

Job Description

Job Title	Facilities Manager
School/Service	Estates Services
Grade	F
Responsible to	Senior Facilities Manager
Responsible for	Facilities Supervisors and cleaning staff
Job Purpose: <p>The Facilities Manager is responsible for ensuring delivery of safe, quality, customer focused services across the Estate and throughout our buildings; positively impacting on the customer experience. The Facilities Manager will play an essential role in coordinating and delivering holistic services, leading on the coordination and implementation of cleaning, maintenance, activities and events within and external to Buildings and the wider UCLan Estate.</p>	
Main Duties and Responsibilities <ol style="list-style-type: none">1. To manage the Building environment ensuring safe, compliant and quality services are provided and that all statutory requirements and procedures relating to legislation, fire and health and safety are undertaken.2. To develop effective customer relationships, with internal and external customers, conducting Building User Group (BUG) meetings, and ensuring customer satisfaction with the service provided.3. To coordinate actions emerging from the BUG user group, liaising with relevant services as appropriate, feeding back on activities and events relevant to the Building and its surrounding environment and taking ownership for the delivery of tasks and resolution of issues4. To monitor and coordinate services and activities delivered within a building ensuring safe working practices are adhered to, working across services to provide a single holistic response to issues.5. To implement the Estates Services Quality standards, monitoring adherence to agreed work procedures, resolving areas of non-compliance and meeting customer need.6. To participate in inter-departmental project meetings and take an active part in regular Health & Safety and service level agreement meetings.7. To manage the Facilities Supervisors & Cleaners including the organisation of work schedules, staff development meetings and appraisals. To participate in Disciplinary meetings or related issues and to monitor staff absenteeism.	

8. To conduct/ participate in interview, selection and induction processes, ensuring appropriate recruitment, selection, induction, management and development of staff including overseeing the delivery of staff training in line with the Training Matrix.
9. To monitor compliance with health and safety legislation including hazard identification and auditing and routine testing/ checking of fire safety points / alarms. To ensure all documentation relating to health and safety matters are correct and up to date.
10. To utilise technology to manage service information and activity, targeting resources based on identified need.
11. To be committed to continuous service improvement within all Buildings, its environment and for our customers, identifying gaps in service provision and leading on service improvement projects.
12. To undertake regular visual, safety & appearance audits of buildings and their surrounding environment, taking ownership for service delivery in the building or work area.
13. To work collaboratively with other Facilities Managers and cover as required to ensure full services are delivered across the Estate.
14. To oversee event booking and delivery in a Building ensuring compliance with booking procedures, Health & Safety prior and during the event. To fully support and resource open days and event days held at the university.
15. To maintain the security of University buildings and to take initial control of emergency incidents. To ensure the opening and lockdown of the buildings and out of hours support.
16. Other reasonable duties as required by the Senior Facilities Manager.

Person Specification

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Attributes	Essential	Desirable	Measured By
Work Experience	<p>Demonstrable experience of managing multifunctional services and teams.</p> <p>Experience of working in a customer service environment and experience of customer liaison.</p> <p>Experience of building and maintaining effective working relationships across service areas and with a wide range of customers.</p> <p>Experience of quality management, implementation and monitoring.</p> <p>Experience of monitoring and controlling resources.</p> <p>Direct line management experience of managing medium to large groups of staff with knowledge of team building, communications and staff motivation.</p> <p>Experience of Performance management.</p> <p>Experience of managing numerous and sometimes conflicting priorities.</p> <p>Evidence of introducing change, providing quality services, improving efficiency and demonstrating value for money.</p> <p>Experience of building audit, defect reporting, and maintenance issues.</p>	<p>Experience of BICs implementation.</p> <p>Experience of dealing with customer complaints.</p> <p>Experience of event management and operations.</p>	<p>Application form/ Interview</p>

	Experience of implementing Health and Safety legislation		
Education/Qualifications	NVQ Level 3 or equivalent experiential learning. IT Literacy and familiarity with computer packages i.e., Microsoft Office.	Qualified First Aider. IOSH qualification.	Application form/ Interview
Skills/Abilities	<p>The ability to multitask and prioritise workload of self and others.</p> <p>Ability to manage, organise work schedules and decide priorities.</p> <p>Ability to communicate both verbally and in writing with a wide range of people, building positive relationships, acting as an Ambassador for the Service.</p> <p>Evidence of leadership behaviours including but not restricted to motivating and developing people to achieve their potential.</p> <p>Ability to prepare reports and information.</p> <p>Decision making skills in a customer service environment including ability to understand resource allocation, value for money and impact on other services.</p> <p>Ability to work on own and as part of a team.</p> <p>Ability to manage conflict and difficult situations.</p> <p>Excellent interpersonal skills.</p> <p>To maintain confidentiality in relation to staff, services and operations where required.</p> <p>Solution focused problem-solving skills.</p> <p>Commitment to continuous service improvement.</p>	<p>Awareness of environmental issues faced by a multifunctional organisation.</p> <p>Experience of project management.</p>	Application form/ Interview
Other	To proactively contribute to the delivery and implementation of the University's Sustainability		Application form/ Interview

	<p>Strategy and decarbonisation plans</p> <p>An understanding of and demonstrable commitment to the University's Values as a framework for decisions, actions and behaviours.</p>		
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