

<b>Job Title:</b>	<b>Facilities Manager</b>
<b>Responsible to:</b>	<b>Director of Operations</b>
<b>Line manages:</b>	<b>Facilities Department</b>
<b>Grade:</b>	<b>Guild Grade 8</b>

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**Organisation:**

The Facilities Department manages the day to day maintenance of the Guild building, including cleaning and is the designated Officer for Health & Safety. The department is part of the Operations Directorate and is one of three at the Guild, reporting to the CEO alongside the Directorates of Engagement and Support & Representation.

**Job Purpose:**

The Facilities Manager is a key role in leading, developing and supporting staff to deliver the Guild's strategic plan for students. Acting as a role model for the required standard of values, behaviour and performance, we expect managers to create an inclusive and engaging environment for all.

The Facilities Manager is required:

- To ensure the highest standards of presentation in the Guild of Students building and its facilities.
- To ensure organisational compliance with legislative health and safety requirements.
- To project manage and oversee all building alterations, developments and improvements in accordance with agreed plans, available resources and environmental impact, working with University Estates department as required.

This will require a highly student and customer focused approach together with an emphasis on teamwork. The role involves extensive collaboration with internal and external stakeholders to ensure that staff and Officers are well-informed and supported to engage with students.

Success in the role will be built on excellent service delivery, good working relationships with stakeholders, acting as a strong, positive ambassador for the Guild and having a clear

focus on taking action to ensure that under-represented groups can find a comfortable place here.

Generating a culture of ambitious targets and taking a strategic approach to the evaluation and development of the departments' work are key. People managers are expected to act as role models for the Guild's competency framework, which should be read in conjunction with this job description.

## Key Role Responsibilities

1. To work with the Director of Operations and Senior Management Team to ensure the successful delivery of the Facilities service and provision, including practices and policy across the Guild, to support the strategic plan.
2. To be responsible for the overall maintenance, repair and upkeep of the Guild building and its facilities - making recommendations for improvement and development through the creation of repair and renewal plans.
3. To manage relationships and act as the primary contact with University departments on related matters, including Estates, Health & Safety, Security, Emergency Planning & Business Continuity for the benefit of the Guild.
4. To manage the Guild's Health and Safety provision acting as the Guild's designated Health & Safety Officer, advising managers and staff on Health and Safety matters, ensuring due diligence requirements are fulfilled and maintained and that Health & Safety policy and procedures are up to date, implemented and reviewed on a regular basis.
5. To prepare and present relevant Health & Safety reports and updates in accordance with Health & Safety Committee Terms of Reference as appropriate, and follow up any action points in a timely manner. To prepare the annual Health & Safety report for Trustees.
6. To ensure adequate levels of building security, safety, cleanliness and customer service are provided for Guild users, taking appropriate action to remedy any issues in these areas and responding to feedback and surveys as appropriate.

7. To project manage agreed developments to the Guilds fixtures, fittings or the fabric of the building in accordance with agreed plans, budgets, environmental impact and other resource constraints, working with other stakeholders as required.
8. To ensure the activities within the Guild building and its services are conducted in accordance with the Guild's Environmental policy, proactively working towards targets on waste reduction and environmental efficiency.
9. To act as the staff lead on the Guild's NUS Green Impact award submission.
10. To liaise with contractors projecting a professional and consistent image, fostering mutually beneficial relationships on behalf of the Guild and ensuring that the contracts are reviewed and tendered for in line with Guild policy.
11. To have key holder responsibilities for opening and locking up the building where required.
12. To oversee the development and management of Facilities operations departmental budgets, ensuring regular monitoring and ensure adherence to the Guild's financial procedures.
13. To be responsible for the management of Facilities core and student staff, ensuring effective recruitment, induction, training and development in line with the Guild's policies and behavioural competency framework.
14. To participate in Guild committees as required, including preparing and presenting reports.
15. To communicate and collaborate with other Guild departments, role modelling, supporting and facilitating the wider team to focus on the issues that are relevant and important to students.

16. To keep up to date with policy and developments in the field of Facilities to build departmental expertise and to provide information, insight and analysis to Officers, elected representatives and Guild colleagues, as necessary.
17. To actively look for ways to work smarter and identify service improvements, through research and other evidence sources, and to recommend these to the Director of Operations for consideration.
18. To develop and maintain effective relationships with University colleagues, internal and external stakeholders, including attending University meetings and other relevant external bodies as necessary.
19. To affiliate to relevant bodies and establish a network of partnerships and contacts at local, regional and national levels, as necessary to improve and develop the service, and to facilitate learning and development activities where helpful for the Guild's work.

## General Duties

1. To undertake appropriate induction, ongoing training and personal development as required for the role.
2. To adhere to all Guild policy with reference to HR, staffing, health and safety, data protection, environmental impact and any other specific Guild Policy which impacts upon your role or that of the team/department.
3. To be familiar with the Guild's competency framework, striving always to demonstrate the positive behaviours which drive the highest standards of personal and organisational performance in supporting our students. People managers should aim to act in line with level 2 (manager) of the six competencies (Student and Customer Focus, Accountability, Results Focus, Inclusivity, Communication and Teamwork) and with level 1 of the 'Motivational Leadership' competency, which is designed to support staff to achieve high performance.
4. To act as a role model in portraying a positive image of the Guild both internally and externally, acting as an ambassador and displaying high standards of personal integrity and professionalism.

5. To participate as an active and accountable member of the Guild's wider management team.
6. To support the wider work of the Department and Guild, where necessary, in the event of sickness, holiday or other exceptional circumstances. This includes being available to assist with events and incidents that may occur out of normal working hours.
7. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

## Person Specification: Facilities Manager

You must be able to demonstrate in your application that you have:

	Essential	Desirable
<b>EDUCATION, QUALIFICATIONS AND TRAINING</b>		
Good general education, to degree standard, including Maths and English at least to GCSE or equivalent	✓	
A Management/Leadership or related professional qualification	✓	
NEBOSH certificate in Health and Safety or equivalent or working towards	✓	
Evidence of Continued Professional Development in the area of Facilities	✓	
<b>EXPERIENCE</b>		
Experience of successfully managing a staff team to achieve service and quality standards	✓	
Experience of developing and maintaining complex relationships with internal and external stakeholders	✓	
Experience of developing and managing budgets effectively	✓	
Experience of working in a democratic environment with complex decision-making structures		✓
Experience of strategically evaluating and developing services and systems	✓	
Experience of managing and maintaining complex administration systems to support front-line service delivery	✓	

Experience of empowering others to create positive change	✓	
Experience of working effectively with others on cross-organisational projects and issues	✓	
Experience of coordinating and delivering projects with a given timescale and budget	✓	
Experience of completing Quality Framework Award scheme applications		✓
Experience of managing contracts or Service Level Agreements	✓	
<b>SKILLS AND KNOWLEDGE</b>		
An up to date knowledge of legislation relevant to the role including UK health safety law	✓	
Knowledge of democratic structures and governance processes		✓
Highly developed interpersonal skills including the ability to develop strong working relationships with a wide range of stakeholders – students, senior management, funding organisations etc.	✓	
Ability to communicate effectively with students 1-2-1 and in groups	✓	
Ability to use standard office software including spreadsheets	✓	
Strong communicator able to present complex information clearly and concisely in writing and verbally	✓	
Ability to take a collaborative approach to solving problems	✓	
Ability to maintain financial records and control budgets	✓	
Ability to recruit, motivate and develop others	✓	
Ability to balance the needs of individuals and team/organisation	✓	
Ability to encourage excellence and support a learning and development culture	✓	
<b>PERSONAL QUALITIES / BEHAVIOURS</b>		
Highly motivated by working in a student-led, democratic workplace	✓	
<b>Inclusivity:</b> Celebrates and supports equality and diversity and acts as a role model in creating a welcoming and inclusive environment	✓	
<b>Student and Customer Focus:</b> Proactive in empowering students and improving services and opportunities	✓	
<b>Teamwork:</b> Open and approachable – proactively builds good relationships with people across the Guild	✓	

<b>Accountability:</b> Role models, supports and facilitates the team to work more efficiently and do things differently	✓	
<b>Accountability:</b> Attention to detail	✓	
<b>Results Focus:</b> Highly resilient – can maintain personal direction and motivation and support colleagues in difficult situations	✓	
<b>Results Focus:</b> Generates and supports an ambitious, high-quality, results-driven culture	✓	
<b>Motivational Leadership:</b> Actively supports people - creates a positive environment for the team and shows appropriate care, empathy and concern for others	✓	
<b>Communication:</b> Is able to present a case confidently and persuasively, and address sensitive issues appropriately	✓	

