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| Last updated: | June 2024 |

**JOB DESCRIPTION**

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| Post title: | **Senior Computer Aided Facilities Management (CAFM) Manager** | | |
| School/Department: | Estates & Facilities | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 5 |
| Posts responsible to: | Associate Director of Infrastructure | | |
| Posts responsible for: | Systems Support Officer, Data Analyst | | |
| Post base: | Office-based, with hybrid working | | |

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| Job purpose |
| Responsible for managing and optimising the University’s Computer Aided Facilities Management systems/software (CAFM), integrating all digital assets information from physical asset condition surveys, generation of all planned and reactive maintenance activities, trade/supplier teams assignments. Ensuring all relevant reporting dashboards and management information are kept up to date and are fit for purpose. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | **Leadership and Management**   * Responsible for the provision of an integrated CAFM system or systems, leading a team working with the maintenance, space management, reactive, minor works and capital project teams. * Responsible for the system administration and changes, recommending strategies to the Director of Engineering and Infrastructure * Manage a team to ensure up to date assets, maintenance strategies and integrated help desk functions, establishing team input from others within Estates & Facilities such as project hand over/Building Information Modelling (BIM), asset changes and where the Estates grows through acquisition, refurbishment or disposals. * Mapping and assessing existing systems in Estates & Facilities. * Where necessary redesigning existing systems and processes to achieve organisational benefits. * Developing communications plan to ensure all stakeholders engagement. | 40% |
|  | **Maintenance and User Experience**   * Ensuring latest updates and systems are fully reviewed with iSolutions and ensuring their integration to any update is administered. * Working with fellow colleagues ensuring any process change is fully documented and the change process is delivered to all affected. * Taking lead on managing transition to new updates or systems ensuring no business as usual disruption. * Liaising with all E&F staff ensuring all new ways of working. * Ensuring user training is up to date attending toolbox talks where required. | 30% |
|  | **Financial and Governance**   * First point of contact for all data reporting, queries of the management team within Estates & Facilities, ensuring all relevant reporting is fit for purpose and where appropriate develop and maintain dashboards and management information. Reporting requirements include statutory compliance, performance reporting, minor works and capital reporting and space use/management, incorporating PowerBi and other third party systems. * Ensuring data integrity of project planning processes with key gate stages agree with projects teams for their input. * Ensure clear processes for Space management team to record correct data sets and reporting to central finance. * Complete data draw down reporting to finance when required. | 15% |
|  | **Health, Safety and Compliance**   * Have oversight and ownership working processes working closely with key E&F team members to ensure workflow processes meet UoS needs in terms of safety and quality systems. Participating on audits where required. * Working closely with colleagues in iSolutions (IT) to ensure data integrity, Information security and administration of users. * Comply with audits and reviews to ensure UoS systems are compliant. | 10% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| Key internal relationships include:   1. Estates & Facilities Leadership team 2. iSolutions team 3. Project teams LTM and CapEx, sustainability, space management and portfolio, finance teams, procurement and audit 4. Residential colleagues 5. Central team for H&S, fire and security.   Key external relationships include:   1. Suppliers, contractors and consultants (providing a service to the University); 2. External IT service providers 3. Statutory authorities, such as the Health & Safety Executive, Local Authority, Fire Service (to ensure compliance); |

| Special Requirements |
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| * Ability to undertake duties at different premises including any University campus as required. * Commitment to the integrity and confidentiality of all relevant data and process |

**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 or significant experience and knowledge of maintenance requirements Computer Aided Facilities Management (CAFM) or maintenance model software across industry and high risk environments.  Experience working in multi-site or complex environments  A broad knowledge of computerised systems and knowledge and system architecture and InfoSec  Development of reporting and management information  Helpdesk integration and management, including workflow and labour loading of tasks | Facilities Management experience, eg IWFM membership  Experience of engineering and maintenance of CAFM systems at administrator level  Line management of CAFM, or Help desk teams  A demonstrable track record of establishing CAFM systems  Experience in delivering training  Ability to workflow and ensuring labour loading of tasks and appreciation of the built environment and maintenance services | Application form |
| Planning and organising | Able to plan and manage major new projects or significant new activities, ensuring plans complement broader organisational strategy.  Proven ability in the planning and delivery of a large scale CAFM across multi campus estate | Experience of formal project management techniques, e.g. PRINCE2 | Application form & interview |
| Problem solving and initiative | Proven ability in the understanding, analysis and resolution of complex issues.  Experience of managing change while maintaining ‘business as usual’.  Ability to coordinate and collate information/data in useable format from multiple sources  Expected to show independence and initiative addressing localised tasks | Experience in producing business cases for IT updates and industry requirements eg IWFM and AUDE  Analytical problem solving  Ability to lead team | Application form & interview |
| Management and teamwork | Proven ability to proactively develop team dynamics and performance, ensuring quality standards are consistently achieved.  Proven ability to foster positive relationships with stakeholders, eg maintenance teams, central IT departments, senior Estates managers  Able to provide expert guidance and advice to colleagues to resolve complex problems. | Experience of budgetary knowledge | Application form & interview |
| Communicating and influencing | Able to persuade and influence in order to foster and maintain relationships.  Able to resolve tensions and difficulties as they arise.  Excellent written and verbal communication skills with the ability to distil complex ideas into easily- understood terms. | Preparation of staffing and IT systems costings  Must be able to communicate systems in an understandable way to non IT professionals  Must be able to form effective relationships at various levels within the University | Application form & interview |
| Other skills and behaviours |  | Working experience of systems implementation | Interview |
| Special requirements |  |  | Interview |

**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 |  |  |  |