JOB TITLE: OPERATIONS MANAGER (FACILITIES)

REPORTS TO: DIRECTOR OF OPERATIONS AND FINANCE

The role

The Operations Manager (Facilities) has responsibility for a team of 11 staff. The role holder is responsible for providing a range of services across eight separate properties, including health and safety matters, reception, custodial, and front of house conference services, to a growing and busy customer base in the Business School. The role holder also supervises the external housekeeping team who supports the cleaning needs across the separate properties. Cambridge Judge Business School (CJBS) currently has over 900 largely postgraduate students, around 400 faculty and staff, over 25 research centres and substantial executive education business.

The role holder is responsible for providing strategic input and direction into the use and management of space in the eight separate properties including project planning office relocations and minor space refurbishments, in close liaison with the Operations Manager (Projects and Hard Services) and other colleagues. Additionally, the role holder is responsible for the continued strategic development and implementation of the Business School's services through innovative projects/service development and reviews.

The role-holder is responsible for managing an annual facilities budget in excess of £700,000 (excluding staff costs). This includes managing tendering processes and negotiations to manage the budget in response to resource requirements/user expectations and ensuring that user services and infrastructure are to the necessary high standards.

Main responsibilities

- Develop a business strategy as part of the senior management team. Develop people's skills in the facilities management section to the level expected of a globally competitive business school, help the integration of change processes, lead in the development of key performance indicators (KPIs), and lead to improving sustainability in the use of consumables, energy and waste management.

- Manage all soft Facilities Management activities, including conference “front of house” services. Ensure compliance with health and safety protocols by Facilities Management and contracting staff. Plan, procure and administer external contracts for the delivery of soft services, cleaning, facilities and small works. Work closely with colleagues and Health & Safety officers to supervise contractors and minimise disruption to users at all times.

- Draft complex reports on strategic facilities issues. Conduct regular customer surveys, collate and report on feedback and communicate improvements and changes in response to the surveys to relevant groups.
• Monitor the service delivery performance of key service contracts, principally cleaning, freight and delivery and the multitude of service contracts in accordance with Service Level Agreements and/or standard operating procedures within the role holder's area of work. Lead on the upkeep and adjustment into the specification for the same.

• Manage and oversee soft facilities, health and safety, sustainability and other general facilities budgets. Manage, authorise and monitor expenditure in accordance with approved provisions, account for any variances against the budget, assist in the tendering process for facilities contracts, write specification documents, participate in the short-listing process and supplier interviews, appoint suppliers collaboratively with others.

• Be responsible for health and safety, act as Departmental health and safety manager, disseminate health and safety information, and ensure the section complies with health and safety, fire safety, waste management regulations, Control of Substances Hazardous to Health (COSHH) and other relevant legislation and best practice. Run safety induction seminars for new staff, conduct risk assessments, and receive and investigate incident reports relating to areas within the role holder's area of responsibility.

• Work closely with the Operations Manager (Projects and Hard Services), project managers, design teams and focus groups. Provide advice on facilities management aspects of refurbishment projects to ensure the buildings are serviceable.

• Lead and deliver minor work refurbishment projects, liaising with Estates Division and other relevant stakeholders.

• Contribute to the planning of major events, work closely with the Operations Manager (Projects and Hard Services), and liaise with organisers and team members to check the organiser's facilities management event requirements such as room setups and audio visual (AV) requirements.

• Liaise with other facility management professionals in other departments (fire safety managers and externally such as the British Institute of Facilities Management) to aid the development and effective operation of the service.

• Maintain a database in relation to health and safety and risk management, and a programme of service development activities and ensure appropriate certificates, data and documentation is available for audit purposes.

• Develop and implement space management and room usage strategy. Ensure space is used optimally and is maintained and managed professionally at a level expected of a top global business school. Develop and ensure appropriate policies and procedures are in place to support this requirement.

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:

• Degree level education (or equivalent qualification).

• A strong customer service ethos with a passion for delivering excellence in service delivery, with a proactive mindset and approach to continually improving processes and service levels.

• Experience in managing client focused relationships.
Demonstrable experience in managing soft FM in a large organisation, including space management and optimisation.

Experienced in project management involving engagement and working with multiple stakeholders.

Experience in budgetary control and budget monitoring of multiple projects.

Experienced in working with systems such as room booking and visitor management systems.

Knowledge of health and safety legislation and best practice.

Demonstrate strong leadership/management skills.

Ability to communicate effectively and build relationships at all levels.

Desirable:

Experienced in designing specification for the procurement of systems such as room booking and visitor management systems, including implementation.

Experienced in drafting policies and procedures.

Knowledge of risk assessment procedures and continuity management planning.

Benefits

This is a full-time position working 37 hours per week. 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 £43,414 - £54,949 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 apply, please send a letter of application and a curriculum vitae to Martin Hawes at Edge Selection - mgh@theedgeselection.co.uk.

The closing date for applications is 29 September 2022.
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.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at www.hr.admin.cam.ac.uk/policies-procedures/disabled-applicants-and-members-staff/support-services-available-within.

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact hr@jbs.cam.ac.uk.