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| Last updated: | April 2024 |

**JOB DESCRIPTION**

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| Post title: | **Director of Estates Programme Management, Business & Support Services** | | |
| Standard Occupation Code: (UKVI SOC CODE) | 2424 | | |
| School/Department: | Estates and Facilities | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 7 |
| Posts responsible to: | Executive Director of Estates & Facilities | | |
| Posts responsible for: | *Level 6 Associate Director(s) – To be confirmed* | | |
| Post base: | Office-based, with hybrid working | | |

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| Job purpose |
| To lead the Estates & Facilities Programme Management, Business and Support Services functions enabling and ensuring that world-class Estates & Facilities provision is delivered for the University. Providing oversight, governance, assurance and support services across all Estates & Facilities activities including estate strategy development, masterplanning, capital projects, estates maintenance, H&S and compliance, facilities management, property asset management, space management and environmental sustainability. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | **Leadership and management**   * Lead and manage the Programme Management and Business Continuity & Risk Teams, as well as the Business Support Services and Communication and Information Engagement Teams embedded within Estates & Facilities. * Lead the Estates Programme Management strategy on procurement and supply chain management. * Line manage direct reports, exercising good people management practices including mentoring, coaching, training, advice and guidance as necessary. * Ensure team resources, team operating model and the professional development and capability of team members are providing a fit for purpose, world-class provision. * Ensure the right mix of skills and capabilities through continuous professional development, recruitment and performance feedback. Where appropriate work collaboratively to matrix manage a multi-disciplinary team to ensure the delivery of the University strategy. * To work directly with the team to embed a culture of equality, diversity and inclusion. Ensure the University’s ED&I and people strategy is considered in all decision making, planning and management of the team. | 30% |
|  | **Strategic Planning & Governance and Assurance**   * Working with senior colleagues across Estates & Facilities on strategic planning, including financial planning and forecasting; and strategic scheduling of masterplan, capital plans and projects and programme. * Leading the quality assurance and benefits realisation process, developing this function * to ensure interdependencies between the estates programmes are understood and * decision-making at board, portfolio and project level are properly co-ordinated. * Developing processes, polices and best practice for governance, reporting, planning, procurement and supply chain management across Estates & Facilities activities. * Provide high levels of oversight, governance, assurance and corporate management across all Estates & Facilities activities. | 20% |
|  | **Communications and Information Engagement**   * Through the Communications and Information Engagement function to act as Estates & Facilities interface with other university support functions including HR, Student Services, Communications & Marketing, iSolutions and Faculty Operating Service. * To ensure that the Communications and Information Engagement function development and implements proactive communications strategies across all Estates & Facilities activities, taking into account students, staff, visitors and partners. | 15% |
|  | **Business Support Services**   * Responsible for ensuring the development and delivery of high performing support services across the Estates & Facilities Department, including: * Administration * IT systems implementation and management * Analytics and Reporting | 10% |
|  | **Data management and Reporting**   * Leading the Estates Programme Management function to collate and analyse data to report on estates activities across a diverse range of projects and programmes including capital projects, strategic and reactive maintenance, facilities management, compliance and sustainability. | 10% |
|  | **Stakeholder Engagement**   * Represent the University’s interests with relevant bodies including the commercial suppliers and delivery partners, local councils and governing bodies, as appropriate. * Work collaboratively with academic and professional services colleagues, to ensure that the physical infrastructure and physical environment are fit for purpose, fit for the future, and highly student focussed. | 10% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. This may include acting as Deputy Executive Director, accepting delegation of the Executive Director’s role at their request, representing the department at the most senior level both internally and externally. | 5% |

| Internal and external relationships |
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| Departmental and University senior management  Other members of the department/University staff  External customers  Relevant suppliers and external contacts |

| Special Requirements |
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**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of a professional qualification or postgraduate degree in programme or commercial assurance/management  Proven leadership experience in a range of demanding and influential roles.  Demonstrable industry experience in a programme and commercial management role ensuring governance, assurance and performance management in a property or estates management environment.  Experience of programme management and reporting on projects and programmes from a commercial and risk assurance perspective.  Experience of procurement and supply chain management in the construction and estates industry. | Membership of relevant professional body such as APM, RICS, ICE etc.  PRINCE2 or similar project management qualification.  Experience of working in an environment with similar characteristics (estates, processes, stakeholders) to those found at the University. |  |
| Planning and organising | Able to champion and oversee the Department’s contribution to the university’s strategy and to lead on the Department’s strategies and plans. |  |  |
| Problem solving and initiative | Able to make judgements on significant new problems where precedent may not apply.  Able to develop innovative solutions and practical implementations for strategic change. |  |  |
| Management and teamwork | Able to implement successful change management initiatives and formulate strategic plans that reflect and support the priority needs of the university.  Able to recognise and deal with obstacles and difficulties so that teams can deliver.  Able to demonstrate leadership and to raise performance standards throughout own work areas. |  |  |
| Communicating and influencing | Able to establish and build major relationships with key stakeholders.  Able to use influence to develop positions or strategies. |  |  |
| Other skills and behaviours | Ability to lead and manage change through an organisation  Able to demonstrate alignment with the University’s core values in all areas of work, and champion those behaviours in the Department |  |  |
| Special requirements |  |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |