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| Last updated: February 2024 |

**JOB DESCRIPTION**

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| Post title: | **Facilities Business Operations Manager** | | |
| School/Department: | Faculty Operating Service (FOS) | | |
| Faculty: | Faculty of Medicine (FMED) | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 4 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Associate Dean Infrastructure | | |
| Posts responsible for: | n/a | | |
| Post base: | Office-based | | |

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| Job purpose |
| Responsible for supporting the Associate Dean for Infrastructure, Faculty finance representative and Facility leads in the leadership, management and day-to-day operation of the Faculty supported Core Research Facilities, and regularly monitor feedback from a wide range of stakeholders.  Support the Associate Dean for Infrastructure to develop and maintain a strategic framework for each Core Research Facility and build relationships with other internal/external Facilities.  To manage the initiation, planning and execution of strategic projects which contribute to the development of the Core Research Facilities in line with Faculty and University policy.  Coordinate and contribute to annual business planning for the Core Research Facilities. Manage and analyse complex data to inform Faculty planning and prioritisation, providing written reports and data sets to evidence conclusions. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | **Project Management:**   * To make significant contributions in supporting the formulation of strategic marketing and growth within, across and between Core Research Facilities. * To ensure all Core Research Facility activity remains compliant with University policies and guidelines. * Manage multiple projects concurrently to facilitate major service/policy/operational changes in core research facilities in line with University strategy and objectives. * To support Research Facility leads and Finance in the preparation and submission of costings and proposals. To liaise with relevant Professional Services (Finance, Research & Innovation Services) plus internal/external stakeholders to support applications/contracts. | 25 % |
|  | **Strategic Priorities and Relationship Management:**   * To support Research Facility Managers in drafting Business Cases for consideration by Faculty. This will include how the services provided support the education, research and enterprise ambition of the Research Faculty. * Provide advice and guidance to Research Facility leads on issues of key strategic importance, using influencing and judgement skills when recommending appropriate courses of action and timelines. * To attend Faculty Core Research Facility working group meetings and follow up any actions as required. * To represent the Faculty Core Research Facilities at internal/external meetings and deliver briefings and presentations to ensure Facility issues are appropriately represented and reported. * To ensure Faculty Core Research Facility branding in relation to recruitment, presentations at local, national and international conferences conforms to University and Faculty requirements. * To support the work of the Research Facility leads in building internal/external relationships and connecting people with the Facilities. * To support the Associate Dean for Infrastructure in leading, developing and implementing innovative systems and processes to enhance sustainability of resources to accommodate growth and increase cost recovery for each Core Research Facility within the Faculty. * Contribute to University-wide projects using specialist knowledge. | 25% |
|  | **Data, Analytics and insight:**   * To provide specialist advice, make recommendations, negotiate and implement agreed actions with finance and other stakeholders as required. * To research, collate and present data/statistics to the Associate Dean for Infrastructure for inclusion in Faculty reports and business planning. Present innovative and relative reports, which analyse information, identify trends and make clear recommendations. * To compile and deliver briefings and presentations at internal/external meetings as required. * To maintain accurate records of all Core Research Facilities resources, including staff and students and making recommendations on resource management to deliver Faculty objectives. | 25% |
|  | **Liaison and Communication:**   * To liaise with Finance and other Professional Services as required on proposed changes to Core Research Facility staffing and resources, as instructed by the Associate Dean for Infrastructure. * To be the point of contact for Faculty for all Core Research Facility enquiries, communications and reporting, including liaison with the Marketing team when necessary. * To ensure Core Research Facility recruitment and personnel activity complies with University policy. * Maintain coordination across the Faculty (Finance, Facilities and Associate Dean for Infrastructure), to ensure delivery of a cohesive, integrated and complementary support service, taking opportunities to improve communications and deliver joined-up solutions which can influence strategic decisions. | 25% |
|  | Any other duties as allocated by Associate Dean Infrastructure following consultation with the post holder. |  |

| Internal and external relationships |
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| * Faculty supported Core Research Facility team members * Research Facility leads * Faculty of Medicine Operations Managers * Deanery * University Professional Services, including Finance, HR, RIS, FOS * NHS, including R&D * Funding bodies and/or external companies. |

| Special Requirements |
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| **Membership of:**  Core Research Facilities Working group |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HND, Degree, NVQ4 or basic professional qualification in an administrative or professional services role.  Proven experience of planning and progressing work activities within broad professional guidelines and/or broad organisational policy.  Understanding of how the specialist services provided by the facilites support the objectives of the University and Faculty of Medicine.  Excellent ICT skills- Microsoft Office, Outlook and general office systems. | Knowledge and experience of leading teams or responding to them in terms of service delivery.  Able to apply an awareness of principles and trends in a specialist or professional field and an awareness of how this affects activities in the University. |  |
| Planning and organising | Able to seek opportunities to progress a broad range of activities within professional guidelines and in support of University policy.  Able to contribute to the development of policy within the Faculty.  Proven ability to manage conflicting priorities in a high profile environment.  Proactive and responsive approach to work tasks or requests. | Experience of successful project management.  Proven ability to plan and shape the direction of an area of enterprise activity with substantial impact on finance and/or reputation within a Commercial, NHS or Higher Education organisation. |  |
| Problem solving and initiative | Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them.  Proven ability to identify broad trends to assess deep-rooted and complex issues.  Proven ability to make decisions, and own these decisions with confidence, authority and ultimate responsibility.  Able to respond proactively to events to achieve goals and take hard decisions, often in pressurised situations where all the facts are not yet known. | Able to develop significant new concepts and original ideas within own field in response to intractable issues of importance to the Facility. |  |
| Management and teamwork | Able to proactively work with colleagues in other work areas to achieve outcomes.  Able to delegate work effectively as required.  Proven ability for managing team dynamics, ensuring any potential for conflict is managed effectively.  Proven ability to provide expert guidance and advice to colleagues to resolve problems.  Foster positive relationships both within and outside of own department. |  |  |
| Communicating and influencing | Able to provide accurate and timely specialist guidance on complex issues.  Able to use influencing and negotiating skills to develop understanding and gain co-operation.  Ability to develop and lead key strategies.  Excellent written, presentation and oral skills, with ability to communicate at a variety of levels including Faculty leadership and external companies.  Excellent inter-personal skills with a wide range of people of different backgrounds, from within and outside the University. | Able to negotiate effectively on behalf of the Facility and Faculty on key issues. |  |
| Special requirements | Able to work independently, develop new skills and be proactive in problem solving |  |  |

**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 |  |  |  |