

RECRUITMENT PACK



This document includes the following information:

- Job Description
- Person Specification
- Additional information

Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (e.g. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- **We recommend that you take a copy of this recruitment pack to help with your preparation.**

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation **AccessAble** who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206 876559) for help.

Closing Date: 31 March 2018

Interviews are planned for: TBC



University of Essex Campus Services Limited (UECS) is a wholly owned company of the University of Essex. Please note that this post is being advertised by the University on behalf of UECS and some aspects of the information provided on the University recruitment website will not apply to this appointment. The Terms of Appointment relating to this post are published on the website alongside this document.

Data Protection: UECS shares recruitment data with the University of Essex who provide human resources services.

JOB DESCRIPTION – REQ02427

Job Title and Grade:	Senior Facilities Manager (Southend and Loughton) UECS Grade I
Contract:	Permanent, Full-time
Hours:	38 hours per week
Salary:	£44,428 - £49,977 per annum
Department/Section:	Estates and Campus Services
Responsible to:	Director of Estates and Campus Services
Reports on a day to day basis to:	Director of Maintenance and Capital Development
Responsible for:	<p>Maintenance Operatives x 4 Security Staff x 18 Cleaning staff x 13 Technical Assistants x 2 Business Hub administrators x 3 Facilities Administrator x 1</p> <p>Direct reports:- Security and Cleaning Manager. Facilities Manager Southend) Facilities Manager (Loughton) Technical Assistants x 2 (Southend and Loughton) Business Hub administrators x 3 Facilities Administrator x 1</p>
Purpose of job:	<p>To strategically develop, coordinate and manage hard and soft FM services at the Southend and Loughton campuses in consultation with technical support colleagues based at Colchester covering maintenance/compliance and Health & Safety, security and domestic services provisions at Southend and Loughton whilst further developing opportunities for working across teams.</p> <p>Ensure adequate provision of maintenance, security and domestic services at all times by effective management of staff resources and functions.</p> <p>Provide effective client focussed communication to users identifying opportunities for service development.</p> <p>Provide effective communication at senior level to ensure co-ordination of technical support and on site delivery function.</p> <p>To manage in consultation with the Head of Operations Business Hub administrative/support team.</p>

Duties of the Post:

The main duties of the post will include:

1. To work with the University's Director of Maintenance and Capital Development and other managers within the Estates Maintenance team in strategically developing Hard and Soft FM services across both the Southend and Loughton sites ensuring that services are regulatory compliant and meet the highest levels of service user satisfaction.
2. To identify and develop synergies and resource sharing where appropriate between maintenance, security and cleaning services in order to improve service standards, maximise cost effectiveness and improve customer satisfaction.
3. In conjunction with the Director of Maintenance and Capital Development provide strategic and service based advice with regards to budget and work prioritisation, covering both capital and revenue programmes.
4. In conjunction with others, ensure robust Planned Preventative maintenance and management systems are in place covering both in house and contractor services so as to ensure appropriate levels of plant, equipment and general building maintenance are achieved at all times.
5. At all times ensure the provision of effective services to ensure the protection of students, staff and users of property, and university property assets.
6. To provide at senior management level, in conjunction with others a co-ordinated approach ensuring that technical advice and input from other service areas and consultants is considered in order to provide a risk based customer focussed approach to service delivery.
7. To ensure that an inclusive approach to facilities services work is taken, involving both internal and external university stakeholders where appropriate and necessary.
8. Manage all directly managed staff and teams at Southend and Loughton, ensuring that all University objectives and action plans are fulfilled.
9. In conjunction with others ensure that adequate compliance and Health & Safety regimes are in place and adhered to at all times.
10. Appropriately manage staff and financial resources across both hard and soft Facilities management functions.
11. Ensure in conjunction with others that contractor operated services are safe, represent value for money and are audited so as to ensure contractual compliance.
12. Provide in conjunction with others, professional advice at senior management level to students, staff, departments and the university, on best practice within all aspects of hard and soft FM service provision.
13. Lead in conjunction with others, the initial operational team at emergency response incidents, including assessment, deployment and control.
14. To manage in consultation with the Head of Operations the Southend Business Hub support/administrative team, ensuring that University services comply with landlord covenants and support key objectives.

15. Provide support to internal and external stakeholders based on service level agreements, and monitor the performance of response and resolution times.

General Duties:

To assist the Director of Maintenance and Capital Development in creating a customer led culture amongst staff, students and the public where the responsibility for Hard and Soft FM service provision is accepted by all.

To provide senior management oversight across various line management functions including:-

1. Management of in-house Maintenance team.
2. Management of the security function.
3. Management of the cleaning/domestic services/housekeeping function (excluding University Square).
4. Ensure robust collation and maintenance of data and record systems for inclusion in periodic reporting.
5. Develop appropriate and inclusive training opportunities across all functions ensuring that team members are set appropriate personal objectives.
6. To deputise in the absence of the Director of Maintenance and Capital Development as directed.
7. Any other duties as are required by the Director of Maintenance and Capital Development or their nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

Terms of Appointment

For a full description of the terms of appointment for this post please visit:
<https://www.essex.ac.uk/staff/working-at-essex/uecs-staff>

March 2019

PERSON SPECIFICATION

JOB TITLE: Senior Facilities Manager (Southend and Loughton)

Qualifications /Training

	Essential	Desirable
▪ A recognised Facilities Management (BIFM) and/or surveying maintenance qualification or demonstrable experience gained at senior management level covering both Hard and Soft FM services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience at senior level and strategic level of directing and managing a diverse range of hard and soft FM services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience at senior level regarding the management of a diverse range of facilities services, budgets and large team	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Sound working knowledge of hard FM services including electrical/mechanical and building functions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Sound working knowledge of soft FM services including cleaning and security functions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Previous experience in directing and managing a large multi-functional team across a diverse range of facilities functions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Previous experience in the management of large and complex budgets	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Previous experience in providing strategic advice with regards to developing service synergies and efficiencies across multiple sites and various service teams	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Previous experience in compliance and Health & Safety management (in conjunction with others) across multiple sites and teams	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working in a customer focused environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Have good written and verbal communication skills, including good listening and report writing skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working with young people and/or an understanding of the issues facing students in higher education	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Excellent problem solving and resource management skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Strategic thinking and problem solving across a range of FM services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent presentation and negotiating skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to demonstrate a logical approach to work and good problem solving skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Have the ability to relate to customers across all stakeholder levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Show attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>



University of Essex Campus Services Limited

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Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Hold a full UK valid driving licence (which enables them to drive both manual and automatic vehicles)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to fulfil the requirements of a DBS Disclosure check (see general information)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

March 2019

University of Essex Campus Services Limited

ADDITIONAL INFORMATION

Estates and Campus Services

You can find more information about the department at the following link:

<https://www.essex.ac.uk/staff/professional-services/estates-and-campus-services-section>

General information

This post will involve duties at both the Southend and Loughton campus sites and frequent travel between Loughton, Southend and Colchester will be required.

The University operates 7 days a week and in some areas 24 hours a day. At times this post will be required to work outside of usual working hours in response to customer requirements, emergency response, special events etc.

Due to the nature of the work, applicants who are offered employment will be subject to a criminal record check (known as a Disclosure) by the Disclosure and Barring Service before the appointment is confirmed. This will include details of all cautions, reprimands or final warnings as well as convictions.

We encourage applicants to provide details of all warnings, reprimands, cautions or criminal offences at an early stage in the application process. Should you wish to declare such information, please email the Resourcing Team in confidence, (resourcing@essex.ac.uk) attaching brief details. We guarantee that this information is shared only with the recruiting manager.

A copy of the University of Essex policy on the recruitment of ex-offenders is available on the University website: <https://www.essex.ac.uk/staff/recruiting-staff/recruitment-of-ex-offenders-and-disclosure-and-barring-service>

Having a criminal record will not necessarily bar you from working with us – this will depend on the nature of the position and the circumstances and background to your offence.

Informal enquiries may be made to Andy Sheppard, Director of Maintenance and Capital Development (telephone: 01206 872948 e-mail: a.sheppard@essex.ac.uk). However, all applications must be made online.

Benefits

▪ competitive salaries	▪ training and development
▪ childcare facilities	▪ generous holiday scheme

Campus Services will focus on 5 core principles:

1. To develop and operate the commercial facilities at the University of Essex with the highest standards of customer care and value for money to enhance the student and staff experience.
2. To collaborate with Academic Departments and Professional Services.
3. To engage actively with the local and regional community to further the reputation of the University of Essex.

4. To champion a team culture with succession planning and remuneration firmly anchored on performance.
5. To deliver annual growth in surplus for the University of Essex.

Campus Services

Created in 2010, the Campus Services directorate brings together existing staff and student commercial services, with a combined turnover of £21m and total staff of over 230 full-time equivalents. Services delivered under the Campus Services umbrella are critical to enabling the University to deliver the objectives in its strategic plan – improving the student experience, facilitating growth and improving the financial performance of the University.

Some business units within Campus Services – Event Essex, Print Essex and Wivenhoe Park Day Nursery – are part of University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex.

Accommodation Essex

Accommodation Essex contributes to a positive student experience by providing a safe and supported environment in which students can develop personally and academically. The University of Essex offers a wide range of accommodation suited to a variety of needs all within walking distance of the academic departments and campus facilities at both Southend and Colchester campuses.

You can find more information about the department at the following link
<http://www.essex.ac.uk/accommodation/>

Essex Sport

The Colchester Campus Sports Centre offers excellent indoor and outdoor facilities including the £1.4 million refurbished gym and fitness rooms. There are a wide range of opportunities to participate in sport, exercise and health at great value for students, staff and the local community.

Wivenhoe House Hotel

Wivenhoe House is a four star country house hotel, set in parkland on campus. It is also home to the Edge Hotel School.

Essex Food

Through their many catering outlets and delivered hospitality service, Essex Food provides a professional and courteous customer led service to students, staff and visitors. The promotion of a nutritious, and value for money hospitality service, together with respect and dignity for customers and staff are the cornerstones of their business.

Event Essex

Event Essex promotes the vast range of University of Essex conference, meeting and event venues in Colchester and Southend to businesses and public sector organisations locally, regionally and nationally. The dedicated team offers an expert event planning and co-ordination service.

Print Essex

Print Essex provides a high quality design, copy and print service at competitive prices to all users, both on and off campus.

Wivenhoe Park Day Nursery

Set in the peaceful surroundings of Wivenhoe Park, the purpose built Wivenhoe Park Day Nursery offers outstanding day care to children from 3 months to 5 years, as well as holiday clubs for children from 5-11 years. Places are open to all, including the public.

everythingEssex

In 2011, Campus Services began co-ordinating official University of Essex merchandise and gifts. This exciting project included product development and improving routes to market. Merchandise is available on the **everything Essex** outlet at the Colchester campus.

Further information on Campus Services can be found via www.essex.ac.uk/uecs.

University of Essex Campus Services Limited

The successful candidate will be employed by University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex. The company was established to manage the commercial operations at the University of Essex. The terms of employment for this role are specific to University of Essex Campus Services Ltd.

The University of Essex – a profile

The University of Essex was founded in 1964 when it opened its doors to a cohort of just 122 students. Since then, we have grown in both reputation and size. There are now more than 10,000 students studying at three campuses - in Colchester, Southend and Loughton (East 15 Acting School). All academic activity is organised into three faculties – Humanities, Science and Health and Social Sciences.

This document is produced by:

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