

JOB DESCRIPTION

Job Title:	Contract Assurance & Business Manager	Grade:	SG9
Department:	Estates & Facilities	Date of Job Evaluation:	November 2022
Role reports to:	Head of FM Contracts		
Direct Reports	Contracts Manager Contracts Administrator (Shared with HoD)		
Other Key contacts:	Campus Management Residence/Accommodation Management H&S and Compliance Management Director of Estates and Facilities Estates & Facilities Colleagues Contracted Service Providers		

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 senior leader in Facilities contract management team, the Contract Assurance & Business Manager will be focus on both tactical and strategic management elements by providing contract assurance to the University including operational delivery oversight, tactical business planning, developmental planning, and driving continuous improvement and innovation.

NB: This is a multi-campus role.

DUTIES AND RESPONSIBILITES:

People

- Nominated Deputy for the Head of FM Contracts
- 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 of managers 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.

Service: Contract Management

- Management of all operational, tactical, and strategic FM Contracts.
- Ensure compliance to contractual term is in place 24/7.
- To assist the Head of FM Contracts in carrying out and monitoring the aims and objectives of the FM Contract Department
- Develop and lead the implementation of all forward planning within FM contract, such as Forward maintenance plans, rolling CAPEX plans, innovation, and Social Value plans.
- Ensuring the operational delivery strategy meets the requirements of the Universities Estates Strategy.

- Be the lead operational Estates and Facilities specialist through the provision of specialist, expert, professional, technical advice on estates and operational services.
- Manage, control, co-ordinate and undertake audit function the performance of Estates & Facilities Management sub-contracted services including, but not limited to, grounds maintenance, manned guarding, 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 (where applicable).
- Review monthly progress reports and flagging any operational issues and risks.
- Prepare and implement Forward Maintenance programmes to ensure statutory compliance in collaboration within FM service providers.
- Prepare and deliver capital spend programmes as appropriate for backlog maintenance and estate infrastructure life cycle extension.
- Ensuring that the potential of the estate and associated contracts are optimised effectively to deliver excellent ratings from our internal and external customers.

Quality: Engagement

- Liaise with contractors, customers, project staff and other stakeholders regarding the provision of services to the University.
- Ensuring the University is compliant with its statutory FM requirements and with national and local targets.
- To provide professional and technical leadership throughout the UHB on all strategic estate and facilities matters.
- The post holder will demonstrate a Customer Services attitude and build strong relationships with contractors.
- Manage data and write reports for regulatory and internal reporting and monitoring purposes, liaising with external regulatory bodies, agent groups and service providers as required.
- 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.

Health and Safety

- Lead responsibility for investigating and completing incident forms
- Health and Safety lead for all FM contract delivery teams
- Fire safety lead warden for all FM contracts delivery teams
- Campus Security Lead for all FM contracts delivery teams

Finance

- Management and monitor the day-to-day expenditure, ensuring value for money and reporting 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

KEY ACCOUNTABILITIES:**Team Specific:**

- 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.

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.
- Respond to enquiries in a timely and effective manner.

Core Requirements:

- Adhere to and promote the University's policies on Equality and Diversity and Information Security
- Ensure compliance with Health & Safety regulations
- 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.

Additional Requirements:

- Any other duties as appropriate to the post and grade.
- A willingness to travel between the three campuses, network and promote the University of Greenwich.
- To undertake training and development opportunities.

KEY PERFORMANCE INDICATORS:

- Contribution to delivery of Estates & Facilities Operating Plan through effective teamwork.
Levels of customer satisfaction (measured by surveys, customer feedback, complaints).

PERSON SPECIFICATION
Essential
Experience

- Successful track record of working in a senior FM role within an environment of comparable scale and complexity.
- Negotiating and managing major contracts.
- Significant knowledge and experience of statutory requirements relating to FM.
- Significant budgetary control experience
- Specialist knowledge in the field of FM compliance
- Be an experienced and qualified estates and facilities professional graduate or equivalent
- Experience of Compliance Management systems and or CAFM systems
- Be experienced in working with a multidisciplinary team including objective setting and performance management

Skills

- 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.

Desirable
Experience

- Previous experience of working in Higher Education Sector
- Previous experience of working in a Facilities management environment
- Advanced auditing and reporting

Skills

- Advanced level of knowledge regarding Health and Safety
- Advanced level of knowledge regarding Fire Safety
- Advanced level of knowledge regarding Security management including access control system
- Advanced level of understanding of Facilities Management function

Qualifications

- Degree in FM related field, or equivalent training.
- Project management skills

Personal attributes

- We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity

Qualifications

- Advanced theoretical and practical knowledge, professional knowledge acquired through degree or equivalent learning.
- FM related Membership
- First Aid
- IOSH Certificate in Managing Safely or equivalent

Personal attributes

- N/A