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| Last updated: | July 2021 |

**JOB DESCRIPTION**

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| Post title: | **Associate Director – Campus Operations** | | |
| Standard Occupation Code: (UKVI SOC CODE) | 1139 | | |
| School/Department: | Estates and Facilities | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 6 |
| Posts responsible to: | Director of Estates Operations | | |
| Posts responsible for: | Catering Services Manager  Head of Conference, Events and Hospitality  Head of Security  Campus Services Manager  Estates and Facilities Office Manager  Facilities Manager, Boldrewood and Capital Projects | | |
| Post base: | Office-based/~~Non-Office-based~~ (see job hazard analysis) | | |

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| Job purpose |
| To provide strategic direction and leadership to Campus and Facilities Services demonstrating, broad, clear and innovative thinking with the objective of delivering operational excellence and enhanced student experience. To manage both staff and systems in order to deliver value for money and cost-effective management across the University. |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | To manage Campus and Facilities Services (Security; Campus Services; Catering; Conference, Events and Hospitality; Building Management and Estates and Facilities Administration Services) as business units, ensuring that Service Managers take responsibility for a quality, customer focused service whilst improving productivity and cost effectiveness. | 15% |
|  | By developing and maintaining key stakeholder relationships, ensure that services provided by Campus Services and Facilities meet the University’s needs and that customers are involved in assessing and measuring service standards. | 15% |
|  | To design, deliver and lead on the provision of outstanding catering services (both in-house and third-party provided). | 15% |
|  | To monitor budgets for Campus Services and Facilities ensuring that all services work within their allocated budgets. | 10% |
|  | To lead a large, diverse and multi-disciplinary team through exceptional people engagement and management practice. | 10% |
|  | To be a member of the Board of Estates and Facilities, contributing to the overall business and strategy and producing Board reports. Work proactively with members of the Board to ensure the business of Campus Services and Facilities is properly integrated into the overall day-to-day business of Estates and Facilities and the University as a whole. | 10% |
|  | To manage risk and ensure that the University meets all its statutory legislative and Health and Safety requirements relating to the business of Campus Services and Facilities. | 10% |
|  | To research, write and present formal reports and papers for University committees as appropriate. | 5% |
|  | To represent the Director both internally and externally and to promote a positive image of the University. | 5% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5 % |

| Internal and external relationships |
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| Departmental and University senior management  Other members of the department/University staff  External customers  Relevant suppliers and external contacts |

| Special Requirements |
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**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of a professional qualification or postgraduate degree in Facilities Management or related field.  Strong leadership and managerial skills that have been developed and applied in a participatory management environment.  Experience of designing and delivering catering retail operations.  Strong track record of working collaboratively, diplomatically and effectively with a wide range of groups, for example, senior managers, clients, donors, consultants, contractors and government bodies  Extensive experience of leading operational teams, both in house and externally contracted services in a multi-site environment.  Track record of driving organisational and cultural change. |  |  |
| Planning and organising | Able to plan and shape the direction of specialist or professional area of activity.  Able to organise major new initiatives, with little or no precedent.  Able to prepare operational plans such as business continuity plans and know when to instigate and deploy them.  Able to energise and encourage others to collaborate effectively while motivating and managing the abilities of the team. |  |  |
| Problem solving and initiative | Able to develop significant new concepts and original ideas within one’s field in response to intractable issues of importance to the University.  Able to analyse and evaluate situations thoughtfully and logically and utilise creativity and resourcefulness in developing financial solutions to challenges. |  |  |
| Management and teamwork | Able to proactively develop team dynamics and performance, ensuring quality standards are consistently achieved.  Able to foster positive relationships both within and outside of own department.  Able to proactively work with senior managers across the University to achieve key deliverables. |  |  |
| Communicating and influencing | Able to negotiate effectively on behalf of the department or University on key issues.  Able to develop, lead and influence key strategies.  Exceptional written and verbal communication skills |  |  |
| Other skills and behaviours |  |  |  |
| Special requirements |  |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |