



Job title	Associate Director of Campus Services	Job family and level	Administrative Professional and Managerial Level 6
School/ Department	Estates and Facilities, Estates Operations	Location	University Park Campus

Purpose of role

The purpose of the role is to lead and champion the development and delivery of consistent, high levels of Customer Service across all UK sites, delivering fit for purpose, functionally suitable, safe, Legislatively compliant facilities and services in support of University strategies that positively impact staff, student and visitors.

The post holder will lead, manage, monitor and motivate their teams to ensure they deliver a consistent and professional service in accordance with the Service Level Agreements agreed with the University. They will be responsible for major projects and initiatives to ensure delivery and improvement of the service.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Strategic Leadership</p> <ul style="list-style-type: none"> ▪ To lead, manage and mentor their team encouraging innovation and service excellence to all staff, students and visitors at the University of Nottingham ▪ Lead and manage the entire team to ensure all operatives are adequately trained to an acceptable level commensurate with the duties they perform and possess a can-do culture within the team. Ensure all activities meet operational, environmental, sustainability and customer service delivery standards in line with stated SLA's and associated KPI's, budgetary constraints, as well as legislative & safety compliance ▪ Manage the demand and expectation of customers by setting priorities and service levels and pre-empting customer needs. Identify opportunities in conjunction with the Campus Service managers and facilitate change management where necessary ▪ Set the strategic direction for their team in line with University strategy and Directorate plans. Initiate and manage change where necessary and plan and organise activities in the team in the immediate and long term to support Faculties and departments with their objectives ▪ To be accountable for setting quality and professional standards and managing service delivery and be responsible for service delivery across the University ▪ To develop and implement operational plans in line with the University strategy • To lead and manage projects which are complex and significant in terms of both time and financial resource 	25%

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
	<ul style="list-style-type: none"> • To raise the profile of the Estates and Facilities Department within the University and promote the values and aspirations of the team and the services they deliver. ▪ Input into the formation of University policy to consistently improve the quality and effectiveness of service provision and take account of legislative changes ▪ Deputise for the Director of Estates (Operations) as and when required. To professionally represent the Estates and Facilities on committees, working groups, review panels and other meetings, both internally and externally. 	
2	Leadership and Management <ul style="list-style-type: none"> ▪ Lead their team ensuring they have a clear understanding of their roles/strategic priorities and lead by empowering, encouraging, recognising, motivating and communicating effectively ▪ To lead the team by providing direction, support and guidance to managers and ensure they have a clear understanding of their role ▪ Actively encourage innovation and remove the blockers that get in the way of their work, be it technical, training, tools, equipment, process or procedures ▪ Inform and update direct reports of all strategic information from the Senior Management Team meetings and wider University of Nottingham and ensure long term messages are communicated to the team around the future University developments affecting the team ▪ To manage complex and serious staff welfare issues ▪ Represent the team at SMT meetings, University Incident Management Team and any other key strategic meetings as requested by the Director of Estates (Operations) ▪ Fully engage and lead in the University Appraisal Development Conversation (ADC) process with all direct reports, have regular 1-2-1 meetings and ensure the whole team engage in this process ▪ Establish and budget for detailed training programmes for all team members with each of the section managers agreeing a Training Plan for their respective Campus/teams. 	20%
3	Statutory Responsibilities <ul style="list-style-type: none"> ▪ To deliver compliance with statutory and environmental legislation (including COSHH) and in particular best practice in waste removal and recycling and comply with the HE sector standards and University policies and procedures for all services delivered ▪ Liaise with Compliance colleagues and provide assurance of compliance through a programme of independent (internal and external) periodic audits and inspections. Ensure third party suppliers understand and ensure compliance with these programmes ▪ Ensure all Managers understand the statutory requirements associated with their individual teams/ Campus services ▪ Responsible for the Campus Services delivery ensuring compliance with service level agreements, regulations and national codes of practice. 	10%

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4	<p>Management Information</p> <ul style="list-style-type: none"> ▪ Liaise with members of Senior Management Team (SMT) for the appropriate provision of resources and support. Ensure the KPI's at each monthly meeting are met or, where appropriate, exceeded. ▪ To identify Campus Services departmental business risks and contribute to the Estates (Operations) Risk Register on the operational issues arising and issue monthly reports on the cause, effect and solution of the key areas of risk to the Department and the University ▪ Prepare, issue and present consolidated Management Reports to the Director of Estates (Operations) on a monthly basis. Ensure the Reports are timely, pragmatic and contain appropriate and relevant information with respect to service delivery allowing the Director of Estates (Operations) to make strategic decisions around the future of the Department ▪ Working in conjunction with other operational teams, identify and review information/data to ensure efficiency, legality and security are maintained at all times. 	10%
5	<p>Financial Management</p> <ul style="list-style-type: none"> ▪ To manage the annual budgets for each campus in line with the established cost base ▪ Lead delivery of services in line with the allocated budget ▪ Develop a culture around continuous improvement and implement cost saving initiatives wherever appropriate and develop a value proposition within the service offering 	10%
6	<p>Stakeholder Engagement</p> <ul style="list-style-type: none"> ▪ To actively engage with stakeholders and the wider University community to raise the profile of the Estates and Facilities Department, identify opportunities for improvement and to gain knowledge of and share best practice with peers ▪ To build effective working relationships, understand customer requirements and manage expectations ▪ Provide expert advice at internal and external meetings, influencing and facilitating different opinions to reach a consensus, negotiating terms and pushing forwards new developments and change as required ▪ Consult with service users and other HEIs to establish service requirements, standards and priorities for change ▪ Keep up to date with developments in own field of expertise, the broader University developments and the high education sector in general. 	15%
7	<p>General duties</p> <ul style="list-style-type: none"> ▪ Adhere to the University's policies, rules and procedures including health and safety, equal opportunities all other legislative responsibilities, governance, financial and procedural rules ▪ Support the University's Carbon, Sustainability and Environmental Strategic plans in order to reduce its waste, energy consumption and carbon footprint ▪ To develop business continuity plans for the Estates Operations team and participate within the Estates Emergency Call Out Procedure 	10%

	<p>Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)</p>	<p>% time per year</p>
	<ul style="list-style-type: none"> ▪ Undertake other duties that may arise or as may be delegated from time to time, appropriate to the grade of this post 	

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Excellent leadership and management skills ▪ The ability to develop, articulate and deliver strategic and departmental business plans ▪ Proven ability to deal effectively with contractors, external professional advisers and internal clients ▪ The ability to handle competing demands and multiple projects in an effective and timely way ▪ The ability to deal with strategic issues as well as the day to day operational duties ▪ Excellent communication, presentation, influencing and negotiation skills ▪ Excellent written and report writing skills 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ Substantial experience of working in a service delivery role and managing a range of soft services ▪ Substantial proven experience of managing, motivating, engaging, recognising, empowering and communicating effectively with large complex teams ▪ Experience of resolving problems by using professional judgement which might require innovative and creative thought to develop appropriate options ▪ Experience of working with and influencing senior managers ▪ Experience of strategy and policy development and implementation including analytical and policy/report writing ▪ Excellent interpersonal skills including motivational negotiating, influencing and relationship building ▪ Demonstrable experience of leading and motivating people in a large multi-site organisation including budgetary planning and change management processes ▪ Experience of creating high performing teams 	<ul style="list-style-type: none"> ▪ Extensive knowledge of service delivery in the HE sector

	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Considerable experience of working to SLA and associated KPIs and taking proactive action to address shortfalls ▪ Substantial knowledge and experience of managing, controlling and delivering budgets and understanding of financial management procedures ▪ High level of knowledge of analysing and interpreting and presenting information from a diverse range of sources ▪ Experience of delivering customer service initiatives and developing innovative solutions to contribute to strategic planning ▪ Experience of management of facilities operations and maintenance services ▪ Proven track record of managing change and seeking ways to continuously improve the service and team delivery ▪ Demonstrate the ability to work effectively as a member of a team to high professional standards and tight deadlines ▪ A demonstrable record of applying best practice and progressive approach to the work of an organisation ▪ Knowledge of current building regulations, Health and Safety legislation and energy regulations ▪ Be available to support and respond to the team if they are working outside normal working hours 	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Professional qualification/relevant degree plus substantial relevant managerial experience or in-depth experience in specialist area or a proven track record of relevant extensive work experience and able to demonstrate expertise in relevant field of work 	<ul style="list-style-type: none"> ▪ Membership of a relevant professional association ▪ Leadership and/or management qualification



The University strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women's careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Understands that it is essential to provide a structure that people can thrive in. Knows how to communicate with people to create a healthy working environment and get the best out of people.
- Taking ownership** Communicates vision clearly, providing direction and focus. Knows how to create a productive environment where people are inspired and can work cross-departmentally in partnership.
- Forward thinking** Has the ambition to be a pioneer in own area, anticipating the future change, needs and challenges. Knows how to innovate within their work context and champions others to be inspired to be part of this ambition
- Professional pride** Keeps up to date on latest thinking, trends and work practices. Supports team to be thought leaders; willing to challenge if obstacles get in the way.
- Always inclusive** Establishes far reaching partnerships, well beyond own area across a broad range of networks. Understand role to pay due regard to the needs of the whole community.

Key relationships with others

