



Job title	Operations Manager (Facilities and Infrastructure)	Job family and level	Administrative, Professional and Managerial Level 4
School/ Department	Life Sciences	Location	Medical School, QMC

Purpose of role

The Operations Manager (Facilities & Infrastructure) provides professional coordination and oversight for all facilities, space and infrastructure activities within the School of Life Sciences (SoLS). The role ensures that School environments are safe, well-managed and able to support high-quality teaching, research and operational activity.

Acting as the key intermediary between the University Estates team - who retain ultimate responsibility for building management - and the users of School spaces, the post-holder represents School requirements, coordinates planned and reactive works, and ensures clear, timely communication across all stakeholder groups. The role oversees space planning, statutory compliance, process development and the maintenance of accurate management information, ensuring alignment with University policy, Faculty priorities and assurance frameworks.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Monitor and manage school space over multiple buildings:</p> <ul style="list-style-type: none"> ▪ From a school perspective, manage building and refurbishment work within the School’s laboratory, office and other space carried out by either the University or others. ▪ Lead all space related business cases for SoLS and support their progress through the University Committee structures. ▪ Identify safety related issues and work with the school safety team to resolve. ▪ Be the main contact in both the Medical School and Life Sciences buildings, liaising with Estates, external contractors, and appropriate colleagues in other Schools based in the buildings. ▪ Provide reactive support for unplanned incidents in SoLS buildings for example flooding, whilst improving preparedness for such events. ▪ Provide regular proactive and reactive targeted communications both verbal and written to ensure the School is kept up to date with building-related information. 	40%

2.	<p>Statutory Testing Records</p> <ul style="list-style-type: none"> ▪ In collaboration with the safety team, ensure all statutory testing is completed within the school ▪ Maintain a dynamic and up to date SharePoint Site, with GDPR compliant controlled access, that contains accessible school data related to school estate, statutory testing, business cases, PAT testing and equipment. ▪ Ensure data and records are compliant with the University Assurance Framework, Faculty and Safety Office requirements. 	25%
3.	<p>Monitor and manage occupancy of school space</p> <ul style="list-style-type: none"> ▪ Proactively manage the School's space, planning for changing needs identified through University, Faculty and School strategy and local staffing changes. ▪ Collate regular user feedback to ensure the estate and facilities are fit for purpose. ▪ Working closely with the E&I Committee, maintain up to date management information on building occupancy by staff and students together with information on the location and type of research facilities available. ▪ Manage key access, key codes and room codes records for the school. 	10%
4.	<p>To contribute to the successful operational management of the School and Faculty:</p> <ul style="list-style-type: none"> ▪ Contribute to the School's Estates and Infrastructure (E&I) Committee. ▪ Work with colleagues to develop, operationalise, implement and monitor processes to support University requirements and School strategy. ▪ Support Faculty-wide initiatives and one-off projects related to own areas of responsibility. ▪ Work in collaboration with Faculty colleagues and represent SoLS on Faculty Space Committees. 	10%
5.	<p>Financial Management</p> <ul style="list-style-type: none"> ▪ Actively plan the Facilities budgets on an annual basis. ▪ Manage the Facilities budgets within the amounts provided, with clear records of spend to date, future phasing and spend plans. ▪ Ensure transparency of spend and prioritisation of spend through reporting to and seeking guidance from E&I committee meetings. 	5%
6.	<p>Line Management</p> <ul style="list-style-type: none"> ▪ To provide line management to team members if required. 	5%
7.	<ul style="list-style-type: none"> ▪ Any other duties appropriate to the grade and role. 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Demonstrated ability to communicate clearly and proactively with a diverse range of stakeholders, providing timely updates and managing expectations. ▪ Ability to handle sensitive and confidential issues and manage conflict effectively. ▪ High degree of initiative, responsibility and self-motivation and a professional and proactive approach to problem solving. ▪ Proven high-level planning, resource management and organisation skills ▪ IT skills across Microsoft suite. ▪ Ability to demonstrate a flexible and pragmatic approach, and a willingness to take responsibility. ▪ Financial awareness and budget management skills. ▪ Proven ability to provide responsive, customer focused support in an operational environment. 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience coordinating facilities, space or building-related activities. ▪ Experience of establishing new administrative systems and procedures. ▪ Knowledge and experience of applying Health and Safety policy ▪ Experience of managing datasets in Excel and SharePoint 	<ul style="list-style-type: none"> ▪ Awareness of the Higher Education sector, university decision making, structures and procedures. ▪ Experience of working in a scientific environment
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Relevant Degree or professional qualification, or equivalent, plus some hands on experience in a similar or related role, or ▪ Proven track record of extensive relevant work experience, demonstrating practical and theoretical knowledge in field. 	
Statutory, legal or special requirements	<ul style="list-style-type: none"> • The interpretation and implementation of work-related Health and Safety regulations and procedures. 	



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 friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
- Professional pride** Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

