



Job Title: Assistant Facilities Manager
Grade: 5
Salary: Grade 5, £24,715 to £28,929 per annum
Department: Estates and Campus Services
Hours/Contract: Full time or job share considered, Permanent
Job Family: Management and Administration
Reference: 7631

Role Purpose

To manage the day-to-day operations of the Service Desk Coordinators and Help Desk Operators by planning and organising tasks, directing staff and overseeing the allocation of resources. To communicate effectively with the team and customers to ensure customer service levels are maintained.

There will be minimum day-to-day supervision, but clear guidance. The role will plan for the weeks ahead and prioritise to accommodate non-standard work. Initiative is required to handle processes and to resolve problems and queries based on experience and judgment, mainly without reference to others.

Resources Managed

The post holder will manage the Service Desk Coordinators and oversee the Help Desk Operators. They will balance resources and measure quality to ensure that the section successfully delivers our services. To resolve local issues with customers and colleagues.

Main Duties and Responsibilities

- Provide effective leadership and supervision, these responsibilities include allocating and monitoring of work processes, assisting with the recruitment and selection of new staff as a panel member, carrying out appraisals, managing performance and arranging training. Providing leadership through competency, integrity, motivation and inspiration to team members.
- Ensure optimal service delivery through efficient and effective planning, prioritisation, and allocation of staff and physical resources, including identifying and organising overtime needs. Provide clear communication, instructions and information to staff and/or customers to enable optimal service delivery.
- Respond and resolve enquiries and problems, judging when to pass complex queries on to or involve others, to provide an effective service and clear advice to colleagues and customers. Deliver a range of administrative and customer services in support of existing systems or processes to an agreed standard or specification, to maximise service quality and continuity.
- Ensure a range of activities and schedules are delivered according to agreed deadlines and standards. Take responsibility for the training and quality of work within work unit. Review performance of staff, providing feedback and putting in place corrective action where required. This could be through training, instruction, coaching or referral for formal disciplinary action. Provide instruction and guidance to colleagues to deliver operational safety standards effectively.





- Maintain a network of contacts, drawing on support and advice from others to resolve problems where possible. Communicate and liaise with service users and/or external contacts, representing the work unit/department/School as required.
- Ensure Health and Safety requirements are met and ensure equipment and/or areas are safe to use and well maintained and that DSE's are carried out and followed through with any necessary adjustments.
- Promote a positive image of the Section, Division and University at all times and ensure team members treat others with respect and dignity by acting as a role model and providing training.

Internal and External Relationships

- External and internal customers to gain feedback about our services and work with them to improve our delivery
- Participate as a member of University wide groups as required to ensure the interests of the department are appropriately represented and good practice is shared
- Membership of working groups to ensure successful delivery of projects or policies, including leadership of such groups where appropriate

Planning and Organising

- Scheduling and allocating workload
- Pre-empting peak demands on the service and ensuring appropriate provision has been made

Qualifications, Knowledge and Experience

Essential

- Previous experience in a supervisory or management role*
- Experience within a customer focused environment*
- Ability to communicate clearly face to face, orally and in writing, to ensure effective reporting and customer contact handling
- Numeracy and literacy skills, minimum of 5 GCSEs at Grade C or above including Maths and English*

Desirable

- Significant relevant work experience in a comparable setting
- Understanding of relevant policies and procedures, as they affect the role, and the quality standards and outputs required

Skills, Abilities and Competencies

Essential

- Initiative to identify problems and to resolve many problems independently *





- Experience of managing, leading and motivating staff*
- Ability to assess data and information
- Exceptional interpersonal skills at all levels
- Excellent organisational skills *
- Excellent IT skills (all Microsoft office applications) *

Desirable

- Knowledge of H&S/risk assessments and able to devise operational procedures
- Experienced in recruitment and selection process
- Ability to prepare reports for senior management consideration
- Post holder must understand concepts of data protection and respect confidentiality

****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

Equality and Diversity

We believe that equality, 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 equality 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 equality, diversity and inclusion.

