University of Edinburgh

Job Description Template

1. Job Details

Job title: Building Operations Manager, C/E&B/003
School/Support Department: Estates and Buildings
Unit (if applicable): Works Division
Line manager: Depute Director, Works Division

2. Job Purpose

Manage the Accommodation Services and the Central Area (Humanities and Social sciences) premises teams to provide a quality facilities management service to each zone. Responsible for all building fabric and related issues relating to the estate and management of breakdown and planned maintenance services to ensure business continuity, efficiency and safety across the whole of the University estate. Provide professional guidance, strategic direction and budget control on all building fabric matters.

3. Main Responsibilities

(Normally between 4 and 10. Percentages should total at least 95% (and no more than 100%))

<table>
<thead>
<tr>
<th>Approx. % of time</th>
<th>1. Responsible for the planning direction and control of all building fabric and related issues to ensure the estate is maintained to an acceptable standard and is compliant with the relevant statutory requirements.</th>
</tr>
</thead>
<tbody>
<tr>
<td>10%</td>
<td>2. Supervise and direct the members of the Accommodation Services and Central Area (Humanities and social sciences) premises teams to provide professional and effective management services to clients to ensure quality delivery of all hard and soft services to required standards and so that a full facilities service is provided</td>
</tr>
<tr>
<td>20%</td>
<td>3. Oversee the in house building trade’s and landscape workforces through the Maintenance Manager and the Landscape Officer to provide reactive and planned maintenance services. Oversee the Central Stores for the in house trades through the Maintenance Manager. Develop and manage term maintenance contracts where the use of external contractors is deemed appropriate</td>
</tr>
<tr>
<td>15%</td>
<td>4. Examine, interpret and initiate action on statutory regulations, codes of practice etc to ensure that all aspects of the estate fabric contribute to a safe and suitable environment for building users. Review practices and policies and implement systems and procedures for monitoring standards of service delivery.</td>
</tr>
<tr>
<td>10%</td>
<td>5. Provide professional building fabric guidance to colleagues in all parts of Estates and Buildings during the construction of capital projects. Develop standard specifications and University design guidelines.</td>
</tr>
</tbody>
</table>
6. Manage delegated budgets for operational, maintenance and project activity to ensure strict financial control and that value for money is achieved. 10%

7. Motivate, council and guide staff to optimise output, maintain high morale, promote flexibility and versatility to ensure skills and services are capable of meeting changing needs. Arrange for recruitment, selection and training of staff to meet operational requirements. 10%

8. Establish, maintain and improve relations with client groups to provide communication so that service standards are maintained and developed to meet the needs of building users. 5%

9. Assist in the provision of an annual programme of major replacement and statutory maintenance as part of a ten year programme for submission to EPAG and to inform other planning processes. 5%

10. Oversee the maintenance of construction related health and safety compliance and that all work undertaken by Works division is done in accordance with safe working practices. Manage Health and safety staff and chair the Works Division Health and Safety committee. 5%

4. Planning and Organising

- Direct and organise the activities of the premises teams and Health and safety staff to provide a high level of service and efficient use of resources.
- Support and guide colleagues on all aspects of building fabric issues, including reactive and planned maintenance.
- Must be able to react to emergencies, serious breakdowns and failures and be capable of leading and co-ordinating an effective response to ensure disruption to business is minimised.
- Attend meetings with design teams to provide professional peer review of building specifications and design proposals.
- Plan building fabric works to ensure business continuity.
- Participate in the Facilities Management Forum lead by the Depute Director of Estates reviewing and revising policies and operational services as required to provide guidance to Estate Zone and Premises Teams.
- Plan for the continual development of the managerial team and operational staff in order to provide professional services to the University and ensure that appropriate arrangements are in place for recruiting, directing supervising, appraising, and training staff.

5. Problem Solving

- Resolution of the failure of plumbing services and fabric issues throughout the estate, including providing advice and ensuring that health and safety and statutory compliance is met.
- Resolve conflict between limited budgets and business continuity to provide reliability and resilience of all building related issues.
- Make best use of in-house resources, improve balance between planned and reactive maintenance and engage specialist maintenance contractors as required.
- Provide building fabric and plumbing services overview on capital projects to make best use of infrastructure and consistency in design.
6. Decision Making

- In conjunction with the Depute Director, decide on the content of policies and systems for the Division.
- Provide strategic building fabric and plumbing services guidance for short, medium and long term estates infrastructure.
- In conjunction with the Depute Director, decide on recruitment and staff allocation.
- Control allocated budgets and achieve best value.

7. Key Contacts/Relationships

- Good communication skills are essential. The post-holder will have regular contact with a wide range of personnel within and out with the University including:
  - All Estates & Buildings Department Staff
  - A wide range of College, School and Support Group staff
  - Accommodation Services
  - Staff Association
  - Staff Representatives
  - Professional Consultants
  - Contractors
  - Local Authority Officials
  - Service Organisations
  - Other Universities

8. Knowledge, Skills and Experience Needed for the Job

- High level of verbal, written and numeracy skills and must be computer literate. A sound knowledge of standard spreadsheet packages and computerised estates and project management systems would be beneficial.
- Must be able to lead a large team of in-house and contract operatives, be self-motivating, able to work on own initiative and liaise effectively with managers and other staff operating in a multi-disciplinary environment.
- A sound knowledge of the Health and Safety at Work Act, the CDM Regulations and other relevant statutory requirements will be required.
- Considerable professional experience gained over at least 10 years operating at a senior level in the public and/or private sector with a demonstrable track record of directly managing building services and associated projects within a large and complex estate is essential.
- Able to demonstrate effective delivery of building services operations and maintenance service, over time, to the satisfaction of client groups.
- Educated to degree level or equivalent with an appropriate professional qualification in Building, Surveying or Facilities management is essential.

9. Dimensions

The post holder’s direct activities embrace the whole of the University’s estate comprising:

- Academic and related buildings, approximate gross area 550,000m²
- NHS site based facilities
- Residences, approximate gross area 150,000m²
- Let Properties
The Departmental budget is in excess of £12.5 million, which includes a £6.5 million long-term maintenance budget. The post holder will have responsibility for effective delivery of the building fabric issues of this budget (approximately 50% of total budget). Staff complement of 56 staff comprising:

- 2 Premises Managers
- 4 Assistant Premises Managers
- 1 Health and Safety officer
- 1 Asbestos Supervising Officer
- 1 Maintenance Manager (Building)
- 1 Landscape Maintenance Officer
- 1 Landscape Supervisor
- 12 Grounds Maintenance staff
- 7 Trades foremen and deputy foremen
- 36 Tradesmen
- 1 Storemen
- 3 Labourer/drivers

The post holder will be involved in developing, implementing and controlling a range of projects from the following works programmes:

- Small Projects (central funding) say £2500k per annum
- Small Projects (alternative funding) say £1500k per annum
- Fire, Health and Safety (central funding) say £150k per annum
- Security (central funding) say £50k per annum
- Major Maintenance Replacements (central funding) say £3200k per annum

10. Job Context and any other relevant information

See Appendix A for full Estates and Buildings Department and Works Division organisation charts.