

**Job Title:** Campus Facilities Manager (Grounds & Gardens)  
**Grade:** 7  
**Salary:** £39,355 to £45,413 per annum, pro-rata if part-time  
**Department:** Estates and Campus Services  
**Hours/Contract:** Full Time or job share considered, Permanent  
**Job Family:** Management and Administration  
**Reference:** 11619

## Role Purpose

Reporting to the Head of Campus Facilities the Campus Facilities Manager will be responsible for the efficient and effective day to day delivery of a range of university wide Facilities Management operations including gardens, sports grounds and external areas, and any associated FM provided services for the academic and residential estate.

Ensuring that all aspects of operational activities are coordinated to provide safe, quality, customer focused services across the Estate and throughout the University, positively impacting on the customer experience.

Ensuring professional service delivery is compliant with legislation, local authority regulations and service level agreements.

## • Main Duties and Responsibilities

- To manage the University's external areas ensuring safe, compliant, and quality services are provided to meet the needs of the customers. Supporting and enhancing biodiversity across all green spaces through sustainable land management, planting, and habitat protection in alignment with the University's environmental objectives
- Working closely with colleagues to support, co-ordinate and facilitate the delivery of University events and key recruitment activities such as Open Days, Graduation and Clearing. Providing expertise and knowledge to ensure successful events.
- To implement quality standards, monitoring adherence to agreed work procedures, resolving areas of non-compliance and meeting customer need. Utilising CAFM systems and other software to ensure priorities are met in line with SLAs.
- To develop effective customer relationships, with internal and external customers, and ensuring customer satisfaction, taking ownership for the delivery of tasks and resolution of issues.
- Monitor and act against prescribed budgets, including labour, consumables, and equipment focusing on lifecycle needs with a focus on sustainability. Procurement of equipment and services understanding the day-to-day management of financial systems.
- To manage and lead the Facilities teams ensuring that all employees are effectively managed, developed, and motivated.
- Provide regular reports regarding KPIs and to make recommendations regarding corrective measures where required and to ensure delivery to the financial and non-financial KPIs.





- To monitor compliance with health and safety legislation including hazard identification and auditing and routine testing
- To be committed to continuous service improvement, identifying gaps in service provision and leading on service improvement projects.
- Identify training/development needs for all grades of staff, ensuring full compliance for mandatory training, devising internal courses, sourcing external training
- Work collaboratively with other Facilities Managers to cover/deputise as required to ensure full services are delivered across the Estate.
- To be part of an on-call incident management rota to deal with emergencies across the University estate.
- Any other duties commensurate with the role

## Internal and External Relationships

- Working with Head of Campus Facilities to support operational delivery of services
- Colleagues across the wider Campus Services Teams to ensure operational delivery
- Internal stakeholders and customers to provide effective support
- Attendee on working groups for the University as requested
- External customers
- External and Internal suppliers (Digital Services, Students' Union, Leicester Services Partnership etc.)

## Planning and Organising

- Planning own workload dependant on business needs and the lifecycle of events and Campus Services.
- Managing projects over several months with defined outcomes.
- Working with customers and stakeholder in the planning of events and operations across campus.

## Qualifications, Knowledge and Experience

### Essential

- Degree level in a related field or significant relevant vocational experience working at a management level\*
- Similar work in a relevant establishment\*
- Demonstrable ability to develop positive and effective operational links between service providers and key stakeholders\*
- Experience of defining, agreeing and monitoring standards of facilities service delivery\*
- Previous experience managing successful teams and projects \*





- Experience of budget management and financial awareness\*
- Strong understanding and awareness of best practice customer service and managing service level standards\*
- Previous experience implementing and delivering operational systems\*
- Computer skills and familiarity with Microsoft Office and other databases\*
- An up to date knowledge of legislative, estates and Health & Safety Regulations\*

## Desirable

- A management qualification (e.g. IWFM, ILM)
- Experience of working in a Higher Education environment.
- Experience of dealing with senior managers to develop and implement and improve operational and strategic policies, including building effective, influential relationships with key senior stakeholders in order to negotiate and mediate change.
- IOSH or NEBOSH qualification
- Demonstratable working knowledge of contract and tender management for Soft FM services
- Experience of working in Horticulture Services
- Practical experience working in gardens and sports grounds
- Experience in event delivery

## Skills, Abilities and Competencies

### Essential

- The ability to multitask and prioritise workload of self and others.
- Ability to manage, organise work schedules and decide priorities.
- Ability to communicate both verbally and in writing with a wide range of people, building positive relationships, acting as an Ambassador for the Service.
- Evidence of leadership behaviours including but not restricted to motivating and developing people to achieve their potential.
- Ability to prepare reports and information.
- Decision making skills in a customer service environment including ability to understand resource allocation, value for money and impact on other services.
- Ability to work on own and as part of a team.
- Ability to manage conflict and difficult situations.
- Excellent interpersonal skills.
- To maintain confidentiality in relation to staff, services and operations where required.
- Solution focused problem-solving skills.





- Commitment to continuous service improvement.

## Desirable

- Experience of dealing with customer complaints.
- Experience of event management and operations.
- Awareness of environmental issues faced by a multifunctional organisation
- Experience of project management

***\*Criteria to be used in shortlisting candidates for interview***

## Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

## Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

## University Values

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

## Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

