

JOB DESCRIPTION

Job Title: Associate Director of Facilities Management Contracts

Grade: SM

Department: Facilities Management Contracts

Responsible to: Executive Director of Estates and Facilities

Responsible for: Transport and Green Travel Manager/Contracts and Technical Assurance Manager and Building Services Manager

Key Contacts: N/A

Standard Occupational Classification (SoC code): TBC

Non-Contractual Nature of Role Profile: This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE

As a member of the directorate's Senior Management Team to be responsible for the leadership, management and motivation of a multi-disciplinary team of property professionals and deliver high levels of customer service and campus services on each of the three campuses and associated premises.

The post holder will lead on all contractual elements of service delivery related to facilities management contracts. In addition, they will assess, review, and develop policies and procedures to deliver service levels to ensure the appropriate physical environment. The postholder will establish a contract performance and monitoring function. The function will have oversight of all the NEC 4 contracts (NEC4 is the standard form contractual contract that the university has awarded the IFM to Sodexo) including Centaur and Sodexo. The function will establish good contract administration and ensure that all contractual matters are dealt with effectively. The role will ensure that the university retains good value for money for all contracted functions. The role will lead the building services function and energy management ensuring that assets are operated efficiently and effectively.

KEY ACCOUNTABILITIES

Team Specific:

- To be responsible for the efficient management of the university's facilities contracts circa £15m.

- Responsible for the university utilities budget, spend and consumption circa £7m.
- Ensure that contractual delivery is within scope and meeting customer and statutory requirements for all contracted services.
- Develop and manage facilities and operational contracts and consultant frameworks as an integral part of the delivery team and effectively manage all contracts, consultants, contractors, and suppliers ensuring that they carry out all the duties they have been contracted to provide.
- Ensure that contracts follow the legal framework of form of contract (JCT, NEC).
- Monitor services and management accounts on an ongoing basis to ensure compliance with service level requirements. Coordinate centrally all changes to contacts and compensations events/task orders. Ensure that systems are auditable and capable of providing assurance to the relevant statutory bodies.
- Manage/update the university energy policy.
- Manage and escalate risks associated to service delivery to the EFD directorate.
- Develop university wide procedures to rationalise processes and to establish agreed standards across university premises, ensuring responsibilities are fully defined.
- Ensure that contractors have relevant and compliant policies and procedures to meet legislative requirements and to ensure a safe and secure environment for all staff, students and visitors.
- To have sound knowledge of and ensure all statutory and good practice standards are met, in terms of building regulations, listed buildings.
- Take a lead role in contingency and emergency planning and response ensuring that contracted services are integrated into the university response.
- Work closely with the head of catering and conferencing in the management of the catering contract.
- Deputies for the executive director of estates and facilities.

Generic:

- The post holder will need to be an able communicator and capable of working under pressure, able to demonstrate at all times a high level of competency and expertise in dealing with senior staff of the university, professional advisers and members of the public as well as colleagues at other HE institutions.
- To contribute towards the development of an integrated directorate and lead and develop a service that instils customer excellence that will best enable the directorate to support the delivery of the university's core activities and meet clearly the identified needs of its customers.

- Work with and assist other senior directorate staff in formulating policies, managing the estate and ensuring a physical environment which is safe, attractive and fit for purpose.
- Ensure continuous and business process improvement, ensure local compliance with health and safety legislation, ensure the appraisal of staff in accordance with agreed procedures, ensure appropriate staff development programmes are implemented, and communicate with staff on a regular basis.
- To develop plans and prepare, monitor and control budgets for each functional area, complying with the relevant value for money criteria in the management and procurement of premises, goods and services.
- Develop strong relationships with key internal and external stakeholders so that facilities and operations are consistent with university requirements and ensure effective communication about facilities and operations to the university and external stakeholders.
- Contribute towards the development and enhancement of the directorate's presence on the university website.
- To provide leadership, management and motivation of a multi-disciplinary team of property professionals keeping the skills mix of all staff under review to ensure that the team is able to provide optimal levels of service and efficiency in achieving strategic and service objectives.

Managing Self:

- Work to deadlines and project plans.
- Respond to enquiries in a timely and effective manner.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

- Any other duties appropriate to the post and grade.
- The postholder will be required to be on call for the campus out of hours on a roster basis with the other Campus staff. Postholder will have shared responsibility to provide continuous out of office hours

for the Campus throughout the academic year (term time and vacation periods). A non-pensionable on call allowance is payable in addition to the salary with the expectation that staff who receive this allowance must be contactable and able to attend the campus, if necessary, within one hour.

- Willing to undertake training and professional development as deemed appropriate.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the Estates and Facilities Directorate delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Contribution to delivery of Estates & Facilities Operating Plan through effective management and teamwork.
- Production and delivery of work and projects to agreed timescales, quality and to plan.
- Levels of customer satisfaction (measured by surveys, customer feedback, complaints).
- Compliance with corporate standards.

KEY RELATIONSHIPS (Internal & External):

- EFD Colleagues.
- Contracted service providers/consultants.
- Kent and Canterbury Christchurch University.
- Chatham Maritime Trust.
- The Greenwich foundation.
- Faculty Operating Officers and Directors of Other Professional Services.
- Students & Student Union.
- Local authority.
- General Public.
- Visitors.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Demonstrable experience of managing large revenue budgets.
- Experience of large-scale outsourcing/contract management.
- Strategic and tactical management experience in soft and hard FM services.
- Experience of contract management and performance management.
- A sound understanding of the legal, contractual, procurement and financial aspects of major facilities and operational issues.
- Extensive experience of delivery and achievement at a senior management level, meeting strategic goals on time and within budget.
- A sound knowledge and understanding of BIM.
- Experience of working closely with and directing professional staff and advisors.
- Significant experience of managing risk and implementing systems to ensure its mitigation.

Desirable Criteria

- Delivering facilities and operational services in listed and heritage buildings.
- Worked in a large complex and customer focused organisation and been able to build strong relationships across the organisation.
- Procurement of facilities and operational contracts, output/input specifications and framework agreements.
- Experience of business process redesign, introducing and managing change, and experience of successful commercial and employee relations negotiation.
- Experience of NEC4 contracts.

SKILLS:

Essential Criteria

- Demonstrable leadership and management skills, able to manage both in-house staff and external consultants and contractors, covering professional, technical and administrative roles.
- An ability to implement high-level strategic plans, prioritise objectives and contribute effectively to such plans.
- Possession of a clear understanding of sustainability issues in the HE sectors.
- Strong interpersonal, organisational and leadership skills and a proven track record in motivating and developing staff.
- Significant experience of working with professional consultants and advisers and other external stakeholders.

- An ability to build strong working relationships with senior staff and to be a key team player and command respect from a wide range of senior level stakeholders both within and outside the organisation.
- A strong commitment to customer service in a complex organisation.
- A widely based understanding of resource management, including personnel, premises, residential accommodation, building services and recreational amenities.

Desirable Criteria

- Excellent interpersonal skills, demonstrating negotiation, advocacy and communication strengths.
- An up-to-date knowledge of current facilities and operational trends and legislation.
- An attitude that is open and honest and be able to embrace and lead a “no surprises culture”.

QUALIFICATIONS:**Essential Criteria**

- A good first degree or similar level qualification in a property or related field.
- Membership of a relevant professional body.

Desirable Criteria

- A relevant postgraduate qualification in facilities/health and safety or similar discipline.
- Post related CPD/on-going training.

PERSONAL ATTRIBUTES:**Essential Criteria**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- N/A