

JOB TITLE: FACILITIES MANAGER

REPORTS TO: DIRECTOR OF OPERATIONS AND FINANCE

Background

The Facilities Manager has responsibility for a team of 13 staff and an annual budget in excess of £740,000. The role holder is responsible for providing a range of services across six separate properties, including health and safety, reception, custodial, maintenance and catering, to a growing and busy customer base at Cambridge Judge Business School (CJBS). The School currently has over 500 postgraduate students, 350 faculty and staff, a number of research centres and a substantial executive education business.

In light of the current pandemic, the role holder will be expected to play an active and leading role in ensuring the infrastructure and facilities services of the Business School is fit for purpose and COVID-19-secure.

The role

Main responsibilities

General facilities management

- Ensure that the building is presented to the highest possible standards consistent with achieving the School's strategy and aims.
- Continually seek to improve service delivery performance across all building and conference services, seeking feedback from customers/users/clients and responding positively to suggestions to foster a genuine customer focused culture.
- Organise and control new works and/or planned maintenance activities and oversee Maintenance Unit personnel/external contractors engaged in building services works within the building (in respect to principal services including heating and ventilation, air conditioning, building services management control, electrical services and distribution, PAT testing, experimental laboratory).
- Liaise with Estate Management, Security Office and external contractors to ensure the buildings are managed effectively and efficiently, including matters relating to security and health and safety.
- On-call 24 hours to answer safety, security and critical functions issues and attend if required.
- Manage the Service Level Agreement for the Facilities team and its further development and review, ensuring that feedback and suggestions are acted on wherever practicable.
- Administration of the department's parking allocation.
- Manage the cleaning contract for the Business School using an external contractor.

- Responsible for catering services within the Business School, with event catering orders to a value of £230,000 with additional trading via the café. The role holder is the main liaison for the contract management with the supplier and must ensure that the service levels are maintained and feedback collected and responded to.
- Responsible for providing a high level professional standard of conference services for CJBS' executive education activities that meet the customers' and clients' needs.
- Strive to achieve a balance between providing the appropriate level of services and the cost of providing these services, through the efficient management of Executive Education conference requirements. For example, training their team to provide exceptional level of customer service, continually review and adjust the standard and scope of service delivery of the front of house team to meet changing customer and client expectations and changing market expectations of services from a global business school, etc.
- Be the key figure in drafting and implementing a business continuity plan to ensure that key operations can continue in the event of a major event such as power outage, security threat, outbreak of communicable disease etc. The role holder is the deputy chair for the Silver Team and is responsible for ensuring the co-ordination and planning of the Silver Team in the event of an emergency, in the absence of the Silver Team chair. In addition the role holder contributes to all Silver Team meetings on their areas of expertise i.e. advising the team regarding potential emergencies directly relating to the CJBS buildings, catering, cleaning and security etc.
- Ensure that staff are aware of their responsibility to conduct risk assessments, train them in the necessary methodology and evaluate the completed submissions, taking action as appropriate.
- Responsible for working with the University Security Office to ensure appropriate security arrangements for all the buildings and areas occupied by the department.
- Work closely with the department's Energy and Environment Co-ordinators and the University Estate Management (EM) to support the implementation of energy efficiency policies in the department.
- Play a key role in the discussions of building infrastructure, services and equipment requirements of any new major capital projects.

Project management

- Responsible for the delivery of a significant amount of major and minor building work projects. Manage these projects which range in scope from straightforward redecorating to complex multiple refurbishment projects. Past examples include acting as site representative for building works run via the University's Estates Division such as:
 - the construction of a new £32 million extension building
 - the refurbishment of Keynes House and the Common Room kitchen in support of the major £32 million development project – project value £750,000
 - the library refurbishment including building of a mezzanine floor – project value £700,000
 - the construction of a third lecture theatre – project value £600,000
 - the refurbishment of the Computer Laboratory – project value £300,000.
- For smaller works commissioned and run without external assistance, the role holder must instigate and produce the brief for projects, deal with the procurement of the necessary goods and services and manage the implementation of the project.

- Responsible for ensuring compliance with operation and safety of all M&E equipment, with responsibility for works sign off and method statements prior to any works starting.
- Ensure that all external contractors and maintenance personnel are made aware of and comply with health and safety regulations.

Line management

- Direct Line Management of 13 staff: six receptionists, two building technicians and five custodians. These are front-of-house staff who must present a customer-focussed and professional image, so the role holder must train and ingrain teamwork and motivation across this group.
- Recruitment, selection and induction of staff, including use of temporary staff to cover vacant posts, holidays and sickness.
- Provide leadership and motivation, setting objectives, carrying out appraisals, identifying the personal development and training needs of the team.
- Co-ordinate and supervise allocation of work, ensuring a high quality of work and service are completed in a timely and professional manner.
- Undertake routine personnel management such as monitoring and authorising leave and absence and implementing disciplinary action if required.
- Facilitate communications between reportees and the wider organisation.
- Line manager's health and safety responsibilities.
- Make recommendations on grading and discretionary increments.
- CJBS currently has the use of the Old Addenbrooke's Hospital, Keynes House, Simon Sainsbury Centre, nos. 10–14 Trumpington Street and spaces in 16 Mill Lane. The role holder is responsible for planning and ensuring that the facilities team provides support for all staff, faculty and students in these buildings, including ensuring that posts are delivered efficiently and visitors directed appropriately.

Space management and planning

- Responsible for ensuring that the space allocated to the department is used efficiently, is presented and maintained to a high standard and is available as required. This involves assessing the additional space required for future needs, participating in capital project and making recommendations to the Director of Operations and Finance and Estates Management.
- CJBS currently has the use of the Old Addenbrooke's Hospital site, Keynes House, Simon Sainsbury Centre, nos. 10–14 Trumpington Street and spaces in 16 Mill Lane. Each of these buildings presents different opportunities and challenges and the role holder will optimise the use of the space through understanding the needs of various stakeholders.
- Office allocation, dealing with issues as they arise e.g. working with programme administrators and faculty to agree space allocation, preparation for conferences and seminars, determining furniture requirements.
- As new space is allocated to the School (e.g. Trumpington Street houses), manage the allocation and use of the space, determining security/access levels, cleaning and furniture requirements as appropriate.

- Review planned and actual use of teaching rooms and common areas, and produce recommendations for improvement.
- Monitor state of repair of building and its services, instigate corrective work or maintenance as appropriate.
- Take responsibility for assessing risks associated with occupancy and usage of buildings, taking appropriate action as required.

Strategic issues and forward planning

- Advise the Director of Operations and Finance on estates and building strategy by identifying and delivering appropriate minor building works (including refurbishment schemes) to ensure the facility infrastructure of the Business School remains at a level expected of a globally competitive business school.
- With the Director of Operations, Director of External Affairs, Director of HR and other senior managers in the department form the Central Services Group, advise on and collaborate in formulating operational and services strategy in relation to the department's activities; help with interpretation of the University and the department's Director's Advisory Group policies and procedures; formulate strategic plans for areas within own remit such as restructuring of facilities team and upgrading services, fixtures, fittings and equipment.
- Assist in developing policies and procedures for the use of facilities and services in the department.
- Co-ordinate the department's estates and building strategy to ensure that the facility infrastructure is run smoothly and all major and minor building works are delivered successfully.
- Advise on the service strategy for the new £32 million building, including meeting room management, furniture, fixtures and equipment (FF&E) (budget in excess of £1 million) cleaning services, reception and custodial services to ensure harmonisation between current provisions and the new building.
- Assist in the drafting of more complex reports on strategic planning and may draft papers for the Director of Operations and Finance on facilities issues, for example consolidating views from academic staff on the adequacy of teaching room equipment and facilities, presenting the argument for additional or alternative resources with a view to improving the learning environment.
- Manage all projects and initiatives from start to completion, for example, preparation of bids and implementation of projects and initiatives for new infrastructure, services, fixtures, fittings and equipment.

Finance

- Responsible for compiling and agreeing with senior management three annual financial budgets (totalling over £740,000), authorising and monitoring expenditure against this budget, accounting for any variances against the budget and keeping such records as are necessary to comply with audit requirements. Within these activities the role holder will ensure that the purchasing policies of Cambridge Judge Business School and/or University and/or Higher Education Funding Council for England (HEFCE) are observed.

Communication

- The role holder has a key role in keeping the School's community informed about facilities matters including urgent health and safety issues using various means – for example, email, newsletters, intranet and presentations.
- Oversee what is planned by the many programme teams to ensure that activities planned in the building do not interfere with each other.
- Participate in and present information on Facilities matters to groups as appropriate.
- Meet all new staff and faculty for an individual induction session covering security, health and safety, continuity planning, risk assessment and general operational matters. The role holder also conducts induction sessions for new cohorts of students.
- Carry out regular customer surveys, collate the feedback and ensure this is reported back on. Ensure improvements and changes in response to the surveys are communicated to relevant groups and published for information to staff and students.
- Develop networks both within and external to the University to aid the development and effective running of School facilities – e.g. with Estate Management, major contractors and suppliers.

System management

- The post holder is the system manager for specialised software used for room and catering bookings -Meeting Room Manager (MRM) - and for Monitor the integrated access and intruder alarm system. The role holder trains staff in these systems at appropriate levels – in-depth training for facilities staff with other training tailored to the needs of user groups. The role holder must stay up to date with developments in these systems.

Other duties

- Be the University Card Representative for the department. The role holder manages applications for MBA, MFin and EMBA students' University Cards, as they do not go through central admissions.
- Be the Departmental Safety Officer (DSO) jointly with the HR Director. The role holder is also the Departmental Fire Safety Manager.
- Ensure that safety induction for all new staff and students are carried out.
- Act as the main liaison between the department and its neighbouring departments such as the Disability Resource Centre (DRC).

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to provide a CV and a covering letter demonstrating how your own experience meets these requirements:

Essential

- Degree-level education ideally with a facilities management qualification.
- Knowledge of building services.
- Knowledge of health and safety legislation and practice.

- Proven and significant experience of contract negotiation and the management of projects.
- Proven experience of developing, managing and implementing facilities management strategy.
- Experience of developing processes and procedures for complex technical projects.
- Experience of managing a team of staff comprising at least six staff covering different areas; excellent people management skills with the ability to influence and negotiate effectively.
- A customer service mind-set with the ability to create a rapport with the many stakeholders who work at or are students and visitors to the Business School.
- Patience, flexibility and the ability to work with tact, diplomacy and integrity.
- Excellent written and verbal communication skills with the ability to produce accurate and professional reports.
- A proven ability to deliver multiple projects to agreed timescales.
- Ability to manage a heavy workload and work under pressure, be highly organised, proactive and flexible, with a track record of meeting tight deadlines.
- Ability to keep abreast of new facilities manager developments and practices and advise on potential opportunities or benefits.
- Confident user of the Microsoft Office suite. Strong all round IT skills are also essential due to responsibility for the meeting room booking system and Chubb security system.
- Willingness to be on-call and work out-of-hours as required.

Desireable

- Qualifications in health and safety and/or food safety and hygiene.
- Experience of compilation and management of financial budgets.

Benefits

This is a full-time position and there will be a nine-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range £36,914-£49,553 per annum.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world's oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees' work-life balance. In addition we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 6 September 2020.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall's Workplace Equality Index 2013.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact a member of Cambridge Judge Business School's HR team who are responsible for recruitment to this position, on (01223) 768497 or by email on hr@jbs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.