calorifiers

M045 : Student Services Centre > XX : No Spatial Subdivisions

Mechanical

6 Jan 10:51

1

Open

Priority	contain before	attend before	complete before
1 – Emergency	1 hr		1 day
2 – Urgent		4 hrs	1 day
3 – Routine		7 days	14 days
4 – Routine – Specialist		7 days	21 days
5 – PPM Remedial			30 days
6 – Proactive			30 days
7 – Minor Works			90 days
8 – PPM			per schedule

days =
working
days

JOB19057

Focus

Edit

View

Job Card

No hot water throughout building requires urgent attendance

M045 : Student Services Centre > XX : No Spatial Subdivisions

2 - Urgent

Open

Due

03/01/2025 10:51 (3 days ago)

Accepted on

03/01/2025 11:00 (3 days ago)

Attended on

03/01/2025 11:01 (3 days ago)

Target attend before

03/01/2025 14:51 (3 days ago)

Started on

03/01/2025 11:01 (3 days ago)

Target complete before

06/01/2025 10:51 (in an hour)

Beacons

None

Job assignments:

Aaron Foster - Started

Job List – Summaries and Job Panels

Job Type



Reactive



Planned



Follow on

 JOB19057: Heating, Ventilation, AC > Calorifiers
M045 : Student Services Centre > XX : No Spatial Subdivisions
Mechanical
6 Jan 10:51

1
Open

 JOB19057

Focus Edit View Job Card

No hot water throughout building requires urgent attendance

M045 : Student Services Centre > XX : No Spatial Subdivisions

2 - Urgent Open

Due	03/01/2025 10:51 (3 days ago)
Accepted on	03/01/2025 11:00 (3 days ago)
Attended on	03/01/2025 11:01 (3 days ago)
Target attend before	03/01/2025 14:51 (3 days ago)
Started on	03/01/2025 11:01 (3 days ago)
Target complete before	06/01/2025 10:51 (in an hour)

Beacons +

None

Job assignments:

Aaron Foster - Started

Job List – Summaries and Job Panels

Job Ref

 JOB19057: Heating, Ventilation, AC > Calorifiers

 Mechanical

 6 Jan 10:51

 1

Open

JOB19057

Focus

Edit

View

Job Card

No hot water throughout building requires urgent attendance

M045 : Student Services Centre > XX : No Spatial Subdivisions

2 - Urgent

Open

Due	03/01/2025 10:51 (3 days ago)
Accepted on	03/01/2025 11:00 (3 days ago)
Attended on	03/01/2025 11:01 (3 days ago)
Target attend before	03/01/2025 14:51 (3 days ago)
Started on	03/01/2025 11:01 (3 days ago)
Target complete before	06/01/2025 10:51 (in an hour)

Beacons

None

+

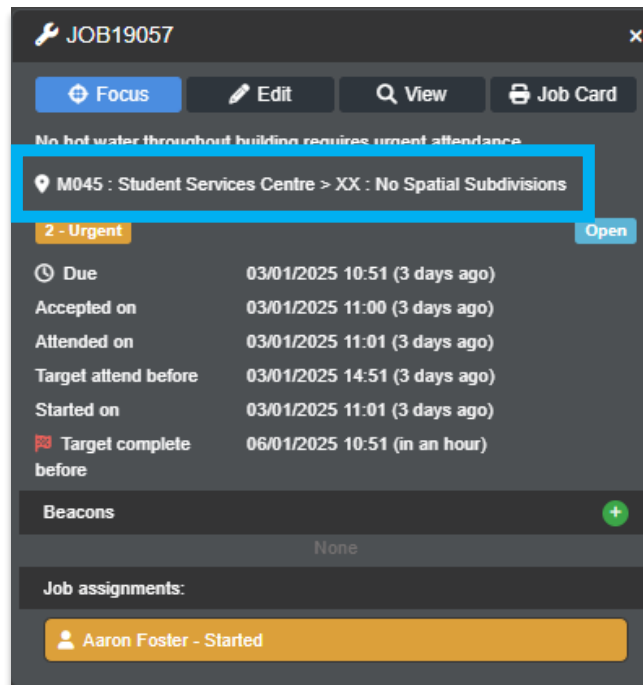
Job assignments:

Aaron Foster - Started

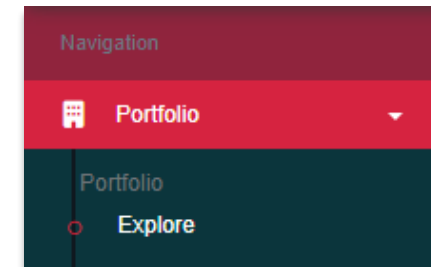
Job List – Summaries and Job Panels

Location

A – Old Schools
B – Old Press
C – Scroope House
D – Downing Site
E – Old Addenbrookes
F – North West Sector
H – Addenbrookes Site
K – North City
L – South City
M – New Museums Site
N – Eddington
Q – Out of Cambridge
R – Lords Bridge
S – Sidgwick Site
T – Maddingly Rise Site
W – West Cambridge Site



Locations can be searched by Navigating to *Portfolio* in the menu:



Job List – Summaries and Job Panels

Dates

 JOB19057: Heating, Ventilation, AC > Calorifiers

 M045 : Student Services Centre > XX : No Spatial Subdivisions

 6 Jan 10:51

 1

Open

Note:

Due is usually when the *Job* was created

The Target date relates to the SLA

 JOB19057

Focus

Edit

View

Job Card

No hot water throughout building requires urgent attendance

 M045 : Student Services Centre > XX : No Spatial Subdivisions

2 - Urgent

Open

 Due

03/01/2025 10:51 (3 days ago)

Accepted on

03/01/2025 11:00 (3 days ago)

Attended on

03/01/2025 11:01 (3 days ago)

Target attend before

03/01/2025 14:51 (3 days ago)

Started on

03/01/2025 11:01 (3 days ago)

 Target complete before

06/01/2025 10:51 (in an hour)

Beacons

None

+

Job assignments:

Aaron Foster - Started

Priority	contain before	attend before	complete before
1 – Emergency	1 hr		1 day
2 – Urgent		4 hrs	1 day
3 – Routine		7 days	14 days
4 – Routine – Specialist		7 days	21 days
5 – PPM Remedial			30 days
6 – Proactive			30 days
7 – Minor Works			90 days
8 – PPM			per schedule

days =
working
days

Job List – Summaries and Job Panels

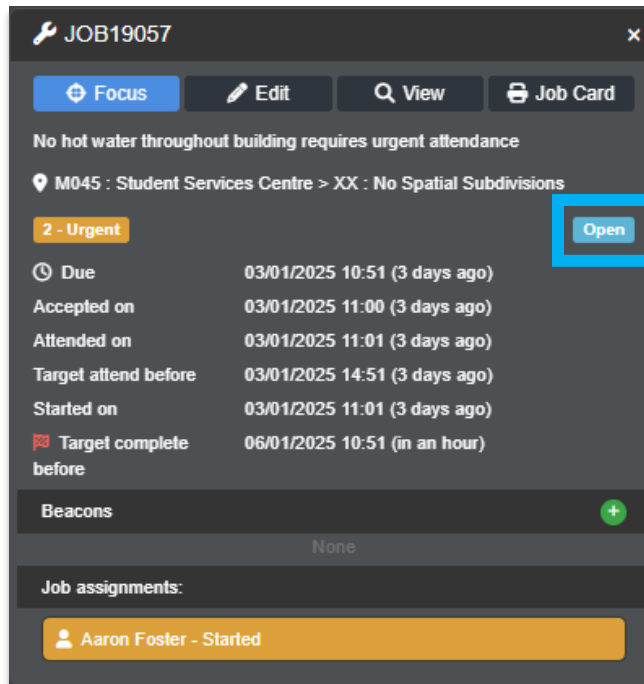
Status

Turns red if *Job* has been rejected or is overdue.

Turns green and changes to 'Completed' when job marked as complete.



A dark grey summary bar for job JOB19057. It contains the following text: 'JOB19057: Heating, Ventilation, AC > Calorifiers', 'M045 : Student Services Centre > XX : No Spatial Subdivisions', 'Mechanical', and '6 Jan 10:51'. On the right side, there is a small user icon with the number '1' and a blue 'Open' button.



A detailed job panel for JOB19057. At the top, it has a title bar with a close button and a toolbar with 'Focus', 'Edit', 'View', and 'Job Card' buttons. The main content area displays the job title 'JOB19057', a location 'M045 : Student Services Centre > XX : No Spatial Subdivisions', and a status '2 - Urgent'. Below this is a table of timestamps: 'Due' (03/01/2025 10:51 (3 days ago)), 'Accepted on' (03/01/2025 11:00 (3 days ago)), 'Attended on' (03/01/2025 11:01 (3 days ago)), 'Target attend before' (03/01/2025 14:51 (3 days ago)), 'Started on' (03/01/2025 11:01 (3 days ago)), and 'Target complete before' (06/01/2025 10:51 (in an hour)). There is a 'Beacons' section with a green plus button and a 'Job assignments' section showing 'Aaron Foster - Started'. A blue 'Open' button is located on the right side of the panel.

Job List – Summaries and Job Panels

Assignments

 JOB19057: Heating, Ventilation, AC > Calorifiers
 M045 : Student Services Centre > XX : No Spatial Subdivisions
 Mechanical
 6 Jan 10:51

 1


Number of *Operatives*
assigned.

Job List – Summaries and Job Panel

Focus

Opens *Job* in
Team Diary

This will be covered later

 JOB19057: Heating, Ventilation, AC > Calorifiers
M045 : Student Services Centre > XX : No Spatial Subdivisions
Mechanical
6 Jan 10:51

 Edit View Job Card

No hot water throughout building requires urgent attendance

M045 : Student Services Centre > XX : No Spatial Subdivisions

2 - Urgent Open

Due	03/01/2025 10:51 (3 days ago)
Accepted on	03/01/2025 11:00 (3 days ago)
Attended on	03/01/2025 11:01 (3 days ago)
Target attend before	03/01/2025 14:51 (3 days ago)
Started on	03/01/2025 11:01 (3 days ago)
Target complete before	06/01/2025 10:51 (in an hour)

Beacons +

None

Job assignments:

Aaron Foster - Started

Symbol
appears on
hover

Job List – Job Panel

Edit

Open sections with
arrows

JOB19057

Focus

Edit

View

Job Card

No hot water throughout building requires urgent attendance

M045 : Student Services Centre > XX : No Spatial Subdivisions

2 - Urgent

Open

Due

03/01/2025 10:51 (3 days ago)

Accepted on

03/01/2025 11:00 (3 days ago)

Attended on

03/01/2025 11:01 (3 days ago)

Target attend before

03/01/2025 14:51 (3 days ago)

Started on

03/01/2025 11:01 (3 days ago)

Target complete before

06/01/2025 10:51 (in an hour)

Beacons

None

Job assignments:

Aaron Foster - Started

JOB1376 - Details

Open

Close

Short Description

Electrical - Lighting

Location

T013 : Observatory Building > 00 : Ground Floor

Details

Pre-defined Instruction

Electrical - Lighting

Team

Mike_Service_Provider

Priority

3 - Routine

Job Due

04/09/2024

13:08

» SLA

» Assignments

» Quotes

» Notes

» Attachments

» Assets linked to Job

» Authorised NTE value

£500.00 GBP

» Incurred Costs

» Payment Requests & Invoicing

» Instruction Details

Close

Close the job
after completion

Job List – Job Panel

View

 JOB19057

Focus

Edit

View

Job Card

No hot water throughout building requires urgent attendance

M045 : Student Services Centre > XX : No Spatial Subdivisions

2 - Urgent

Open

Due

03/01/2025 10:51 (3 days ago)

Accepted on

03/01/2025 11:00 (3 days ago)

Attended on

03/01/2025 11:01 (3 days ago)

Target attend before

03/01/2025 14:51 (3 days ago)

Started on

03/01/2025 11:01 (3 days ago)

Target complete before

06/01/2025 10:51 (in an hour)

Beacons

None

Job assignments:

Aaron Foster - Started

My Tasks

Electrical - Lighting

3 - Routine

JOB1376: Electrical - Lighting

1013 : Observatory Building - 00 : Ground Floor

Due 14/01/2025 10:00

Deadline 14/01/2024 12:00

Ticket

Resolve issues reported in the following Service Ticket

Electrical > Electrical Sockets > Electrical Sockets - No Power

6879,750

Classification Electrical

Details

Reported Date 04/09/2024 13:07

Requested By Stephanie Tolhurst

Impact 2 - Urgent

LocationsArea... 1013 : Observatory Building - 00 : Ground Floor

Instructions

Notes

No Notes have been added

Attachments

No Attachments have been added

Findings

No Findings have been recorded

Follow up Jobs

Description Team Status

Incurred Costs

Name

Authorized NTE value: £500.00 GBP

Order Value

Cost approvals that must be completed prior to the job being completed.

Authorized NTE value

Authorized NTE value: £500.00 GBP

Request an uplift

Quotes

Stock

Timeline

Future phases

PERFORM

In this phase, work is carried out by the people/organisations scheduled to perform the work.

Step 1 (20%) Stephanie Tolhurst edited the job

Due date updated from 14/01/2024 10:00 to 14/01/2024 12:00

Step 2 (20%) Stephanie Tolhurst edited the job

Team changed from Alone to Miss_Service_Provider_Test

SCHEDULING

In this phase, the requirements of the work required are compared against the available resources to decide who will conduct the work, and when this should be carried out.

Job List – Job Panel

Job Card

For printing or downloading

JOB19057

Focus

Edit

View

Job Card

No hot water throughout building requires urgent attendance

M045 : Student Services Centre > XX : No Spatial Subdivisions

2 - Urgent

Open

Due

03/01/2025 10:51 (3 days ago)

Accepted on

03/01/2025 11:00 (3 days ago)

Attended on

03/01/2025 11:01 (3 days ago)

Target attend before

03/01/2025 14:51 (3 days ago)

Started on

03/01/2025 11:01 (3 days ago)

Target complete before

06/01/2025 10:51 (in an hour)

Beacons

None

Job assignments:

Aaron Foster - Started

Job Card: JOB1376

Print

UNIVERSITY OF CAMBRIDGE

JOB1376: Electrical - Lighting

Job Card

Generated: 10/09/2024 13:13

Ticket

Electrical > Electrical Sockets > Electrical Sockets - No Power

SRTK793

Classification	Electrical
Reported Date	04/09/2024 13:07
Requested By	Stephanie Tolhurst
Impact	2 - Urgent
Locations/Assets	T013 : Observatory Building > 00 : Ground Floor

Time Spent

Name	From		To	Normal/Travel
		-		
		-		
		-		
		-		
		-		

Notes

Job List – Job Panel

Ticket

Shows building contact details.

 JOB1606

Focus

Edit

View

Job Card

Ticket

TEST 2

 F130 : Laundry Farm Blocks A-C > 01 : First Floor > F130-01-0001

2 - Urgent

Open

 Due

18/09/2024 10:47 (an hour ago)

Target attend before

18/09/2024 14:47 (in 3 hours)

 Target complete before

20/09/2024 10:47 (in 2 days)

Beacons

None



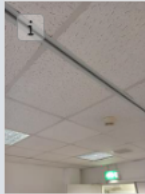
Job assignments:

 James Phillips - Created

← Ticket Preview: SRTK965

View Full Ticket

×



5% Default Queue

ceiling tile missing

SRTK965

In progress

2 hours ago

Detailed Description

t

Reported by

Name

Mike Fish

Email

Mike.Fish@admin.cam.ac.uk

Locations

F - North West Sector

F130 : Laundry Farm Blocks A-C

Timeline

29 Oct 2024 09:57

SLA: COMPLETE BEFORE

Complete in 14 days

22 Oct 2024 09:57

SLA: CONTAIN BEFORE

Contain in 7 days

15 Oct 11:10

SLA: Arranged

Arranged an hour ago

15 Oct 11:09

Job created by Tammy Moore

JOB2400: ceiling tile missing

Open

15 Oct 11:08

SLA: Ticket Opened

Ticket Opened 2 hours ago

15 Oct 10:57

Image uploaded

by Mike Fish



15 Oct 2024 10:57

TICKET CREATED

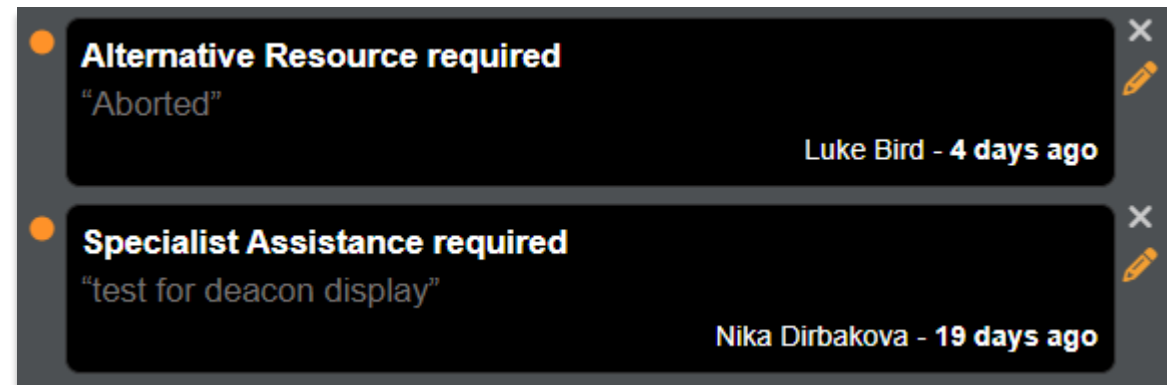
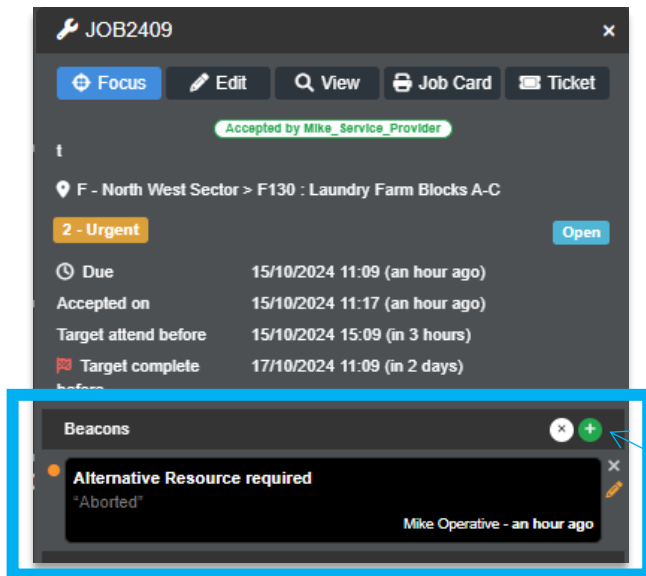
by Mike Fish

Job List – Job Panel

Beacons

Beacons alert a *User* that information has been added requiring their attention.

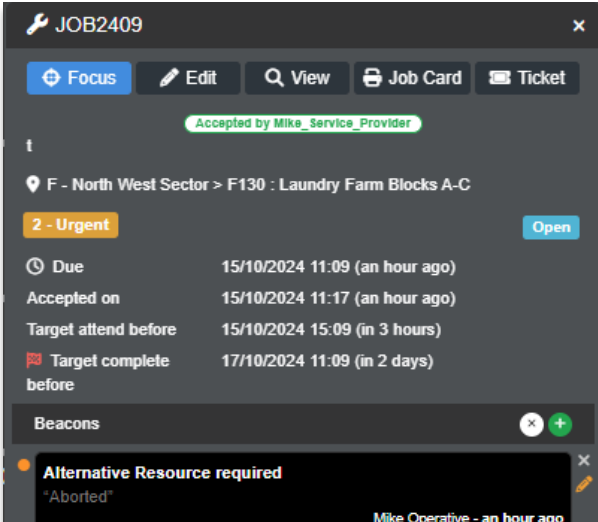
E.g.:



Add new *Beacon*.

Job List – Job Panel

Job Assignments



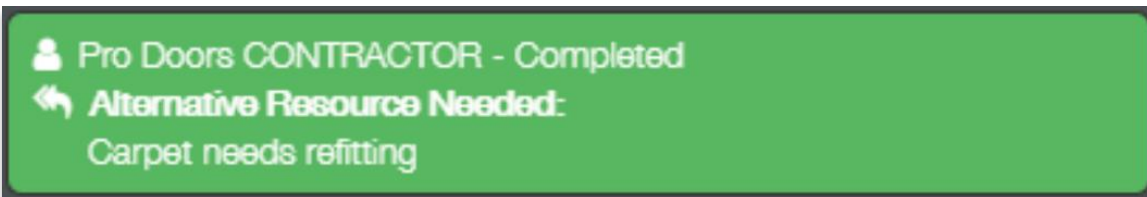
The screenshot shows the Job Panel for JOB2409. It includes a status bar with 'Accepted by Mike_Service_Provider', location 'F - North West Sector > F130 : Laundry Farm Blocks A-C', and a priority of '2 - Urgent'. A table lists key dates: Due (15/10/2024 11:09), Accepted on (15/10/2024 11:17), Target attend before (15/10/2024 15:09), and Target complete before (17/10/2024 11:09). A 'Beacons' section shows 'Alternative Resource required' as 'Aborted'. A 'Job assignments' section at the bottom, highlighted with a blue box, lists three assignments: Adam Newcombe - Completed (green), Neil Winwood - Paused (grey), and Neil Winwood - Scheduled (grey).

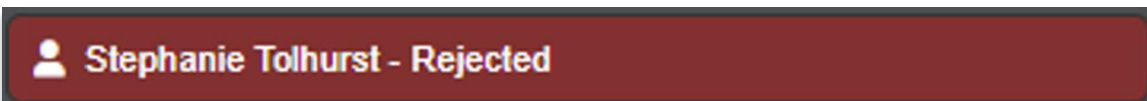
Job assignments:
Adam Newcombe - Completed
Neil Winwood - Paused
Neil Winwood - Scheduled

Job Assignments gives an at-a-glance view of *Operatives* assigned to the Job.

E.g.:

 Aaron Foster - Scheduled

 Pro Doors CONTRACTOR - Completed
Alternative Resource Needed:
Carpet needs refitting

 Stephanie Tolhurst - Rejected

Colours match job priority

Job List – Job Panel

Reject or Accept

JOB1376

Focus

Edit

View

Job Card

Accept

Reject

T013 : Observatory Building > 00 : Ground Floor

3 - Routine

Open

Due

04/09/2024 13:08 (6 days ago)

Target attend before

11/09/2024 12:08 (in a day)

Target complete before

18/09/2024 12:08 (in 8 days)

Beacons

+

None

Job assignments:

There are currently no job assignments

Reason for Rejection

Decline

Cancel

Confirm

Are you sure you wish to accept the job "JOB1376 : Electrical - Lighting"?

Accept

Cancel

↓

Accepted by

Service_Provider

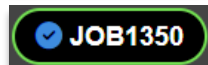
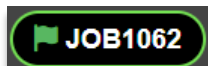
Team Diary

Creating *Job Assignments*

Navigate to *Team Diary* using any of these buttons:

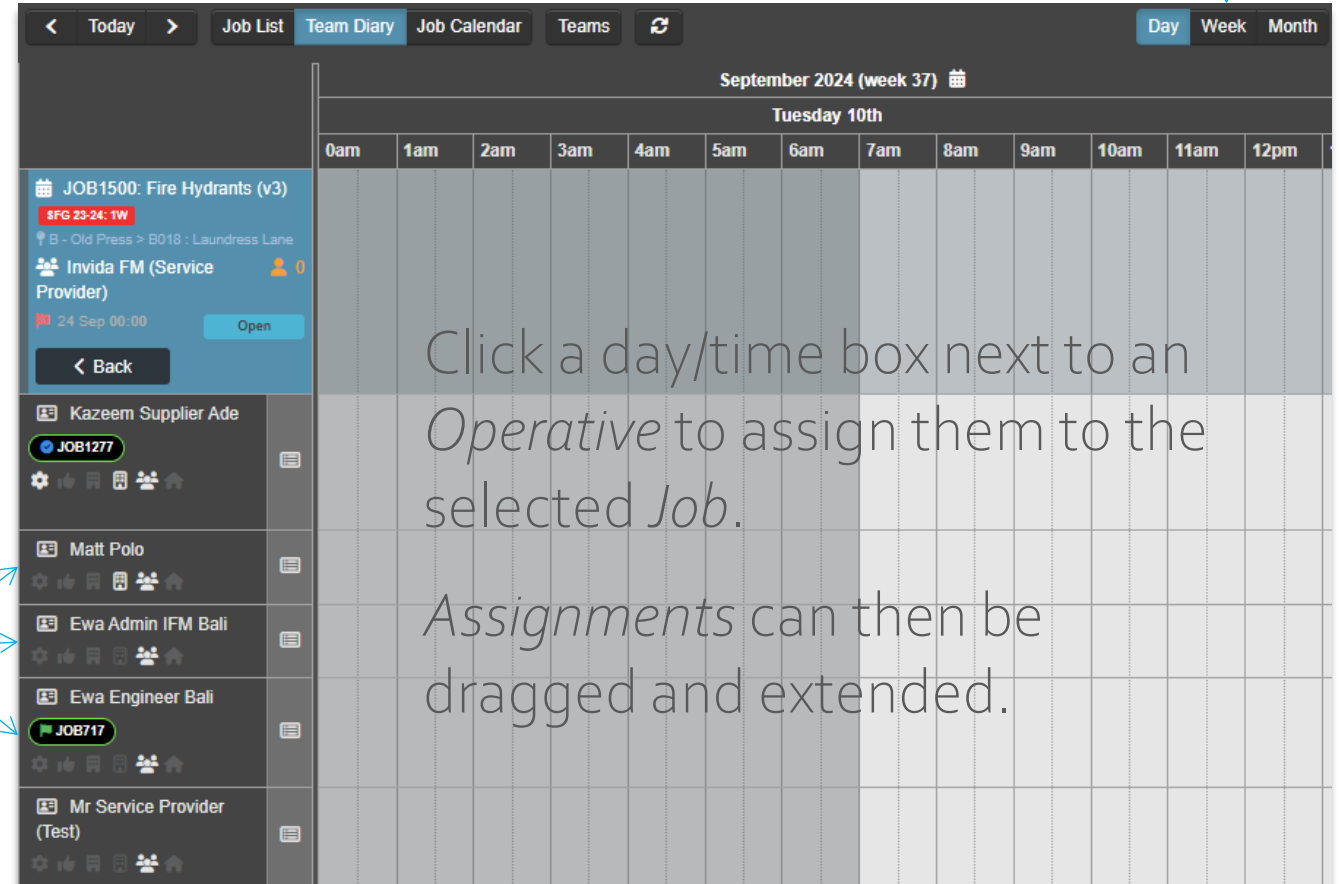
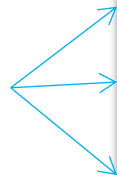


 Add/Edit Job assignments



Indicates the *Job* the Operative is currently working on

Operatives



The screenshot shows the "Team Diary" interface. At the top, there are navigation tabs: "Today", "Job List", "Team Diary" (selected), "Job Calendar", "Teams", and a refresh icon. On the far right, there are view options: "Day" (selected), "Week", and "Month". A blue arrow points from the text "Date range" to the "Day" tab. Below the tabs, the date "September 2024 (week 37)" is displayed, followed by "Tuesday 10th". A grid shows time slots from 0am to 12pm. On the left, a list of operatives is shown: "Kazeem Supplier Ade" (with "JOB1277"), "Matt Polo", "Ewa Admin IFM Bali", "Ewa Engineer Bali" (with "JOB717"), and "Mr Service Provider (Test)". Each operative has a small icon and a list icon. A text box with the instruction "Click a day/time box next to an Operative to assign them to the selected Job." is overlaid on the grid. Below it, another text box says "Assignments can then be dragged and extended."