

Description and Person Specification
Academic/Professional Services Staff

Job title: Facilities Manager Hard Services

Department: Estates & Facilities

Pay Band: E

Line Manager: Head of Estates & Facilities

Role Purpose:

To be responsible for all aspects of the day-to-day delivery of the 'Hard FM' functions, including technical services, engineering maintenance, minor works, and mechanical, electrical and infrastructure projects. Provide a comprehensive M&E asset management service including asset registers, planned preventative maintenance, forward maintenance register, asset replacement and budgeting.

To be responsible for assuring all Statutory Compliance regulations relating to the mechanical and electrical and building services are being fully met. Develop systems to monitor compliance responsibilities and ensure all necessary step are taken to maintain good practices, accurate records, and legal compliance.

To manage the performance and delivery of the external engineering maintenance Contracts. Evaluate contract performance against service level agreements and key performance indicators, and ensure outsourced services provide consistent value for money and high-quality outcomes.

Duties and Responsibilities:

- Lead and overall line manage the in-house technical services staff and administration and incorporate outsourced hard FM staff into the team. Carry out line management duties including the H&S, HR topics, the annual appraisal process, development and coaching to improve performance, and identifying and arranging training to improve the capability of the team.
- Ensure suitable and appropriate health and safety management systems are in place to control the work of contractors, outsourced service providers, and in-house technical staff. This should include risk assessments, method of work statements, permits to work, personal protective equipment, suitable tools and access equipment, training and professional certification. Act promptly to prevent unauthorised or inappropriate activity in any aspect of Hard FM activity.
- Lead the contract management of the engineering maintenance contract, monitoring them against the agreed service level agreements and key performance indicators and taking effective corrective action to address issues. Attend regular contract review

meetings to discuss and record performance, progress, stakeholder feedback, commercial matters, resources and any areas for improvement.

- Maintain the accuracy and effectiveness of the CAFM (Computer Aided Facilities Management) system used by the University and ensure the Asset Register, maintenance schedules, record keeping, compliance and service records, are meet industry best practice. Audit the CAFM system on a regular basis to assure the information maintains a high level of integrity.
- Maintain and verify an accurate Asset Register and ‘tag’ mechanical and electrical assets to ensure traceability; develop and deliver a SFG20 compliant Planned Preventative Maintenance schedule for the estate; develop and maintain a 10 year Forward Maintenance Register and budget for asset replacement; obtain building and structural condition surveys as required.
- Maintain a schedule of ‘Minor Works and Projects’ for planned or underway activity across the estate; this to include items under consideration, awaiting approval, or currently being delivered, and the status and summary detail of each item. Use this document to ensure compliance items as diverse as CDM regulations, staff consultation, procurement, and safeguarding considerations are controlled.
- Work to ensure the mechanical, electrical, civil, and fire safety systems within the building are ‘fit for purpose’ at all times; take appropriate steps to risk assess system failures and work to minimise any potential resulting disruption to the Universities planned and normal operations.
- Work to ensure the physical appearance of the interior and exterior of the buildings in the estate are maintained to a high standard and presents an appropriate professional and quality image of a University to staff, students, visitors and the general public.
- Be the interface between stakeholders and service delivery across the ‘Hard FM’ functions, building effective communication channels and working relationships. Understand, explore and review stakeholder requirements and service delivery performance through regular formal and informal meetings, proactively respond to the need for change and adapt the service to ensure it continually meets the evolving needs of students and staff.
- To monitor and provide the escalation point for the performance of the Estates and Facilities helpdesk function, ensuring that ‘Hard FM’ requests are dealt with in a timely manner and with minimal disruption to teaching and other planned activities. Provide daily reports on the status of service requests to FM to enable performance to be communicated and managed.
- To ensure that all direct / indirect reports and contractors on site are managed in full compliance with Health and Safety regulations and adhere to University policies and procedures.
- To enhance the campus experience for students and staff by actively seeking and proposing ways to innovate and improve service delivery. To contribute to the development of operational plans for the service and translate these into action plans and objectives for staff.
- To monitor and report on the budgetary and financial performance of the service contracts and oversee all other ‘Soft FM’ capital expenditure.

- To develop and implement comprehensive and effective strategies, policies, systems, processes and guidance documents relating to facilities functions.
- Perform other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved.
- Be responsible for business continuity planning, health & safety, risk management and accessibility options for all events delivered by the department.
- Act as an ambassador during Open Days and other university events when necessary.
- Deputise for the Head of Estates & Facilities when necessary

General

- Demonstrate understanding of Ravensbourne values, culture and educational ethos and promote these through everyday practice in the role.
- Work within Ravensbourne Code of Conduct and other Rules
- Comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate
- Carry out the policies, procedures and practices of Health & Safety in all aspects of the role
- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work, and show commitment through everyday practice in the role
- Work in accordance with, and promote Ravensbourne's environmental sustainability policy and practices
- Works continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness
- Perform such other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne objectives achieved

Key working relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis)

Estates & Facilities colleagues
 Departmental Professional Services teams
 Academic teams

Contracted service providers Other staff and students General public and Visitors
Resources Managed Budgets: Yes Staff: Yes Other: Helpdesk, CCTV, Access Control, Furniture and Fittings

<u>Person Specification</u>		
<u>Knowledge and Experience</u>	Essential	Desirable
Education Undergraduate degree or equivalent professional experience in a related technical subject; preferably mechanical or electrical engineer	X	
Professional qualifications/experience Full membership of the Institute of Workplace and Facilities Management (MIWFM / CIWFM) or evidence of working towards the membership. Health and Safety qualifications e.g. IOSH Managing Safely or NEBOSH National General Certificate. Previous experience of leading a team.	X X X	
Higher Education knowledge Experience of work in a HE Estates/FM environment.	X	

<u>Core Personal skills abilities and behaviours</u>	Essential	Desirable
Equality, Diversity & Inclusion Committed to diversity with the ability to recognise cultural perspectives and values.	X	

<p>Communication</p> <p>Communicate information clearly and accurately, considering what to communicate and how best to convey information to others.</p>	X	
<p>Team Work and Motivation</p> <p>Contributes to building team morale by being an active member of the team. Able to organise and delegate work fairly according to individual skills. Helps the team focus their efforts on the task at hand and motivates individual team members.</p>	X	
<p>Decision Making</p> <p>Makes independent decisions and provides advice or input to contribute to the decision making of others.</p>	X	
<p>Liaison and Networking</p> <p>Able to carry out standard day-to-day liaison with students, staff and members of the public using the existing procedures. Works to build internal and external relationships for active collaboration and information sharing.</p>	X	
<p>Service Delivery</p> <p>Creates a positive image of the University by responding promptly to enquiries from internal and external contacts and referring them to the right person where appropriate. Understands and explores customer's needs.</p>	X	
<p>Planning and Organising</p> <p>Able to plan, prioritise and organise the work and resources of self and the team on a daily and weekly basis. Sets performance standards and develops its monitoring procedures.</p>	X	
<p>Initiative and Problem Solving</p> <p>Able to use initiative and creativity to solve problems in a practical and professional manner.</p>	X	
<p>Team Development</p> <p>Provides training and induction to new starters, offering advice, guidance and feedback based on their own knowledge or experience.</p>	X	

Our Values

Connection: We value what happens together and we collaborate to achieve our collective goals.

Dynamism: We embrace every opportunity to adapt and optimise.

Inclusion: We celebrate our diversity, and we embrace difference as a source of strength.

Professionalism: We aim for quality in everything we do and take pride in our work.

