Job Title: Assistant Facilities Manager  
Grade: 5  
Salary: £22,017-£26,243  
Department: Division of Estates and Campus Services  
Hours/Contract: Full Time (35 hours), rotational shifts, permanent.

6:45 am to 2:45 pm Monday to Friday and flexibility with shift patterns as and when required.  
1 pm to 9 pm Monday to Friday and flexibility with shift patterns as and when required. Weekend attendance will be also required as and when necessary in line with the University events.

Reference: 1142

Role Purpose
To be responsible for the overall quality and performance of teams of porters and cleaners, as individuals and collectively. To act as the first point of contact for all customers, to interpret customer requirements to enable plans to be made to meet reasonable requests within the allocated resources available. To balance resources and measure quality to ensure that the section successfully delivers our services. To resolve local issues with customers and colleagues within the team.

Resources Managed
Each post holder will be given a specific area of responsibility, such as timesheets or overtime, communications/improvement projects. Training and support will be provided to perform this role.

To manage a team of colleagues.
To order materials and consumables to enable effective delivery of cleaning service.

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<thead>
<tr>
<th>Main Duties and Responsibilities</th>
<th>% Time</th>
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<td>• To devise documented plans and processes that enable successful delivery of our services to the zone via direct reports and their teams. This will include the planning of periodical tasks over a 3-6 month period and for special or specific events. Allocating resources, seeking efficiencies whilst delivering an effective service.</td>
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<td>• To undertake quality, performance and health and safety inspections, recording results so that continuous opportunities for improvement can be identified.</td>
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<td>• To hold regular meetings with customers using or occupying the areas of the zone to interpret customer requirements to enable plans to be made to meet reasonable requires within the allocated resources available.</td>
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<td>• Support direct reports by guiding and supervising on day to day activities and by assigning tasks</td>
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</table>
Job Summary

- To lead the teams with a management style that encourages high levels of motivation and engagement by members of the teams – to be a role model for others in both competence and attitude.
- Take line managers responsibility for first formal stage of HR processes, working with HR to ensure successful resolution. To be part of a recruitment interview panel.
- To undertake investigations into service delivery failures, health and safety incidents or complaints in order to seek resolution and prevent reoccurrence.
- Ensure that all activities carried out by the teams are carried out in line with training and health and safety risk assessments, method statements and chemical safety data sheet instructions and to BICS standards.
- To chair team meetings/briefings, deliver training, keep and maintain records and information and produce short written reports.

Internal and External Relationships

Work within a team of first line managers

Daily contact with customers and team members

General public and students – to assist when asked for directions or other assistance.

Estates and Campus Services management re performance of duties, outcome of inspections, special events etc

Planning and Organising

To balance resources (human and materials/equipment) to ensure that services are consistently delivered to the defined standards.

To devise and document plans for activities in advance (for the following 3-6 months)

Devise and document plans and processes to support events or specific activities taking place at the University.

Maintain adequate records relating to the team and quality of service provided.

Qualifications, Knowledge and Experience

Essential

- Full driving license* that is acceptable to our insurer
- Previous experience of, and ability to first line manage a team and work as part of a team*
- Previous experience of working in a customer focused environment*
- Can demonstrate the ability plan resources to meet competing demands.
- Understanding of Health and Safety issues, including COSHH and Risk Assessments (preparation and use)*
- Functional Skills (maths and English) to Level 2.
### Job Summary

#### Desirable
- Previous experience in a similar role may be an advantage*
- British Institute of Cleaning Science Cleaning Professionals Skills Suite*
- British Institute of Cleaning Science Assessor qualified*
- Experience of leading and motivating a team to deliver high performance.
- Manual handing training undertaken*

#### Skills, Abilities and Competencies

### Essential
- Good interpersonal skills
- Ability to manual handle within reasonable levels.
- Customer focussed outlook
- Able to motivate and lead a team that is successful and strives for continuous improvement.
- To be positive, responsive, flexible and co-operative at work in order to deliver our service to the quality required
- Good working knowledge of IT (Microsoft office, PC, tablet/smartphone usage). Basic computer skills including use of Microsoft Word*, Outlook* and Excel. Ability to use a PC to seek information from the internet, read/send/receive emails using Microsoft office and also able input basic information.

*Criteria to be used in shortlisting candidates for interview*

### Contract information

**Permanent** – This is a permanent position

### 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 office, conviction, caution, bind-over or charges, or warnings.

### VITAL

The University encourages all staff to live our **VITAL values** which are: **Valuing People, Innovators, Together, Accountable, Leaders.**

### 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.
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