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| Job title | Campus Services Manager | Job family and level | Administrative Professional and Managerial Level 5 |
| School/ Department | Estates and Facilities, Estates Operations | Location | All UK sites |

Purpose of role

The Campus Service Manager (CSM) will champion the development and delivery of consistent, high level customer service across a University campus, delivering and maintaining fit for purpose, functionally suitable, safe, legislatively compliant facilities and services in support of University strategies that positively impact the staff student and visitor experience.

The CSM will be at the heart of the Estates operational service provision and will be the local single point of contact, escalation and 'go to' person on a specific campus. By using Service Level Agreements as a basis for delivery, the CSM will make operational decisions based on specific needs of the campus and will drive local delivery teams in Mechanical and Electrical (M&E), Domestic and Building Services to be appropriately resourced, trained and supported to focus on the needs and requirements of their customers (students, staff and visitors).

| | Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role) | % time per year |
|---|--|------------------------|
| 1 | <p>Operational Management</p> <ul style="list-style-type: none"> ▪ To manage facilities operational services, encouraging development of innovative solutions for running the services and positively impacting the staff, student and visitor experience, whilst identifying and managing any risks to the University ▪ Ensure mechanical and electrical systems are correctly maintained, repaired and upgraded across the University. ▪ Proactively engage with the entire service delivery team to champion a culture of trust, openness and engagement ▪ Ensure there is clarity around the responsibilities versus accountabilities on compliance with statutory and environmental legislation, HE sector standards and University policies and procedures for all services delivered. With the support of the Associate Director of Campus Services, provide assurance of compliance through a programme of independent (internal and external) periodic audits and inspections ▪ To ensure the delivery of all Service Level Agreements (SLAs) and service contracts are planned, specified and managed in order to derive optimum service delivery and value for money. To communicate end user requirements to all other functional areas in the department and to consider such needs when negotiating new or amending existing contractual arrangements. To provide input to any new procurement process for the relevant service areas. | 30% |

| | Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role) | % time per year |
|----------|---|------------------------|
| | <p>Identify, plan, resource and manage the overall budgets for the teams reporting to this post in line with the University's financial regulations</p> <ul style="list-style-type: none"> ▪ Revise and develop process and procedure to continuously improve the performance and effectiveness of the team's delivery ▪ Ensure the adherence and compliance of University safety, health and well-being policies, procedures and guidance (including the management of contractors), with regard to the planning and monitoring of estates work activities. Assess the risks to the health and safety of anyone who may be affected by their activities. Ensure adequate arrangements are in place for the planning, organisation, control, monitoring and review of any resulting safety measures | |
| <p>2</p> | <p>Leadership and Management</p> <ul style="list-style-type: none"> ▪ Lead, manage and mentor the Campus Services teams to ensure development of the professional capabilities and can-do culture within the team and ensure all activities meet operational, environmental, sustainability and customer service delivery standards in line with stated SLAs, budgetary constraints, as well as legislative and safety compliance ▪ To manage the team to ensure they have a clear understanding of their roles/strategic priorities and lead by empowering, encouraging, recognising, motivating and communicating effectively ▪ Actively encourage innovation of employees and remove the blockers that get in the way of their work, be it technical, training, tools, equipment, process or procedure ▪ Plan and organise team plans and workload in the immediate and longer term ensuring plans feed into the broader Estates and Facilities remit ▪ Undertake staff Appraisal Development Conversations (ADC) in line with the standard University guidance and carry out regular 1-2-1 meetings with staff ▪ Support the welfare and well-being of staff and manage common staff welfare issues ▪ Lead on interviewing, selection and recruitment of new staff ▪ Monitor performance, timekeeping and deployment of staff as necessary and address employment matters when applicable including sickness, capability, grievances and disciplinary matters or refer to the Associate Director of Campus Services when necessary ▪ Ensure new and existing staff are appropriately trained for the tasks which they are directed and develop training programmes to achieve a range of skills required by the section | <p>30%</p> |
| <p>3</p> | <p>Stakeholder Management and Service Improvement</p> <ul style="list-style-type: none"> ▪ Meet regularly with senior members of the faculty/department to establish any unique and specific issues the team need to address to support service delivery ▪ Work in partnership with Operations Managers to establish and maintain a professional and trusting relationship with key senior stakeholders ▪ Consult and co-operate with key stakeholders to develop new and improved initiatives and professionally manage expectations of these groups | <p>30%</p> |

| | Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role) | % time per year |
|---|--|------------------------|
| | <ul style="list-style-type: none"> ▪ Actively engage with stakeholders and the wider University community to raise the profile of the Estates Department, identify opportunities for improvement and to gain knowledge of/share best practice with peers ▪ Share initiatives and behaviours with other CSMs to ensure a continual development/improvement process and a general awareness across the whole of the activities across the University ▪ Establish with the Associate Director of Campus Services an internal benchmarking model to ensure a consistent approach across all UoN with the championing and sharing of any appropriate service improvement initiatives | |
| 4 | Business Planning <ul style="list-style-type: none"> ▪ To produce an annual business plan for the Services division at a specific Campus level ▪ Manage budgets on a monthly basis with all CSMs formally reporting to Associate Director of Campus Services ▪ Consider insource versus outsource options and ensure internal resources are fully trained to carry out services wherever possible ▪ Introduce and manage financial model allowing resource sharing across Campuses when resources are under utilised ▪ Consider business efficiencies through market research and innovation to ensure value for money for the provision of all services ▪ Engage with Engineering, Building Services and the Compliance team to establish robust information around life cycle costs allowing input on design decision making affecting running costs ▪ Undertake other duties that may arise or as may be delegated from time to time, appropriate to the grade of this post | 10% |

Person specification

| | Essential | Desirable |
|---------------------------------|--|---|
| Skills | <ul style="list-style-type: none"> ▪ Strong leadership and management skills ▪ Strong analytical and problem-solving skills Excellent influencing and negotiating skills with senior stakeholders ▪ Excellent communication skills including written and oral and presentation skills ▪ The ability to handle competing demands and multiple projects in an effective and timely way | <ul style="list-style-type: none"> ▪ Strong technical skills within either a mechanical or electrical background |
| Knowledge and experience | <ul style="list-style-type: none"> ▪ Experience of managing change and responding to rapidly changing agendas ▪ Significant proven experience of managing, motivating, engaging, recognising, empowering and communicating effectively with large complex teams ▪ Previous experience of working in a customer centric environment ▪ Substantial experience of building effective relationships at all levels ▪ A proven track record of successful service delivery in a highly customer focused organisation ▪ A proven track record of effectively leading and managing teams to provide service delivery in a highly customer focused and multi-skilled operation. (i.e. hard and soft services) ▪ An excellent understanding and knowledge of current facilities and compliance legislation ▪ Experience of working independently to high professional standards and tight deadlines ▪ Experience of strategy and policy development ▪ Experience of working within a strongly focussed SLA and KPI environment ▪ Experience of managing budgets | <ul style="list-style-type: none"> ▪ Experience of working in both the public and private sectors ▪ Experience of using a CAFM system |

| | Essential | Desirable |
|--|--|---|
| | <ul style="list-style-type: none"> ▪ High level of knowledge of analysing and interpreting and presenting information from a diverse range of sources ▪ Proven experience in the use of computerised systems and applications, including and working with applications such as Word, Excel, Outlook and PowerPoint ▪ Experience and understanding of building and property related statutory compliance obligations | |
| Qualifications, certification and training (relevant to role) | <ul style="list-style-type: none"> ▪ Professional qualification/relevant degree or equivalent (QCF L5 – L6) in a facilities management or a similar discipline plus significant hands on experience in a similar or related role or; ▪ Proven track record of relevant extensive work experience | <ul style="list-style-type: none"> ▪ Full membership of appropriate professional body (BIFM, RICS, CIBSE, etc.) ▪ Neboosh General Certificate in Occupational Health & Safety or equivalent qualification |
| Statutory, Legal or special requirements | <ul style="list-style-type: none"> ▪ Be available to support and respond to the team if they are working outside normal working hours | |



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** Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
- Taking ownership** Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
- Forward thinking** Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
- Professional pride** Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
- Always inclusive** Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

