

JOB DESCRIPTION	
Job title: Head of Campus Services	Accountable to: Associate Director, Estates Management and Development
Contract length: Permanent	Hours per week: 37 Weeks per year: 52
Salary: Competitive c£70,000	Grade: Senior non-academic staff
Service: Operations and External Affairs	Location: Central Saint Martins
<p>Who are Estates?</p> <p>The Estates Department at UAL plays a vital role in ensuring that the environment in which you learn, study, work and teach supports you in these endeavours.</p> <p>With a total estate exceeding 170,000 m2 spread across 16 sites from Wimbledon in South West London to Hackney in the North East, our responsibilities are varied and cover Accommodation Services, Student Accommodation Development, Retail and Catering, Security, Sustainability, Major Projects and Facilities Management.</p> <p>Facilities Management (FM) work day and night to ensure University buildings are kept running, safe and clean. We are continually raising standards and thinking imaginatively about how we can improve the working, studying and learning environment at UAL for our students and staff. Amongst other things, we:</p> <ul style="list-style-type: none"> • deal with 26,000 Helpdesk requests per year • are made up of over 100 in-house and 200 contract staff • dispose of 1,200 tonnes of waste per year • processes 10 million access card swipes per year • manage a cleaning and maintenance budget of approximately £11m 	
<p>What is the purpose of the role?</p> <p>The primary role of the Head of Campus Services covers the academic portfolio with some limited services that support our own managed halls.</p> <p>The post holder's main objective is to ensure UAL retains and maintains a strong portfolio of Estates and facilities, so that students want to study with us and the creative industries want to work with us. The purpose of the role is to lead and influence UAL's staff and student's working environment through establishing a strong network of productive relationships across multi-disciplinary teams and stakeholders. The post holder will be accountable for delivery of a customer-focussed service that meets the University's strategic ambitions.</p> <p>Working in close collaboration with the Associate Director of Estates Operations and Development and the Head of Hard FM Services, you will be responsible for the leadership, management and motivation of a multi-disciplinary team of facilities services professionals, accountable for ensuring the highest standard of performance is maintained and to ensure that the highest level of customer service across each of the UAL campuses and associated premises is delivered. This includes cleaning, caretaking, portering, security, grounds, car parking, post and transport in a timely, efficient, resource-effective manner, maintaining customer satisfaction levels, through the use and management of direct labour or contractors as appropriate.</p> <p>The post holder will liaise closely with directorate technical, professional and other staff, in the</p>	

delivery of reactive and planned maintenance. Crisis and effective communication are core responsibilities, including out of hours, working closely with Heads of Colleges and Services.

As a senior member of the University you will be expected to work such hours as are reasonably necessary in order to fulfil the duties and responsibilities of the role. You may also be required to work such additional/different hours as may from time to time be necessary for the proper and efficient discharge of duties which may include evenings, Saturdays, Sundays and bank holidays. You will be required to regularly travel to other sites as necessary.

Duties and Responsibilities

- To work in close association with UAL's HR team where required to manage policies and procedures effectively in ensuring that the Facilities team provide an effective service to clients
- To train, lead and motivate staff to provide a customer focused service that provides a high level of satisfaction and experience for students and staff, structuring your teams to be highly effective. Front line student facing staff in particular must focus on providing a courteous and positive experience for our students.
- To work closely and collaboratively with peers and colleagues in all other areas of Estates activities to ensure effective collective team working and that to ensure our facilities are designed, procured, constructed operated (where applicable) and maintained effectively and sustainably.
- To work collaboratively with other University support services, especially Finance, Legal and Procurement, and College management teams in providing services that complement course requirements and the specific needs of students and staff.
- Work collaboratively with the Accommodation Residences Manager for the provision of Soft Services to our own managed halls.
- To develop and implement, in association with the Head of Hard FM 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 to ensure that quality of delivery is aligned to best value.
- In association with the Head of Hard FM, undertake research into best practice to monitor and measure the effectiveness of all FM services, review customer needs and foster an environment of continuous improvement.
- Develop an annual business and quality plan setting out building specific and University wide priorities for driving improvements in the quality of building maintenance services.
- To build strong effective relationships with stakeholders ensuring that their needs and expectations are understood and managed and ensuring effectiveness and organisational confidence in the service delivered.
- To work in association with the Head of Hard FM to ensure effective running of soft work streams under the Total Facilities Management package operating across all sites.
- Delegated responsibility for an annual soft facilities services budget to ensure that directly managed staff comply with the University financial regulations, policies and guidelines.
- To work closely with procurement to ensure that outsourced service contracts are prepared to specification, tendered, evaluated and are representative of the university and stakeholder requirements.
- To identify and develop policies, procedures and standards which encourage and

demonstrate best practice and incorporate systems for continuous assessment and improvement with the aim to deliver an exceptional range of soft facilities services service.

- To act as the informed client providing facilities technical advice to stakeholders on soft services delivery across the estate portfolio.
- Demonstrate duty of care to ensure that our contracted service suppliers and their staff maintain a safe environment whilst carrying out their duties and are compliant with all health and safety legislative procedures.
- Responsible for performance management and appraisals, to identify training and professional development requirements that are consistent with the changing and evolving needs of the business.
- To manage contracted service partners ensuring that delivery is consistent with contractual agreements and KPI's whilst remaining flexible to the changing business requirements of the University.
- To prepare and present reports and management information for the executive and senior stakeholders of the university on facilities services performance such as KPIs, SLA's, business cases for facilities initiatives and capital investment.
- To contribute towards the development of an integrated directorate and lead and develop a service that instils customer excellence that will best enable the directorate to support the delivery of the university's core activities and meet clearly the identified needs of its customers.
- Work with and assist other senior directorate staff in formulating policies, managing the estate and ensuring a physical environment which is safe, attractive and fit for purpose.
- Contribute towards the development and enhancement of the directorate's presence on the university website.

As a senior member of the University the following applies:

- You are expected to work such hours as are reasonably necessary to fulfil the duties and responsibilities of the role.
- You may be required to work such additional/different hours as may from time to time be necessary for the proper and efficient discharge of duties which may include evenings, Saturdays, Sundays and bank holidays.
- You may be required to regularly travel to other sites as necessary.

General

- Assume other reasonable duties consistent with your role, as determined xxx, 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

- Associate Director Estates Operations and Development
- Director of Estates
- Associate Director Catering, Retail and Accommodation
- Deputy Vice Chancellor, Chief Operating Officer
- Pro Vice Chancellors and Directors of College Administration
- Residence Manager and Group Residence Manager in Accommodation
- Head of Hard FM,
- Health and Safety team
- Technical Managers
- External Contractors and Suppliers.
- Staff and Students
- Student and Trade Unions

Specific Management Responsibilities

Staff: Operational staff/Facilities Manager and Facilities Assistants.

External Suppliers: Numerous

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	<ul style="list-style-type: none"> • Degree or extensive experience in relevant area. • Membership of relevant professional body – BIFM or similar. • Building Services Technical Knowledge. • Technical building knowledge of building construction/services. • Sound understanding of Health & Safety practices & legislation.
Relevant Experience	<ul style="list-style-type: none"> • Developing & maintaining QA management systems. <p>Strategic & tactical management experience in soft and hard FM services.</p> <ul style="list-style-type: none"> • Experience of managing supplier relationships. • Experience of performance management & output specifications. • Experience of procurement & contract management. <p>Financial management (budget preparation & control) experience.</p> <ul style="list-style-type: none"> • Proven successful delivery of FM services. • Experience of introducing & managing change. • Experience of working across multi-sites. • Risk Management experience including disaster recovery. • Experience of successful commercial and employee relations negotiation. • Experience of reactive and PPM systems and implementation, in house and outsourced. • Proven ability to deliver highest standard of performance and customer service. • Proven ability and track record of successfully providing an outstanding working environment for large and complex organisation
Communication Skills	<ul style="list-style-type: none"> • Communicates in a compelling and influential way adapting the style and message to a diverse internal or external audience in an inclusive and accessible way.
Leadership and Management	<ul style="list-style-type: none"> • Motivates and leads effectively, setting the direction of one or more function and promoting collaboration across formal boundaries. • Ability to define and deliver vision for the new service

	enhancement ambitions.
Professional Practice	<ul style="list-style-type: none"> • Contributes to advancing professional practice/research or scholarly activity in own area of specialism. • Proven ability to undertake research in to best practice for the provision of building services and identify and implement best practice in the service provision to improve current service delivery.
Planning and Managing Resources	<ul style="list-style-type: none"> • Effectively plans, prioritises and manages the delivery of complex projects or activities to achieve long term strategic objectives.
Teamwork	<ul style="list-style-type: none"> • Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration.
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"> • Initiates innovative solutions to problems which have a strategic impact.

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.