

**JOB DESCRIPTION**

Assistant Facilities Manager, Service Delivery, Facilities

**Vacancy Ref:** 0509-24

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| **Job Title:** Assistant Facilities Manager | **Present Grade:** 6 |
| **Department/College:** Service Delivery |
| **Directly responsible to:** Facilities Manager |
| **Supervisory responsibility for:** Cleaners  |
| **Other contacts**  |
| **Internal:** Facilities, Safety Office and Professional Services colleagues. Estates development and operations teams, academics, Health Safety and Compliance managers. |
| **External:** Regulatory Bodies, contractors and consultants as required |
| **Major Duties:****Customer service and service delivery*** To assist the Facilities Manager in planning for improving services to Faculties and ensure objectives are clearly communicated, achieved and reviewed
* In conjunction with the Facilities Manager develop actions plans for improvements and to address any issues in relation to service provision
* To promote a culture of customer service excellence
* Deal with escalation enquiries or complaints in relation to Facilities from the Faculties
* Co-operation with other sections within Facilities Management in order to ensure seamless, first class customer service
* To ensure buildings and facilities are maintained in an appropriate state of repair and cleanliness including monitoring the day to day services provided by facilities
* To work with maintenance to ensure compliance with current legislation of buildings to include pre planned maintenance including fire alarm testing, emergency light testing and generally ensuring the building is not compromised in terms of health and safety
* Carry out monthly inspections of all responsible areas and report

**People planning*** To lead and provide direction for Facilities staff to include work rotas, cleaning schedules and cover for absence
* In conjunction with the Facilities Manager annually review workflow to ensure correct staffing levels to meet the service delivery
* To support the Facilities Manager in statistical data and production of business decision/cases associated with services provided to facilitate strategic and operational plans

**Team support and development*** Deal with management issues on a daily basis to ensure good teamwork and high morale in the absence of the Facilities Manager
* Responsible for the management of Health & Safety, wellbeing, personal development and HR policies associated with the team and 14001, 45001 audits and action plans.
* Attend regular monthly meetings and from time to time, make presentations to colleagues / management as required in order to keep them informed of Facilities projects / services
* To support the Facilities Manager in liaison with Union representatives associated with work force issues
* Ensure safe systems of work are in place for all activities within the team and audit them
* Establish and keep updated a monthly action plan for review at 121s
* Carry out PDRs for direct reports and support Facilities Manager with wider team PDRs setting clear objectives for staff
* Carry out tool box talks to meet health and safety requirements

**Contract management and budgets*** Responsible for budget expenditure allocated
* Ensure any procurement of goods and services are within University financial regulations
* Monitor and manage service contracts for Operations, tender as appropriate and ensure value for money

**Project management*** To manage any minor building projects allocated on behalf of facilities, processing relevant paperwork, disseminating information and ensuring timely delivery of projects to the satisfaction of the relevant parties
* To support the reuse of furniture and manage surplus stock.
* To facilitate University events ensuring required services and support in relation to Facilities is in place
* To carry out small building moves for Facilities within the Faculties on behalf of the Facilities Manager
* To assist with any sustainable projects, raising awareness with Faculties and supporting campaigns
* To support the Facilities Manager, deliver the waste and recycling services to campus.
* Assist the Facilities Manager Residences with the summer programme of works in relation to staffing, checking, and locking down of areas.
* Provide cover for the Facilities Managers during absence.

Any other duties commensurate with the gradeThis is predominantly a campus based post with 80% of the role required on campus  |
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