**Job Description**

**Assistant Director (Estates Operations)**

**Role and Responsibilities**

**The Assistant Director (Estates Operations)** reports to the Director of Estates and is responsible for strategic development and integrated operational delivery of all engineering, maintenance, utilities and facilities services to ensure an estate and associated infrastructure is fit for purpose, legally compliant, providing high levels of customer service and meeting other institutional priorities and initiatives.

The University Estate is predominantly located at the 364 acre Bailrigg Campus, 3 miles south of the City of Lancaster. It’s built estate is over three million square feet and includes circa 6800 student bedrooms. The scale, variety and complexity of the estate make Higher Education an exciting sector to work in. Estates Services is responsible for managing the delivery of the Estate Strategy with an investment programme of approximately £200m over the next four years.

Estates Services is part of the Facilities Division, an organisation of circa 600 staff that manages a diverse portfolio of activity. The Division is responsible for managing all aspects of the built environment, commercial activities, the provision of sports activity and environmental sustainability. The Division is leading a number of major initiatives to support and improve the institution, transforming the Estate and the delivery of services.

**The Role**

**Specifically the Assistant Director (Estates Operations)** will:

* Lead the development of Engineering, Maintenance and infrastructure strategy and functions across the University portfolio.
* Lead Cleaning and Grounds Maintenance functions.
* Lead on the Environmental Sustainability and Energy across the Facilities Division.
* Lead Security and Portering functions.
* Developing policy, strategy and best practice to ensure an estate fit for purpose, of appropriate condition and functional suitability to deliver excellence in research and teaching and meeting other relevant institutional priorities including cost effectiveness.
* Lead the development of strategies to address the legacy of under investment in estate infrastructure and including supporting capital programmes and delivery of strategic maintenance programmes.
* Management of the University’s utility contracts including the long term development and operation of the Energy Centre and the delivery of carbon management initiatives
* Ensure the most efficient and cost effective models for delivery of services meeting statutory and regulatory compliance requirements and institutional objectives including the highest levels of customer service and improving the student and staff experience.

**Operational Responsibilities**

* Lead the development and implementation of the strategy for all “hard” and “soft” estates/facilities services having regard to agreed institutional priorities.
* Lead the development and delivery of flexible, cost effective, efficient and safe building services infrastructure and maintenance to standards appropriate to meet business needs and that are also operationally resilient and robust.
* Lead the development and delivery of efficient, cost effective, safe and customer focused Estates services, reactive and routine planned maintenance.
* Lead the management of in house and external contract service providers.
* Ensure high quality customer service to users and occupiers of the estate and facilities, with particular focus to ensure that agreed standards are consistently maintained.
* Critically review all processes, systems and methods of providing hard services; develop and implement improvements and performance targets.
* Contribute to the preparation of business cases, working closely with the Director of Estates, Head of Business Support and the Finance Division, and to ensure project approvals are managed in line with agreed processes and expectations.
* Ensure compliance with all statutory, regulatory and institutional requirements and recommended best practice.
* Lead the Environmental & Sustainability team to support institutional carbon reduction and other sustainability targets and objectives, including policies and specifications for refurbishment projects, sustainable energy supply strategy.
* Drive a ‘safety first’ culture within the Operations team and with all suppliers to ensure the delivery of a safe, healthy and secure environment for students, staff and visitors.
* Drive continuous financial and service improvement – Improving cost efficiency while maintaining consistency or improving service levels, responsive to changing business needs.
* Foster a culture of shared goals and objectives across the Department and the Division to ensure consistent application of standards, optimum use of resources to meet programme and operational needs and effective planning of internal and external resource needs.
* In conjunction with the Assistant Director (Estates Development) develop and manage the condition survey of the estate and ensure these are used to plan for long-term maintenance and capital needs.
* Lead the preparation, prioritisation and co-ordination of programmes of planned works, long-term maintenance and one off improvements.
* Lead the procurement, development and management of the energy centre and associated infrastructure.
* Develop, manage and control all operations and infrastructure budgets.
* Ensure that all projects and contracted works represent value for money for the University and that appropriate and effective risk management, corporate governance and audit controls are in place.
* Drive continuous performance improvement across external contractors, consultants and other service providers.
* Lead the technical design and specification of standards in relation to Building Services and Infrastructure across the University estate including compliance to building regulations and CIBSE best practice.
* In conjunction with the Assistant Director (Estates Development) contribute to the development of design guides and briefs, leading on engineering and related installations.
* Oversee and co-ordinate the digitisation and maintenance of essential records, including asset register, asbestos register, PPM records. Liaise with University stakeholders to ensure that all records are updated when estate development occurs.
* Work collaboratively with the Assistant Director (Estates Development) and their team to ensure best practice and appropriate design solutions for new build and refurbishment projects with particular emphasis on maintenance and life cycle needs.
* Ensure excellent communications within the team, across the Division and with all customers and stakeholders.
* Manage key external relationships including local and statutory authorities and suppliers.
* Ensure the team has appropriate technical and professional skills and necessary management competencies; identify and provide development opportunities.
* Champion Facilities Division values, promote and sustain a positive culture.

As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post-holder.

The post-holder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager.

**Person Specification**

The university wishes to appoint a high calibre individual as Assistant Director (Estates Operations) candidates will be Estates professionals with a proven track record of achievement. They will have ambition and drive to contribute dynamically to the delivery of the University’s strategic objectives.

**To successfully fulfil this challenging role, candidates must:**

* A good first degree or equivalent experience/qualification.
* A relevant Professional qualification (e.g. MCIBSE, MBIFM, MRICS, MCIOB, CEng).
* The ability to contribute to, and support, the strategic leadership within the Estates team and development of effective strategic links across the wider University to ensure the University’s strategic aims are met.
* Evidence of team leadership including recruitment, team building and individual professional development. The ability to build and motivate internal and external teams ensuring alignment with delivery goals.
* A track record of successful developing and delivery of hard and soft FM strategies.
* Proven ability of negotiating effective contractual terms for maintenance, services and consultancy agreements.
* Ability to communicate complex information to a diverse range of audiences and stakeholders using a variety of techniques.
* Proven experience of the managing maintenance across a diverse estate including planned, reactive and backlog maintenance.
* Proven experience in challenging the existing operations, changing existing processes/structures and improving the customer experience.
* Evidence of financial planning and budget management ensuring accurate cash flow forecasting.
* Evidence of successful stakeholder and relationship management across the wider public and private sectors.
* Experience of prioritising complex and often conflicting project demands ensuring appropriate risk management approaches are used.
* Evidence of delivering process improvement.
* Demonstrate the ability to lead on the implementation of IT systems which will support efficient service delivery
* Evidence of managing and developing systems to ensure statutory compliance across a wide range of infrastructure and systems within a complex large estate
* Ambition to achieve challenging goals and turn the University’s strategic aims into reality.
* Ability to deliver cultural change within the Estate Operations team, through strong, values-driven leadership.
* Ability to lead change in a constantly evolving higher education marketplace.
* Professionally focused with the ability to think laterally to meet goals.
* Welcome challenge in an open, participative and transparent style.
* Team focused with the ability to motivate and develop both internal and external teams.

**Candidates will also be required to demonstrate:**

* Experience of working within large complex organisations.
* Evidence of ability to increase customer satisfaction and exceed expectations.
* Experience of changing workplace culture and norms.
* Experience of championing and delivery of environmentally sustainable solutions.