

JOB DESCRIPTION

- 1. JOB TITLE:** Director of Estates and Facilities
- 2. HR REFERENCE:** HR15041
- 3. ROLE CODE:** DIRFM
- 4. DEPARTMENT:** Estates and Facilities

5. ORGANISATION CHART:

The role holder will report to the Senior Pro Vice-Chancellor (Finance) and will be directly responsible for the line management of the Estates and Facilities Department. A diagram of the Estates and Facilities Management Core Team and respective management responsibilities is attached as Appendix 1. These responsibilities may be extended to include other, related, aspects of University Support Services subject to agreement. Review of work is through regular meetings and contact with the Senior Pro Vice-Chancellor (Finance), submission of reports to relevant committees.

6. JOB PURPOSE:

To manage all aspects of the University's estate, its related resources and facilities to provide a physical support environment commensurate with the University's corporate objectives.

To provide long-term comprehensive and integrated physical resource planning for the University, its faculties and departments, to create the basis for exploiting the full potential of the University's physical resources.

To provide strategic leadership and effective management of the Estates and Facilities Department and to manage and be accountable for the efficient and effective provision of comprehensive client centred services for estates planning, management and facility support activities.

To provide effective leadership and management of health, safety & environmental matters for the University as a whole.

The principal responsibilities of the post will be to ensure that the department of Estates and Facilities is:

- strategically focused to support the achievement of the University's key corporate objectives in the development of the estate and its services;
- well managed and operationally effective, having in place robust and efficient systems and processes relating to all aspects of its activities;
- Underpinned by a strong service ethos which places students and staff and other clients at the forefront of all its activities.

7. BACKGROUND INFORMATION:

Estates and Facilities is a multi-disciplinary department providing a comprehensive estate planning and management service and a range of facilities support services, in order to ensure that the University's land and property assets and related physical resources are capable of supporting the academic and other business of the University, safely, effectively and efficiently. The department is responsible for advising on, and contributing to the strategic and operational management of the University's land and property portfolio. The University estate is split across several major sites, including Chester (Parkgate, Queen's Park, Riverside and Kingsway), Thornton, Warrington and Shrewsbury and other smaller sites in and around Chester and on regional hospital sites.

The post requires strategic vision, management expertise and practical experience to lead and manage maintaining and enhancing the University estate and in providing a wide range of services across the institution. The postholder will carry substantial budgetary and staff management responsibilities for the Estates and Facilities Department which has approximately 200 staff operating across a number of University sites.

8. WORK PERFORMED AND/OR KEY RESULT AREAS:

8.1 Communication

- To work constructively with a wide range of staff in pursuit of the University's objectives and fulfilment of its plans.
- To communicate with a wide range of individuals and organisations out with the University including the Health and Safety Executive, technical contractors and architects.
- To build close working relationships with the Senior Management Team and senior administrative and academic colleagues and to nurture a strong sense of teamwork among managers and staff in the Estates and Facilities Department.
- To contribute effectively to the University's strategic and corporate planning processes, with special reference to the physical environment and the physical resources strategy, in the context of supporting the University's teaching, research, residential and other business activities.
- To liaise closely with senior staff in the planning and consultation processes relating to strategic and major operational developments within Estates and Facilities and to communicate such plans and activities in a range of University forums.
- To keep under review developments at national and international levels relating to Estates and Facilities Management, to assess their implication for the University, and disseminate information and ideas within the University as appropriate;

8.2 Teamwork and Motivation

- To ensure the provision of strategic leadership for, and the effective management of the department through ensuring all the departments

within Estates and Facilities interact appropriately and work collaboratively towards the common goals of the department. .

- To provide strategic leadership and direct management control of large teams of staff involved in a broad range of key functions including the management and co-ordination of major strategic capital projects, the programme of reactive and long term maintenance programmes, all elements of the operations and services infrastructure of the University, the management and analysis of space utilisation, the maintenance and upgrading of key data systems relating to the University estate, carbon management projects, and health and safety.
- These responsibilities extend to the leadership of major project teams involving the chairing of meetings of senior technical project staff and consultants, including senior staff both external and internal to the University.
- To undertake the line management of the Core Management Team of senior staff within the department who are responsible for staff within their specialist functions and to be responsible for the division of duties within the Core team, allocating tasks and projects; and providing for training and professional development; Within the department, the Core team will comprise three deputy directors: Estates and Premises, Development and Capital Projects and Facilities.
- To provide leadership to all staff in the department, ensuring that the necessary skill and competency levels are in place, developed or acquired and that a strong service ethos is inculcated and maintained;
- To keep the departmental skill mix under review to ensure that the University is able to operate as an informed client in all aspects of its estate and facility management activities and procure in-house or contracted resources as necessary;

8.3 Liaison and Networking

- A significant degree of autonomy will be afforded to the post holder in order to maintain links with faculties and departments as required across the University. In addition, the postholder will be expected to maintain close links with other institutions, sectors and relevant professional bodies and will be expected to represent the University with confidence and assurance in a range of professional contexts.
- To report to the University's Senior Management and Senior Leadership Teams on estates and facilities developments and priorities;
- To establish and convene, as necessary, relevant functional groups within the University;
- To deputise for the Senior Pro Vice-Chancellor (Finance), as appropriate, on relevant estates and services matters, both internally and externally;
- To participate, as appropriate, in internal groups and meetings of the University of Chester.
- To liaise directly with the Deans and Directors within the University on estates and facilities management matters;

- To contribute to the dissemination and sharing of best practice on estates and facilities management within the Higher Education sector; and
- To chair specific estates and facilities management related Project Groups as required.
- To represent the University on relevant national committees and contribute to the work of regional networks and national professional bodies as appropriate e.g. AUDE; Institute of Facilities Management;
- To be responsible for the Estates and Facilities Department's engagement with external professional consultancy and professional practices in the delivery of effective and cost-efficient services to the University.
- To chair meetings of external contractors to ensure the effective coordination of estate and environmental projects including large scale, high value new builds and refurbishment projects.

8.4 Service Delivery

- To provide a range of high quality services for University staff, students and other clients across the various University sites.
- To provide, procure and develop effective and efficient facilities management services, based upon the highest professional and business standards;
- To provide advice and guidance to the University on all aspects of health, safety and environmental matters and to ensure legislative compliance with all health and safety requirements;
- To demonstrate and promote a strong service ethos throughout the department;
- To maintain the highest levels of service delivery to staff and students of the University;
- To organise the work of the department to ensure a customer-facing approach at all times;
- To be aware of and take into account in managing the work of the department the requirements of diversity and equality in a large public organisation;
- To establish and maintain service level agreements for Estates and Facilities Management provision;
- To maintain appropriate evidence in respect of the performance of the department and to undertake systematic feedback and review of performance through formal and informal engagement with user groups.

8.5 Decision Making

- To report to the Senior Pro Vice-Chancellor (Finance) and advise the University's Senior Management Team on budgetary, strategic and major operational Estates and Facilities Management matters.
- To be directly responsible for providing informed, timely and accurate advice to the Senior Management Team on all major aspects of Estates and Facilities Management, for example, providing detailed

technical advice on the appointment of relevant professional services and the determination of procurement methods and associated costs in accordance with the University's financial regulations.

- A significant amount of autonomy in judgement and action will also be required by the postholder in implementing the decisions of the SMT on relevant matters.
- To work on his/her own initiative, reporting formally to the Senior Pro Vice-Chancellor (Finance) on strategic issues, on the progress of individual projects, and on the management and operational effectiveness of the department;
- To inform strategic decisions by producing the briefs and strategic plans for development of the University's estate and facilities;
- To advise on the formulation of, and be responsible for, the Department's annual budget and capital investments, to ensure that all operations and development activities, including major capital projects, are provided or delivered at optimum cost efficiency;
- On behalf of the University, as directed by the Senior Pro Vice-Chancellor (Finance), to negotiate contracts with external providers on a range of Facilities Management projects;

8.6 Planning and Organising Resources

- To be responsible for all aspects of the planning and organising of resources in support of key strategic capital projects
- To be responsible for the planning, allocation and management of resources, both physical and financial, to ensure that all essential functions and services relating to estates and facilities management within the University operate effectively and efficiently. These responsibilities link directly to the implementation of the University's Estates and Accommodation Strategy requiring long term planning and deployment of substantial resources to ensure that the strategic objectives for the development of the estate are met.
- The strategic and operational planning and organisation of resources for all aspects of Estates and Facilities will be a primary function of the role. This will include responsibility, through the management of the Estates and Facilities Core Team, to undertake all duties listed below. To manage Departmental staff across the range of functions including recruitment, training and development, and to plan and develop the Departmental staffing profile to ensure the fulfilment of the University's requirements in Estates and Facilities;
- To prepare, balance and manage the budgets within the Department and properly administer the funds allocated in accordance with the University Financial Regulations;
- To develop, manage and maintain the implementation of a 5 year rolling planned maintenance programme;
- To procure and control all sub-contracted building work on all University premises including leased buildings, and for drawing up programmes of refurbishment, adaptation and alterations to existing buildings within a minor works programme;

- To monitor the progression of all maintenance and service contracts ensuring all specifications are met within agreed time, budget and quality requirements;
- To liaise with external design and consultancy professionals and to act as the University's representative on new projects;
- To prepare an integrated Facilities Management Strategy document with reference to the University's Corporate Plan;
- To prepare, produce and present an annual Business Plan for the Estates and Facilities Department;
- To be responsible for, and contribute positively to the University's implementation of diversity and equality legislation, regulations, equality schemes and best practice as they apply to all work undertaken by staff within the Department or, under its auspices, by external contractors and in liaison with the University's Diversity's officers;
- To co-ordinate the preparation and production of the design briefs which include technical specifications for large projects;
- To liaise with HEFCE and other external agencies as necessary on capital building projects and with local authorities on planning questions;
- To maintain the University's playing fields and grounds and sports and recreational facilities;
- To ensure that new build and refurbishment works meet current best practice for environmental sustainability;
- To design and implement an energy conservation programme utilising new technologies to reduce costs and meet environmental carbon emissions and to monitor, analyse and reduce energy consumption;
- To provide advice to the Senior Pro Vice-Chancellor (Finance) and internally as required to heads of department and Senior Management Team relating to major Estates and Facilities projects.
- To manage effectively and efficiently his/her own workload and that of the Estates and Facilities Core Team.

8.7 Initiative and Problem Solving

- To manage all budgetary and staffing issues within the Estates and Facilities department.
- To work with the Senior Management Team to balance the University's budget and resources against University-wide needs and plans for estate and environment projects.
- To manage complex problems which impact across the University as a whole, related to estate and environment projects including large scale, high value new builds and refurbishments.

8.8 Analysis and Research

- To be involved in the analysis, research, review and interpretation of relevant technical work across the sector in areas which impact directly on the postholder's responsibilities. These will vary over time according to institutional priorities but would include research into issues such as carbon emissions reduction, the development and refinement of

building management systems, and developments in materials science and technology.

- To provide data as required to HEFCE and other external funding bodies relating to the management and use of the University's estate and facilities;
- To maintain the University computerised asset management database;

8.9 Sensory and Physical Demands

- The role will require a significant amount of walking between and around sites and occasionally climbing ladders and scaffolding.
- The role holder will be expected to travel to the University's Warrington, Shrewsbury and Thornton campuses and to other sites.

8.10 Work Environment

- To be responsible for all statutory compliance matters with regard to health and safety and directly manage the work of the Health, Safety & Environment Manager to ensure that the University adheres to all relevant health & safety and environmental legislation and that the University implements working practices that minimize risk to staff, students and visitors.
- The role also covers health, safety and environmental issues raised at all University owned and managed property.
- To maintain under continuous review all changes to the legislative obligations of the University with regard to health and safety matters;
- To advise on and, where feasible, implement best practice on matters relating to environmental management across the University;
- To advise on all matters relating to health, safety and environment; to ensure that the University is meeting all legislative obligations with regard to health and safety and to promote good practice in the field of environmental management;
- To ensure compliance with Health and Safety legislation and regulations as they apply to all work undertaken by staff within the Department or, under its auspices, by external contractors, and in liaison with the University's Health and Safety Officer, to establish, maintain and implement Health and Safety codes of practice for the safety of staff, students and the general public;
- The postholder has a dedicated office at the Chester Campus. However, the nature of the role will require frequent visits to other University premises as appropriate. As the post holder will have overarching responsibility for the progress of major building projects, some time may be spent in building site conditions. On occasion, the postholder may be exposed to inclement weather, cramped conditions, be required to climb ladders or scaffolds and be expected to work outside of normal hours.
- The post holder will need to be aware of potential hazards when visiting the sites of building work. The post holder will, through the University Health, Safety and Environment Manager, ensure that Health and Safety risk assessments for University buildings are carried out and other risk assessments on a continuing basis (for example

asbestos survey and legionella audits are conducted in accordance with legal requirements.

8.11 Pastoral Care and Welfare

- As the overall line manager for all of Estates and Facilities, to support line managers within the department to manage staff absence, capability, stress issues etc.
- To deal with more serious staffing matters and appeals, working with HRM Services as appropriate,
- To manage any matters which arise within the Core Team, undertaking sickness absence reviews etc.

8.12 Team Development

- To induct new staff, train staff as required and identify training needs through the annual performance and development review (PDR) and to maintain the commitment and motivation of staff in support of the University's Estates and Facilities team. The post holder will receive appropriate secretarial and administrative support to enable the effective discharge of responsibilities
- To lead the Core Team of specialists, providing scope for the members of the Core Team to operate autonomously where appropriate and to encourage them to develop their skills, knowledge and experience, ensuring that staff take advantage of opportunities which the University provides for professional development.

8.13 Teaching and Learning Support

- This is not a requirement of the role.

8.14 Knowledge and Experience

Essential Qualifications

The postholder will be educated to degree standard in a relevant discipline (architecture, building, engineering, facilities management, project management, surveying or similar) preferably with appropriate postgraduate and/or professional qualifications in one or more of these relevant areas and/or an MBA.

Exceptionally, candidates who are able to cite a substantial amount of relevant senior management experience in Estates and Facilities Management or in a related field with a demonstrably successful track record, may be considered.

Specific Experience

The post holder will be required to demonstrate a thorough understanding of general management techniques in a large and complex organisation and be able to manage a complex property estates and facilities portfolio, staff and budgets. Strength and quality of leadership and the personal skills required to develop and lead an effective and well-motivated, multi-disciplinary and multi-task estates and facilities team will be essential. The post holder will require a sound understanding of the legal and financial aspects of major property projects and transactions and will have broad experience both in the

preparation and control of development programmes, building and engineering projects and in managing facility operations and maintenance services.

High level strategic planning and organisational skills, including forward planning and forecasting will be required together with the ability to respond appropriately to user demands and expectations.

8.15 General

- To undertake any other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you.
- To take responsibility for upholding and complying with the University's Equality and Diversity policies and for behaving in ways that are consistent with fair and equal treatment for all.
- To comply with all University Health and Safety policies.

PERSON SPECIFICATION		
Job Title: Director of Estates and Facilities		
Criteria	Essential / Desirable	Method of identification
<p>Qualifications: Educated to degree standard in a relevant discipline (architecture, building, engineering, facilities management, project management, surveying or similar)</p> <p>Appropriate postgraduate and/or professional qualifications in a relevant discipline as above and/ or an MBA.</p> <p>Be eligible for membership of the BIFM.</p> <p><i>Exceptionally, candidates who are able to cite a substantial amount of relevant senior management experience in Estate and Facilities Management or in a related field with a demonstrably successful track record, may be considered.</i></p>	<p>Essential</p> <p>Desirable</p> <p>Desirable</p>	<p>Application form /</p> <p>Application form</p> <p>Application form / Interview</p>
<p>Proven Experience:</p> <p>Thorough understanding of general management techniques in a large and complex organisation.</p> <p>Strength and quality of leadership and the personal skills required to develop and lead an effective and well-motivated, multi-disciplinary and multi-task estates and facilities team.</p> <p>A sound understanding of the legal and financial aspects of major property projects and transactions.</p> <p>Broad experience both in the preparation and control of development programmes, building and engineering projects and in managing facility operations and maintenance services.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Application form / interview</p> <p>Application form / interview/ assessment</p> <p>Application form / interview/ Assessment</p> <p>Application form / interview</p>

Knowledge Skills and abilities:		
Ability to manage a complex property estates and facilities portfolio, staff and budgets.	Essential	Interview / test
High level strategic planning and organisational skills, including forward planning and forecasting.	Essential	Interview / test
The ability to respond appropriately to user demands and expectations.	Essential	Interview / test

Essential Requirements are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Requirements are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Method of identification is where the selection panel will match the candidate's skills and abilities to the required criteria outlined (i.e. application form, interview, test)

**UNIVERSITY OF CHESTER
TERMS & CONDITIONS OF EMPLOYMENT
DIRECTOR OF ESTATES AND FACILITIES**

SALARY SCALE

University Scale E4, points 56 - 58, £67,413 - £71,505 per annum payable monthly in arrears.

RESIDENCE REQUIREMENT

It is a requirement of this post that within 12 months of appointment, the post-holder should live within a 30 mile radius or within a one hour travelling time by public transport from the University.

HOURS OF WORK

Monday to Thursday 9.00am - 5.30pm

Friday 9.00am - 4.30pm

A flexible approach to work will be required as there may be occasions when it would be necessary for you to work additional hours as dictated by the workload.

HOLIDAY ENTITLEMENT

22 days per annum (pro-rata during the commencement and cessation years), rising to 27 days after five years' continuous service. Two extra statutory days per annum during the Christmas period.

PROFESSIONAL CONTRACT

The successful applicant may opt to be employed on a 'professional contract'. Those employed on professional contracts have a holiday entitlement of 35 days per annum. As a minimum they are expected to be present during the core hours of the role, as outlined above, and they are not entitled to participate in the department's flexi-time scheme.

DISCLOSURE & BARRING SERVICE CHECKS

The successful applicant will have to undergo a DBS check before an appointment can be made.

MEDICAL EXAMINATION

Successful candidates will be required to complete an Occupational Health questionnaire, and may be required to undergo a medical examination.

ESSENTIAL CERTIFICATES

Short-listed candidates will be asked to bring to interview, proof of qualifications as outlined on the Job Description and Person Specification provided. Upon appointment, copies of essential certificates will be required by HRM Services.

PENSION SCHEME

The University operates two pension schemes for support staff:

- The default scheme is the Higher Education Defined Contribution Scheme (HEDCS), which is administered by Friends Life.
- The Cheshire Local Government Pension Scheme, to which the University is an admitted body.

All support staff are entitled to participate in one of these schemes. Some staff will be automatically enrolled into a scheme, depending on their age and earnings, but if they do not wish to remain a member of the scheme, they will be entitled to opt out after enrolment.

EQUAL OPPORTUNITIES

The University has a policy of equal opportunity aimed at treating all applicants for employment fairly.

SMOKING POLICY

The University operates a No-Smoking policy.

PROBATIONARY PERIOD

A twelve months' probationary period applies to all University posts.

CLOSING DATE

Candidates should apply for this vacancy via our online recruitment website (<https://jobs.chester.ac.uk/wrl/>) by Friday 16th October 2015 quoting reference number HR15041.

Estates and Facilities Department – Staff Structure

From 1 August 2015



