

JOB DESCRIPTION	
Job title: Facilities Manager	Accountable to: Lead Facilities Manager
Contract length: Permanent	Hours per week: 35 Weeks per year: 52
Salary: £34,326 to £42,155 per annum	Grade: 4
Service: Estates	Location: All College Sites
Who are we? <p>We are the Estates department, which is responsible for all aspects of maintaining of the Estate including Facilities management, projects, cleaning, security and maintenance. We look after 17 buildings across London ranging from Wimbledon to Kings Cross and sites in East London.</p>	
What is the purpose of the role? <p>To manage the delivery of effective high quality estates services for designated premises across the University by providing robust tactical management of operational services. These include facilities, cleaning, waste management, contractor management, budgets and compliance. This also includes the staff management of Facilities Assistants to include training and rostering. To assist the Lead Facilities Managers in staff and contractor reporting and in the implementation of University wide policies and procedures.</p>	
Duties and Responsibilities <ul style="list-style-type: none"> • To lead and manage a team of Facilities Assistants (FAs) in accordance with Estates and HR policies and procedures, including managing annual leave, sickness, performance, mediation, investigations etc. • To be the escalation point for Facilities Coordinators and Facilities Assistants for your designated area, holding regular meetings and toolbox talks and reporting back to your Lead Facilities Manager. • To oversee and manage on-site files including the site bible, compliance folder, permits to work and other relevant FM processes. • To ensure that estates services are compliant with health and safety and other statutory and regulatory obligations. To ensure that University policies and procedures are implemented and recorded to provide a safe working environment. • To be the first point of contact during scheduled working hours in responding to building emergencies in accordance with the Disaster Recovery Plan and to attend regular Disaster Recovery training. • To assist and manage small-scale local moves. • To manage the site budgets up to an agreed amount per site and approving/inputting orders of up to £1000 through placing Purchase Orders. To ensure that monthly site budgets are checked and discussed with the contractors and your Senior Facilities Manager in 1:1 meetings in order to prioritise monitoring and expenditure and effective cost control. • To take operational responsibility for the site security, including the access control system, CCTV and Security cover. • To manage logging, allocation, monitoring and closure of all Help Desk jobs for your designated area. • To take site lead in supporting the environmental and sustainability agenda, including assisting in the development of a Waste Management and Environmental Policy to ensure the University's compliance with legislation and guidance. • To promote and provide a customer-focused service to stakeholders through the development and implementation of service standards, Service Level Agreements and Key Performance 	

Indicators.

- To manage soft and hard service contracts, consumables and specifications in accordance with robust contract and performance management regimes, so that contracted services meet key performance measures and comply with service and contractual requirements for your designated site. To report back on contractor performance and audits to the LFM and Building Maintenance Manager.
- To assist the Estates team on FM-associated lease and occupancy matters when required.
- To assist in the procurement of external services/contracts, including the preparation of specifications, tendering, evaluation and selection in conjunction with the LFM.
- To be the key interface between stakeholders and service delivery across the role's designated premises, building effective communication channels and working relationships through regular meetings.
- To understand and review customer needs and service delivery performance, proactively responding to the need for change and ensuring that the service meets customer needs.
- To maintain and develop channels of communication and relationships with external suppliers/contractors to ensure continuous improvement through effective supply chain management and regular meetings on consumables and performance.
- To oversee risk assessments, audits of inspection regimes and staff activities including the investigation and interrogation of contractor data to ensure the suitability of method statements and RAMS.
- To monitor incidents and issues and provide data to identify trends and patterns so that policies, procedures and systems of work can be put in place to eliminate risk.
- To work on a Saturday cover roster as part of the team.
- To undertake health and safety duties and responsibilities appropriate to the post, including risk assessments and application of the UAL authorisations to work and contractor-management policies.
- To undertake First Aider duties and manage local arrangements for First Aid at work, including the update of local compliance signage and replenishment of First Aid stock.
- To deliver and record the training of the Facilities team against the training matrix with valid First Aid, SIA, tool box talks and other appropriate certification as designated.
- To perform such duties consistent with your position as may from time to time be assigned to you anywhere within the University.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To undertake continuous personal and professional development, and to support any staff you manage through the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of information and communication technologies in adherence to data protection policies to meet the requirements of the role and promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

General

- Assume other reasonable duties consistent with your role, as determined, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme

and staff development opportunities.

- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)

Key Working Relationships

Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Lead Facilities Managers, Head of Facilities Management, Wider Central Estates Team, Projects Team, College Management Teams, External Contractors and Students.

Specific Management Responsibilities

Budgets: Locally agreed SFM /HFM Budget. Site Facilities budgets up to an agreed amount per site with self-approved PO's of £1k per transaction.

Staff: designated site support staff (Facilities Assistants and Security Staff).

Other (e.g. accommodation; equipment): Site management overview for designated premises, as required. Systems previously mentioned.

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	<ul style="list-style-type: none"> • SIA (Door Supervisor) accreditation. • Knowledge of security related aspects of facilities and premises services together with experience of incident control. • Qualified First Aider.
Relevant Experience	<ul style="list-style-type: none"> • Experience of conducting quality service audits and inspections. • Demonstrable knowledge of Health and Safety and other relevant statutory obligations and their practical application in the workplace. • Experience and knowledge of conducting premises audits.
Communication Skills	<ul style="list-style-type: none"> • Communicates effectively orally, in writing and/or using visual media.
Leadership and Management	<ul style="list-style-type: none"> • Motivates and leads a team effectively, setting clear objectives to manage performance
Professional Practice	<ul style="list-style-type: none"> • Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and Managing Resources	<ul style="list-style-type: none"> • Plans, prioritises and organises work to achieve objectives on time
Teamwork	<ul style="list-style-type: none"> • Works collaboratively in a team and where appropriate across or with different professional groups.
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"> • Uses initiative or creativity to resolve problems

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.