

Role Descriptor

Role Title:	Campus and Facilities Manager (London) (INF24-004a)
School/Service:	Infrastructure
Normal Workbase:	Your normal place of work is the London Campus, but you will be required to work or be based at any premises the University occupies or any other reasonable location where the University is undertaking its business.
Grade:	7
Role Family:	Team Leader
Reporting To:	Head of Maintenance (dotted line to Head of Operations London)
Responsible For:	None

Summary of the Role

Provide leadership and management for facilities services at the University of Staffordshire London campus, including security, cleaning, waste disposal, and portering, while ensuring compliance with Health and Safety Regulations. Lead on and manage contractors and maintenance service providers and support the Head of Operations to ensure the smooth running of all areas of the London campus. The role supports events and projects, such as graduations, managing campus access and security of equipment and oversees the maintenance budget, ensuring cost-effective services and implementing Service Level Agreements (SLAs). Responsibilities include monitoring FM service delivery, driving continuous improvement, and managing staff. The role also ensures compliance with risk assessments, method statements, and emergency preparedness in coordination with the central estates team & the Head of Health and Safety.

Key Accountabilities

1. Provide leadership and management responsibility for the effective provision of all facilities management on the London campus including, security, cleaning, portering services, window cleaning, waste disposal and recycling working with external contractors on maintenance, the landlord (Here East) and liaising with the Head of Compliance and the Head of Health and Safety to ensure that the University estate is compliant with Health and Safety regulations and requirements.
2. Support the delivery of the FM element on projects such as graduation, large events and conferences, coordinate, control and monitor access for contractors involved in compliance and reactive maintenance works and ensure the security of equipment.

3. Ensure that the management of facilities are delivered in a cost effective and efficient manner always providing best value to the organization, and be responsible for the implementation, maintenance and delivery of Service Level agreements (SLAs). The compliance with these SLA's will be monitored by the London base Senior Management Team
4. Develop, implement, undertake, monitor, and review, quarterly reviews and audits of the service delivery of all FM services provided against specified requirements and use the findings to drive continuous improvement in coordination with the Compliance Engineer and the estates team based at the Stoke campus and ensure these are accurately and timely reported.
5. In order for the operations of the campus to run smoothly, the role holder must work closely with the Head of Operations, deputise for the Head of Operations as appropriate and support broader London campus activities by undertaking flexible duties to ensure an exceptional student experience.
6. Ensure all aspects of the campus operations are carried out in line with the University's health and safety requirements, statutory obligations and best practice requirements, ensuring that all contingencies have been identified and covered supported by risk assessments, method statements and appropriate permit to work systems, in conjunction with the central estates team based the Stoke campus and 'Here East' Estates Management including leading on critical incident and business continuity aspects.



Qualifications

To be successful in this role you will need to hold the following qualification requirements:

- Educated to Degree level or equivalent professional qualification or experience

Experience and Knowledge Requirements

To be successful in this role you will need to demonstrate:

- Experience in a number of areas of campus & facilities management within a higher education setting.
- Experience in leading frontline services, corporate and student events including the successful delivery of compliance and H&S.

Core Competencies

As a University we have aligned success, in all roles, to the demonstration of all ten Behavioural Competencies that bring our Values to life. Demonstrating these Behaviours is a critical part of a successful career at the University of Staffordshire. Whilst you are expected to demonstrate all ten behaviours, five core behaviours have been identified as essential for success in the Team Leader role family as follows:

Making Relationships Work

Builds great working relationships, internally and externally, through an honest, open and collaborative approach. Communicates effectively and adapts their style to suit the audience or individual, always considering the needs of others

Service Excellence

Understands their internal and external customers and their wants and needs. Works consistently to deliver a service that exceeds customer expectations. Takes pride in delivering service excellence.

Continuous Improvement

Focuses on improving performance in everything they do, encourages and supports other to do the same. Open to new ideas and changing ways of working to improve outcomes for all

Leadership

Demonstrates leadership of self or self and others if in a management role. Takes responsibility for own actions and where in a manager/leader role, the actions of their team. Demonstrates the University values consistently in the way they work. Inspires others by their actions.

Digital

Demonstrates a positive approach to working with University systems, software and technology. In an ever-changing environment seeks out opportunities to embrace change using digital skills, software, and technology to improve processes and drive behavioral and organizational change.

University Responsibilities

The weekly hours and days of work are outlined in the contract of employment. However, the nature of university business may require the post-holder to occasionally work outside core hours at evenings and weekends to ensure continued delivery of an excellent student and customer experience.

All staff are responsible for looking after their own health, safety and wellbeing and that of others who may be affected by their acts or omissions.

All staff are required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.

Variation to Role Descriptor

The role descriptor summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility. The University reserves the right to vary the duties and responsibilities set out within this role descriptor.