University of Edinburgh Job Description

1. Job Details

   Job title: Premises Manager
   School/Support Department: Estates & Buildings Department
   Unit (if applicable): Works Division
   Line manager: Operations Manager

2. Job Purpose

   To provide an effective Facilities Management (FM) service to clients to ensure a quality delivery of all hard and soft operational services to required standards. Leading a multi-disciplinary team with minimum supervision to facilitate the delivery of an operational service, including reactive maintenance. Preparation and implementation of backlog maintenance and legislative compliance programmes and minor works projects under the direction of senior managers. Develop and maintain clear communication channels with clients to monitor and review performance across all estates activities.

3. Main Responsibilities

   1. Ensure effective operation and delivery of all day to day hard and soft services to agreed levels. This will involve close liaison with Support Services colleagues and maintenance managers to ensure effective delivery of an integrated Facilities Management Service
   2. Manage the annual budget for the zone circa £450k monitor commitments and performance against this, taking corrective action, where appropriate.
   3. Motivate, counsel and guide staff to optimise output, maintain high morale, promote flexibility, teamwork, communication and versatility to ensure that skills and services available are capable of meeting changing needs.
   4. Assist the Operations Manager and the Assistant Director, Support Services, in the recruitment, selection, training and on-going appraisal of staff to meet operational requirements. This will include liaison with Human Resources.
   5. Establish, maintain and improve relations with client groups and undertake regular client liaison activities to ensure through proper communication, consultation and planning that, within agreed constraints, appropriate service provision is maintained, developed and delivered to meet the needs of building users.
   6. Contribute to the continuous improvement of operational procedures and the provision of products/services within the department, in conjunction with other parts of the estates and building team, as necessary.
   7. Contribute to the provision of advice on effective use and occupancy of space on the site. Assist with internal/incoming moves liaising with specialist functions, when necessary.
   8. Assist with the preparation of the Planned Preventative Maintenance (PPM) and backlog maintenance programme, providing budget costs and lifecycle information for planning purposes. Co-ordinate the preparation of budget costs for small-scale project work, to be undertaken by premises team and out with the scope of the in house design teams,
   9. Comment on the feasibility and co-ordinate the Premises Team's response on the design and specifications provided by in house or external design teams for all capital works. Contribute to the preparation of new Facilities Management requirements for new and redeveloped buildings
10. Participate with others in the development and implementation of the Estates and Buildings Information Strategy (EBIS) project to ensure the accurate and timely production of estates information. Information comprises of financial returns relating to the reactive and planned maintenance programme as well as small projects that are not covered by the design section to assist in exploring improvements with service delivery and financial efficiency

11. Carry out responsibilities under the University’s Health and safety policy and equal opportunities policy appropriate to the job liaising closely with all designated safety staff.

4. Planning and Organising

Planning is done both in the short and long term. Operational and reactive activity is planned each year as required. The estate strategy and in particular the 10 year rolling programme of backlog maintenance are taken into consideration when bidding for work. The annual plans are approved at the Estates Advisory Group. Condition appraisal is also a key component to ensure that this aspect is reappraised on an annual basis.

5. Problem Solving

In utilising budget careful consideration is required to prioritise spend in the most effective way, which entails a fine balance between analysis of problem and necessary action. This would be done in a number of ways but the Premises Manager would be encouraged to make savings, within quality constraints, that would then be fed back into the major replacement spending allowed towards the end of the financial year. This requires creative thinking to generate options to resolve problems. Provide leadership and direction for the Premises Team when arranging to carry out planned work programmes detailed discussions with departmental staff and careful planning is required to ensure that works can proceed with the minimum of disruption to building users. Technical problems that are identified by contractors and building users that cannot be resolved will be referred to Senior Colleagues

6. Decision Making

With respect to recurrent reactive maintenance budget full autonomy is given to plan and progress works. As the single point of contact for delivery of all estate services within the zone it is expected that the post holder will be capable of making sound management decisions on a daily basis to ensure all conflicts in service delivery are resolved in an effective way to ensure quality delivery of estates services. The post holder will be expected to act as the client link for disputes with other estates sections out with his remit and he will be expected to liaise with estates heads to resolve issues and report back on action to his departmental clients.
7. Key Contacts/Relationships

Contacts:

All Estates and Building staff
A wide range of Support Group staff
A wide range of College/School, Academic and Administrative staff
Accommodation services
Professional consultants
Contractors
Local Authority officials
Service organisations

Client liaison is a key objective of the post holder who will be expected to develop and maintain both personal and corporate estates profile within client base. It is anticipated that this will be achieved by having regular client liaison meetings with College/School and Support Group department representatives.

Due to the nature of work undertaken, which can often be disruptive to the core business of the University, communication with a wide range of personnel is required. Much of the contact with external bodies is initially done by telephone with the details further discussed on site. The liaison with University staff is usually face to face with estates reps to organise the works to cause least disruption to building users.

Depending on the particular departments and external companies this discussion can take place with directors or heads of department but usually they will delegate to departmental superintendents or their equivalent and contract/project managers.

8. Knowledge, Skills and Experience Needed for the Job

1. High level of verbal, written and numeric skills and must be computer literate. A sound knowledge of standard spreadsheet packages and computerised estates and project management systems would be beneficial.
2. Must be able to manage people, be self-motivating, able to work on own initiative, liaise and delegate effectively with staff operating in a multi-disciplinary environment.
3. A sound knowledge of the Health and Safety at Work Act, the Construction Design and Management Regulations and other relevant statutory requirements will be required.
4. Considerable experience gained over at least 10 years operating in the public and/or private sector with a demonstrable track record of directly managing facilities within a large and complex estate is essential.
5. Able to demonstrate a sound understanding of technical and estates and building issues in the provision of construction, maintenance and FM services
6. Essential to hold an appropriate technical qualification.
7. A current clean driving licence is essential.
9. Dimensions
Line management responsibility for 2 No Assistant Premises Managers

Co-ordination and direction of 1 Support Services Area Manager in liaison with Assistant Director, Support Services

Job Context and any other relevant information

Provide an operational and small works service to one of the four Estates Zones, across the University, in an estate comprising of 200 buildings amounting to 550,000 sq m in the core estate and 6000 bed spaces in the residential estate. There are four zones, Meds and Vets, Science and Engineering, Central Area and Accommodation Services.

Manage an annual reactive maintenance budget of £450k