

JOB DESCRIPTION

Job Title: Contract Assurance & Business Manager

Grade: SG8

Department: Estates and Facilities Directorate

Responsible to: Associate Director of FM Contracts

Responsible for: Specialist Contractors, Supply Partners

Key Contacts: Associate Director of FM Contracts, IFM Service Manager, IFM Partnership Director, FM Monitoring Team, External Suppliers, Building Services Manager, Facilities Operating Officers.

Standard Occupational Classification (SoC code): N/A

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 leader in the Facilities Contract Management Team, the Contract Assurance & Business Manager will be focused on operational management elements by providing contract assurance to the university, including operational delivery oversight, business planning, developmental planning, and driving continuous improvement and innovation.

KEY ACCOUNTABILITIES

Team Specific:

- Providing professional leadership and ensuring effective staff development across all disciplines.
- Provide strong leadership, in accordance with UoG values, to the Service Board, ensuring that effective management and performance systems are in place.
- Identify and nurture leadership potential and talent and develop a high performing team, who work to key performance indicators and are held to account in delivering their objectives.
- Provide support, through objective setting, appraisal, and the agreement of personal development plans for all direct reports.
- Operational management of facilities management (FM) contracts.

- Ensure that service level issues are identified through audit data and that defects are raised in a timely manner, should KPI failures occur.
- Maintain an issues log and general work in progress tracker for the integrated facilities management (IFM) contractor and present at monthly performance meetings.
- Maintain the KPI event log and ensure that where service levels fall below the expected standard that defects are raised through the Service Manager.
- Oversee the FM Contracts Monitoring team and plan activity and reports with qualitative/quantitative analysis.
- Oversee the operation of the FM Escalations Mailbox.
- Assist the Associate Director of FM Contracts in carrying out and monitoring the aims and objectives of the FM Contract Department
- Ensuring the operational delivery strategy meets the requirements of the University.
- Manage, control, co-ordinate and undertake auditing of the performance of contracted services including, but not limited to, grounds maintenance, security, car park management, transport, internal cleaning, window cleaning, pest control, waste management and recycling, ensuring compliance with the specified terms of contract, service level agreements and sustainability targets.
- Review quarterly progress reports and flagging any operational issues and risks.
- Contribute to the development of lifecycle and capital programmes as appropriate to ensure the estate remains safe, compliant and fit for purpose.
- Ensuring that the potential of the estate and associated contracts are optimised effectively to deliver excellent ratings from our internal and external customers.
- Liaise with contractors, customers, project staff and other stakeholders regarding the provision of services to the University.
- Respond to any escalated complaints relating to the provision of FM services.
- The post holder will demonstrate a Customer Services attitude and build strong relationships with contractors.
- Ensuring the university is compliant with its statutory FM requirements and with national and local targets.
- To provide professional and technical leadership throughout the UoG on all strategic estate and facilities matters.
- Manage data and write reports internal reporting and monitoring purposes, liaising with external regulatory bodies, agent groups and service providers as required.
- Ensure the effective delivery of FM management, ensuring the provision of a high quality, value for money portfolio of contracted services, in a safe and compliant environment for the Universities students, staff and visitors.
- Analyse performance data from audit and contract self-monitoring reports to ensure standards are achieved.

- Ensure that effective communication exists at all levels and key local and corporate messages are effectively communicated to all staff particularly in the context of standards and all aspects of compliance.
- Lead responsibility for investigating and completing incident forms.
- Health and Safety lead for FM contract delivery teams, including security and fire.
- In conjunction with the Service Manager monitor the day-to-day expenditure (variable spend), ensuring value for money and report on this.
- Contact and liaise with external contractors as necessary to arrange provision of costs, services, or goods; raise requisitions, purchase orders and invoices; pay and reconcile invoices; deal with account queries and set up new suppliers as and when required.
- The delivery of a wide range of cost efficiency measures including energy, waste, etc. including delivering all operational FM Contract services within delegated budgets
- To provide governance and assurance by ensuring that the University Standing Orders and Financial Instructions are followed, and value and probity can be demonstrated.
- Support the delivery through sharing knowledge and providing support to team members as required.
- Responsible for collecting and disseminating information.
- Assist with the maintenance of documentation and records in accordance with quality standards & agreed repositories are kept up to date.
- Maintain an excellent working knowledge of policies and procedures.
- Participate in the EFD on-call rota.
- Undertake any other reasonable duties as requested by the Associate Director of Facilities Management Contracts.

Generic:

- Liaise with external agencies and organisations, as appropriate, on the university's behalf.
- To foster relationships and contact networks amongst peers across the sector.
- Actively monitor performance of consultants & contractors to meet the University's requirements and provide recommendations/reports on action required to ensure university interests are protected.
- Proficient use and operation of bespoke IT packages used by FM Office.
- Contribute to cross-functional team working with other EFD Staff.
- Attend and positively contribute to EFD team meetings and activities.
- Actively seek ways and methods to improve and enhance the student and customer experience.
- Always have regard for health, safety, and security of all personnel, students and visitors.
- Ensure all accidents and incidents are reported in the appropriate format and investigated as necessary.

Managing Self:

- Work to deadlines and project plans.
- Work effectively autonomously, and as part of the wider team.
- 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.
- 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.

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.
- Compliance with corporate standards.
- Contribution to improvement of service levels across the IFM contract.

KEY RELATIONSHIPS (Internal & External):

- EFD Colleagues
- Contracted service providers/consultants
- Partner Providers
- Faculty Operating Officers and Directors of Other Professional Services

PERSON SPECIFICATION**EXPERIENCE:****Essential Criteria**

- Successful track record of working in a supervisory FM role within an environment of comparable scale and complexity.

- Knowledge and experience of statutory requirements relating to FM.
- Knowledge in the field of FM compliance
- Be experienced in working with a multidisciplinary team including objective setting and performance management.

Desirable Criteria

- Previous experience of working in Higher Education Sector.
- Previous experience of working in a Facilities management environment
- Advanced auditing and reporting
- Experience of Compliance Management systems and or CAFM systems

SKILLS:

Essential Criteria

- Able to influence, negotiate and motivate to achieve effective solutions and outcomes.
- Good leadership skills with the ability to manage a multi-skilled team and encourage participation in the decision-making process.
- Excellent communication skills, IT literacy, time management skills, attention to detail, as well as the ability to work as part of a team with diverse responsibilities
- Good knowledge of Auditing FM contract services.
- A good understanding of H&S, including Risk Assessment etc.

Desirable Criteria

- Advanced level of understanding of Facilities Management function.

QUALIFICATIONS:

Essential Criteria

- Relevant HNC/Level 4 qualification or equivalent demonstrable experience in the FM sector.

Desirable Criteria

- FM related Membership
- First Aid
- IOSH Certificate in Managing Safely or equivalent

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.
- Flexible approach to working hours.
- Able and willing to work outside of office hours when required
- Able and willing to respond to call outs at evenings and weekends
- The postholder should be permanently resident within easy travelling distance of all Campuses to be able to respond, if necessary, to call outs at unsocial hours.
- Able and willing to attend training courses as required by the university

Desirable Criteria

- A good level of fitness is required as working at heights, below ground, and/or in extremes of temperature may be involved