

**Job Description**

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| Job Title | Facilities and Security Manager |
| Faculty/Department: | Estates |
| Reporting to: | Assistant Director of Estates (Operations) |
| Duration: | Continuing |
| Job Family:  | Administration |
| Pay Band: | 7 |
| Benchmark Profile: | Team Leader (Admin) Band 7 |
| DBS Disclosure requirement: | N/A |
| Vacancy Reference: | ES0047R |

**Details Specific to the Post**

**Background and Context**

The Estates Directorate offers a range of services including Estates Management and Development, Maintenance, Car Parking, Cleaning, Portering and Security. The directorate is responsible for a range of over 71 University buildings both academic and residential totalling over 150,000 square metres on the Hull Campus. As part of the Estates Department, you will use your expertise to manage the local delivery of a range of customer-focused services including leading a multi-disciplinary team of porters and security covering waste and recycling management, portering, car parking, post room, and security, including for VIPs and high profile University events. The team link closely with colleagues across the University and provide an additional supporting role within Estates covering, basic maintenance, health and safety and cleaning services. The postholder will work in close collaboration with the Assistant Director of Estates (Operations) stakeholders and customers to develop and maintain a high quality customer focused service. The post holder will line manage, lead, motivate and develop a team of Portering and Security staff. The post holder will lead a team to deliver a safe and secure environment for the University’s staff, students, and visitors, and to protect its premises and property from crime, trespass, damage and theft.

### Specific Duties and Responsibilities of the post

### With demonstrable knowledge managing a customer focused operational team/s in facilities management, security or similar. Experience in delivering a quality service to agreed targets and timescales utilising ICT systems and developing systems and processes to maximise service efficiency. Able to provide information relating to the service area clearly and concisely in a range of formats. The post holder must be willing to co-ordinate their efforts with that of others so the work is completed effectively in line with the team and departmental objectives. Crucially, the post holder must display a professional approach that is courteous and customer focused, adapting services and systems to meet customers’ needs and identifying ways of improving standards where possible.

To ensure the smooth running of the campus the postholder will be required to work a five out of seven day week. They will need to be flexible with regards to hours of work to support business needs.

The postholder may be required to work anywhere across the University.

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

1. The role holder will:
* Provide professional advice and/or support, directly or indirectly, to the Estates department based upon a full understanding of a professional or specialised area of work
* Have gained a professional qualification (or are working towards) and/or vocational or professional experience. The role holder will be expected to contribute to longer term developments within the faculty/department by giving advice and specialist support
* Lead a team within the department and plan, prioritise and monitor to ensure effective use of resources
* Influence decisions or events by working collaboratively internally and externally to the University
* Evaluate and analyse information and use initiative and creativity to solve non-standard problems

**Main Work Activities**

### Communication

* Provide advice, guidance and produce related advisory material throughout the University in respect of; waste management, crime prevention and the management of special events/functions
* Contribute to the development of the website pages covering the service area, ensuring they are kept accurate and up to date and utilising social media / relevant technology to deliver key service information and awareness campaigns across the University
* Attend meetings to report on information/data
* Format and edit publications
* Compile procedural manuals and other University documentation

### Teamwork

* Provide operational leadership, supervise members of the team, conduct appraisals
* Define objectives, set deadlines, allocate work and monitor outcomes
* Takes a lead role in the recruitment and selection of staff, inducting new staff and identify the training needs and development of all staff

**Liaison and Networking**

* Proactively develop and maintain internal and external contacts to benefit the University
* Participate in networks internally and/or externally e.g local police and crime reduction partnerships
* Liaise regularly with clients throughout the University to ensure that services meet expectations; respond appropriately to enquiries, comments, complaints and suggestions.

### Service Delivery

* Take a lead in developing and delivering KPIs regarding portering, post room, car parking, recycling, waste and crime prevention initiatives.
* Manage delegated budgets
* Manage and oversee the provision of Security and Portering Services, including the supervision, direction and safe and effective deployment of staff and other resources
* Develop and manage projects that contribute to improving service delivery
* Develop and maintain systems and processes to ensure effective delivery of the service
* Develop and maintain appropriate recording, reporting and information systems including conducting investigations into incidents and complete related reports, documents and contribute to policy development
* Manage any related contract arrangements, and play a lead role in tendering procedures; procuring additional services as required.
* Continuously review related contracts and equipment including, security systems, alarm systems, CCTV, barriers, car parking enforcement and waste.
* Undertake risk assessments, incident management, contingency planning and take on the duties of a First Aider.
* Undertake and record premises inspections, as well as facilitating site access for contractors, ensuring safe systems permits are issued, monitored and returned appropriately.
* Participating as a member of the team providing a 24 hour “on call” service on a rota in order to respond to emergencies out of hours
* Any other duties commensurate with the post.

### Planning and Organisation

* Organise and represent the area and University at events
* Co-ordinate departmental processes in conjunction with senior colleagues
* Contribute to the longer term operational planning of Portering and Security Service linking into wider Estates’ objectives
* Plan, programme and monitor workloads, ensuring teams work efficiently and effectively, and that a high level of productivity is achieved and SLAs met.
* Ensure that efficient and effective staffing levels are maintained; plan and arrange cover arrangements; authorise leave, essential overtime and maintain related records.

### Analysis and Research

* Analyse qualitative and quantitative data identifying key issues that inform management interventions and operational changes. Formulate recommendations and provide advice on the implications of the data
* Keep abreast of changing legislation and good practice in the area of responsibility.
* Analyse the measurement and monitoring of the University’s numerous waste streams within ‘systems-link’, including mass of waste and costs of waste disposal to ensure efficient use of skips.

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden, first aider
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

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| **Competency** | **Identified by** |
| **Knowledge and Experience** Has an Honours Degree or Equivalent relevant experience in Facilities Management, Security or a relevant subject. | **Application/~~Interview~~** |
| Has demonstrable experience of managing an operational customer facing team. | **Application/Interview/Test** |
| Experience planning and delivering services and projects, exceeding performance targets and deadlines. | **Application/Interview** |
| Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development | **Application/~~Interview~~** |
| Has knowledge and experience working in either Facilities Management or the Higher Education Sector | **Application/Interview** |
| Ability to utilise ICT systems to deliver efficient services and able to learn systems relevant to the area of work. | **~~Application~~/Interview** |
| Experience of generating and working with Key Performance Indicators. | **~~Application~~/Interview** |
| Experience working in a security setting | **Application/~~Interview~~** |

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| **Communication (Oral and Written)**Can demonstrate the ability to provide information in a suitable format so that the others’ needs are met and adjusts the level of content to help others understand. | **Application/Interview** |
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| **Teamwork and Motivation**Can demonstrate the ability to provide operational leadership. Ensures that all team members understand what is expected of them and distributes work fairly according to ability. Identifies development and training needs of the team. | **Application/Interview** |
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| **Liaison and Networking**Can demonstrate the ability to make contact with others to ensure that information is exchanged and circulated appropriately to the right person at the right time. | **Application/Interview** |
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| **Service Delivery**Can demonstrate the ability to seek ways to improve and adjust current levels of service. Deals with complaints and initiates contact with customers to obtain their reactions and views about, the service and future needs. | **Application/Interview** |
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| **Decision Making**Can demonstrate the ability to consider the impact on the Faculty/Service. Knows where a decision is beyond their responsibility and refers to others. | **Application/Interview** |
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| **Planning and Organisation**Can demonstrate the ability to ensure that the work is carried out effectively and that resources are available to meet demand. Identifies the need for further action and resources by monitoring progress. | **Application/Interview** |
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| **Initiative and Problem Solving**Can demonstrate the ability to investigate problems to identify their cause, takes action to prevent recurrence of problems and considers possible solutions to identify those which offer wider benefits. | **Application/Interview** |
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| **Analysis/Reporting**Can demonstrate the ability to design and use data gathering and analytical methods appropriate for each investigation. Recognises and accurately interprets patterns and trends. Recognises when additional data is required and identifies appropriate sources. Produces reports and identifies key issues and findings. | **Application/Interview** |