

JOB DESCRIPTION	
<b>Job title:</b> Head of Hard Facilities Management	<b>Accountable to:</b> Associate Director of Estates
<b>Contract length:</b> Permanent	<b>Hours per week:</b> 35 <b>Weeks per year:</b> 52
<b>Salary:</b> £53,011.00 - £64,032.00 per annum	<b>Grade:</b> 7
<b>College/Service:</b> Operations and External Affairs	<b>Location:</b> CSM - King's Cross, London UK & Across UAL sites
<p><b>Purpose of Role:</b></p> <p>To lead on the effective operation and management of the University's Hard Facilities Management function. Primary responsibility for the operation and performance of the Total Facilities Management Contract, ensuring all services are delivered to optimise performance, provide value for money, minimise disruption and secure the highest level of service for customers.</p> <p>Direct responsibility for delivery of hard FM related to other fabric and building services projects.</p>	
<ul style="list-style-type: none"> <li>• <b>Duties and Responsibilities</b></li> <li>• Working alongside the Head of Campus Services to be responsible for the effective management and operation of the Total Facilities Management contract. To have sole responsibility for the Hard FM function under that contract and to work in collaboration with the Head of Campus Services in ensuring all work streams are efficiently provided to Clients.</li> <li>• To provide effective leadership and management to ensure the performance and effective operation of the Total Facilities Management contract at the University as well as the staff delivering the Hard FM function.</li> <li>• The post holder is expected to work proactively with the TFM service supplier and project managers to establish and monitor the application and adherence to the management of Health and Safety at Work Act and the University Health &amp; Safety policy and procedures</li> <li>• To develop and implement, in association with the Head of Campus Services an effective FM strategy, which through continuous review/audit of FM services investigates, considers and presents the most suitable method of delivering the FM services whether that be through TFM or unbundled practices, to ensure that quality of delivery is aligned to best value.</li> <li>• To develop, implement and maintain a set of policies and procedures of the FM function to ensure that responsibilities, systems and processes are fully defined and provide an effective and coherent service in relation to Hard FM related work, including PPM, compliance and reactive maintenance of fabric and building services.</li> <li>• To establish, maintain and manage an effective Help Desk facility whether within TFM or independent, providing effective actions on issues raised, communicated feedback to customers and benchmarking of service performance.</li> <li>• Responsible for ensuring all statutory compliance testing and recording of critical building systems is carried out, are accurate and up to date records are appropriately maintained for inspection at all times.</li> <li>• To ensure that PPMs are carried out in accordance with the manufacturer's guidelines and standard maintenance specification for building services (HVCA SFG20)</li> </ul>	

- Ensure the safe and compliant management of all maintenance and engineering services across the university's estate
- Ensure that all operational maintenance, engineering and project related health and safety requirements are clearly communicated and diligently applied to our maintenance contractors
- Ensure management of Authorised, Responsible and Competent statutory duties; to include Electrical, L8 and Asbestos across the scope of Estate Engineering and Maintenance activities to meet project requirements and incident / emergency response requirements acting as UAL's Authorising Engineer.
- To manage building services resources to establish standards and to monitor and evaluate solutions to building services functional problems. Also, to review design proposals on new buildings/installation and refurbishments, promoting standardisation, maintainability and efficient life cycle costing.
- To review, in conjunction with the Head of Campus Services, and maintain the University's Disaster Recovery Plan. To oversee training of staff and ensure facilities and battle boxes are available for use in the event of a major incident.
- To procure external contracts/services relating to Hard FM, fabric repairs and installations provision as required, including the preparation of contract terms/specifications, tendering, evaluation and selection. To effectively manage all external contracts/contractors/suppliers to ensure that through performance management, agreed service standards and contract compliance are achieved.
- In association with the Head of Campus Services, maintain an overview of the training and development needs of all FM staff to ensure the ability to conform with statute, services and customer requirements.
- In association with the Head of Campus Services, to monitor and measure the effectiveness of all FM services, review customer needs and foster an environment of continuous improvement.
- To develop and manage the TFM budget, excluding the elements held under Head of Colleges, and other hard FM related budgets, including preparation of annual budgets, value engineering, monitoring of expenditure and effective cost control, to maintain within financial limits. To review existing expenditure/contractual commitments and remove inefficiencies to be done in conjunction with the department's financial resource and contracts services manager.
- To assist in ensuring the building of strong inter-relationship between the functional teams within the Estates Department address the requirements for the operations of the University. Assist in ensuring there are no barriers between teams and build upon beneficial working relationships.
- To be responsible for managing M&E and Fabric related projects both in association with the Projects Team across the University.
- With the Head of Campus Services, to establish and develop effective and continuous channels of communication and build relationships with all internal and external stakeholders, including staff, students, service providers/suppliers etc., regularly attending college meetings i.e., BUGs and H&S meetings.
- To perform such duties consistent with your role 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 it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To 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.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- 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.

**Key Working Relationships**

- Director of Estates
- Deputy Vice Chancellor, Chief Operating Officer
- Pro Vice Chancellors and Directors of College Administration
- Head of Campus Services
- Associate Director of Estates Management and Development
- Health and Safety team
- Technical Managers
- External Contractors and Suppliers

**Specific Management Responsibilities**

**Budgets:** TFM Budget (with Head of Campus Services), Other Hard FM related budgets. Individual Project related budgets

**Staff:** Building Services Engineer (to be recruited).

External Suppliers: Numerous

**Other** (e.g. accommodation; equipment):

**PERSON SPECIFICATION**

Specialist Knowledge/Qualifications	<p>Relevant Qualification at Certificate or Higher level.</p> <p>Senior Management qualification or proven track record of managing experience.</p> <p>Member of an appropriate professional Facilities Management body.</p> <p>Relevant experience in the management of Hard FM Services across a geographically multi-site educational or similar estate.</p>
Relevant Experience	<ul style="list-style-type: none"> <li>• Senior Hard FM management experience including organisational planning and lead delivery of FM function and teams across a multi-site estate.</li> </ul>

	<ul style="list-style-type: none"> <li>Managing the operational administration of the Hard FM function of a 3<sup>rd</sup> party supplier contract. Experience including preparation of technical specifications for public tender projects</li> <li>Experience of planning, exercising and delivery of emergency management and business continuity</li> <li>Previous budget management experience both setting and adhering to proposed budgets.</li> </ul>
Communication Skills	<p>Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way.</p> <p>Able to analyse and present complex data to a broad spectrum of recipients.</p> <p>Experienced in writing reports and business cases.</p>
Leadership and Management	<p>Excellent management and leadership skills. Motivates and leads a team effectively setting clear objectives to manage performance</p> <p>Customer focussed approach to service delivery</p> <p>Ability to influence and work collaboratively across a broad spectrum of stakeholders</p>
Professional Practice	<p>Membership of a recognised professional body i.e. RICS, BIFM or similar</p>
Planning and Managing Resources	<p>An understanding of the current challenges in the HE sector able to manage priorities with strong organisational and administrative skill</p>
Teamwork	<p>Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration Ability to work as part of team as well as lead a number of staff ensuring provision of services across the University Estate.</p>
Creativity, Innovation and Problem Solving	<p>Ability to make decisions and find solutions using own initiative within the constraints of given policies and procedures</p>