# Job Description

## 1. Job Details

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Assistant Director</th>
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</thead>
<tbody>
<tr>
<td>School/Support Department:</td>
<td>Accommodation Services</td>
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<tr>
<td>Unit (if applicable):</td>
<td>Property &amp; Residential Services</td>
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<tr>
<td>Line manager:</td>
<td>Director – Accommodation Services</td>
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## 2. Job Purpose

The role of Assistant Director Property and Residential Services is to provide hard and soft facilities management for the Universities student residential property portfolio, Accommodation Services offices and other properties leased to Accommodation Services for student residential use. Also to ensure that projects for the growth of the property portfolio are correctly assessed, financially viable and managed and delivered to plan.

## 3. Main Responsibilities

1. Responsible for the strategic planning, budgeting, and financial management for the post holder’s area of responsibility.  
   - 27% of time
2. Leadership of organisational change, reviewing systems and procedures, also work closely with the Procurement Office, all driving to ensure the organisation is efficient, customer focused and cost effective. Leadership of the sections to ensure direction, management, training and communication take place effectively to maintain high service levels.  
   - 27% of time
3. Development and delivery of long term plans related to the upkeep of the residential and commercial estate and facilities – including
   - 10 year maintenance and refurbishment proposals  
   - Negotiating facilities with third party providers e.g. assessing new build proposals, leasing or facilities managed options & partnering Estates and Buildings on new building projects (all in conjunction with Deputy Director Estates and Buildings).  
   - 26% of time
4. Co-ordinate programmes of maintenance, refurbishment and product specification so that all University residential properties and Accommodation Services offices are well maintained and presented to meet the requirements for both student and commercial visitors.  
   - 10% of time
5. Ensure departmental compliance with Legislation covering property and staff, also ensure that University standards (including where appropriate setting the standards) are achieved.  
   - 5% of time
6. Represent Accommodation Services on various University committees and manage the departments interface with the local community and Legislature liaising with the City Council, Scottish Executive, local community groups, property developers and estate agents.  
   - 5% of time

## 4. Planning and Organising

- Plan the maintenance and refurbishment of the Estate over 10 years. Two years in detail. Deadlines are critical and forward planning essential to ensure minimum disruption to student/commercial business as disruption affects income and student well being.
- Agree with Estates and Buildings Premises Team annual work requirements for the Estate 6 months in advance.
- Prepare annual budget for the department 6 months in advance.
- Oversee sections through weekly meetings with heads of sections & quarterly meeting with wider teams.
- Strategic planning and setting of departmental objectives timescale 2-5 years.
## 5. Problem Solving
- Decrease departmental expenditure by reprioritising work to the estate in line with accommodation services accounts performance against budget to mitigate the effect of unexpected increased cost or drop in commercial income.
- In conjunction with HR deal with serious disciplinary and grievance cases.
- In conjunction with other Senior Managers manage ‘crisis’ situation such as overshoots and disasters e.g. Cowgate fire.

## 6. Decision Making
- Prioritise work to the Estate to deliver standards within available budget.
- Assess (in conjunction with the Deputy Director of Estates and Buildings) private sector property deals and advise Director as to suitability.
- Decide on structure/staffing requirements for the department.
- Expenditure control within agreed budget of approx £15 million.
- Property standards over and above legislative standards in both University and Factored properties.

## 7. Relationships
An extremely important requirement of this post is the ability to communicate across many diverse areas of the University. The postholder also must possess or develop a high profile within the City of Edinburgh Council particularly in the areas of Environmental Health, Licensing and Housing.

### Specifically University
- Close working relationships with both Deputy Director at Estates & Works Department and at all levels within Estates and Buildings. This is vital for the smooth running of the work to the estate and successful developments within the private sector.
- Human Resources and the Health & Safety Department for staffing and building issues.
- Procurement Office for furniture and equipment issues.

### External
- Private Sector Developers – owners of current properties and developers wishing to work with the University on new properties.
- Attendance at MAGPIE and Southside Community Association to keep the areas up to date on the University’s developments and ease relationships between Town and Gown.
- The estate obviously has numerous Legislative requirements therefore interaction with the City of Edinburgh Council is ongoing particularly in the areas of Environmental Health, the Houses in Multiple Occupation Licensing and the Private Sector Housing Team.
- Maintain contact with colleagues at other Universities and the private sector suppliers to benchmark accommodation provision.

### Internal Accommodation Services
- The work of this department impacts on all of Accommodation Service so contact is ongoing with all sections, particularly the Assistant Director (Business Development and Occupancy) and Assistant Director (Catering Services) to ensure excellent standards of service delivery through student and commercial periods. The Assistant Director (Welfare & Support Services) and the Assistant Director (Property & Residential Services) work closely together, not least because for welfare issues this department’s staff report to the Assistant Director (Welfare & Support Services).

## 8. Knowledge, Skills and Experience Needed for Job
- Have a minimum of 5 years experience at a senior level managing property (accommodation), budgets & housekeeping within a large organisation.
- Be educated to degree level and hold membership of the Institute of Housing or other relevant institutes.
- Have extensive experience of leading organisations with many and diverse staff.
- Demonstrate strong leadership, interpersonal, communication, influencing and negotiating skills.
- Have experience of implementing ongoing projects and change programmes.

## 9. Dimensions and Context
- Departmental expenditure £15ml, major sections of expenditure, salary budget £4m, maintenance and equipment £4.5 m, utilities £3m.
- Estate Value (replacement) £300,000,000. Students and dependants housed 6,000. Vacation visitors, bed-spaces available = 4912
- The work, with Estates and Buildings Deputy Director, evaluating proposals from development companies, to provide increased number of beds-paces for students has a large financial impact
on the University as these leases are usually full repairing and insuring leases for 15-20 years.

- Four staff report directly to this position, there is also a dotted line to the Premises Team at Estates and Buildings as the budget pays the teams salaries. Indirect reports are the Accommodation Managers and Senior Security Officers as per the organisational chart attached. The post affects every member of staff on the chart as strategic decisions made by the post holder can affect the whole department.

10. Any Other Relevant Information