

Summary

Job title	Head of Support, FM Services (Formerly FM Shared Services)
Division	UAS
Department	Estates Services
Location	The Malthouse, Tidmarsh Lane, Oxford, OX1 1NQ
Grade and salary	Grade 9: £52,815 - £61,198 per annum
Hours	Full time
Contract type	Full Time
Reporting to	Head of Strategic FM
Vacancy reference	171363
Additional information	<i>Internal and external</i>

The role

The key function of this role will be to develop University wide services managed by FM. These include:

- University Card Office
- University Mail Service
- University Print Studio
- FM Reception Team
- UAS Central Records
- University Joiner work shop

The post holder will be expected to continuously review all operations within their remit and how they can develop to support an expanding service; ensuring they are all efficient, fit for purpose and customer focused services. The post holder will implement agreed recommendations, liaising with senior members of the FM Team and stakeholders as appropriate as well as manage the teams through periods of development.

The post holder will identify management reporting possibilities to continuously improve the quality of information to support the needs of the FM management team and our customers, using expertise to offer guidance and input on specialist projects such as Salto and other technological areas within FM in general. The post holder will have the ability to review and develop our current online web presence to reflect the changing needs of an expanding FM service.

The post holder will be part of the FM management team and will be expected to develop FM and management initiatives to support the Head of Strategic FM and the Director of Operations.

As part of the Estates Services FM team, the post holder will actively promote Support FM Services, which includes the University-wide 'Support Services'. The role will be expected to develop the existing business by reviewing, planning and implementing agreed changes to the services provided to the University. This will include customer



service excellence, staffing, financial (P&L), and administrative and business development aspects of Shared Services.

The teams are currently 49 members of staff and the post holder will manage a budget in excess of £2 million per annum.

Responsibilities

General

- Following up new business opportunities to continue to grow and encourage the use of Support FM Services across the University.
- Present proposals to University stakeholders and committees as appropriate.
- Develop and promote management reporting, including quarterly management reports.
- Communicating to new and prospective internal clients promoting FM.
- Writing business reports and business cases, when necessary.
- Planning and preparing presentations and delivering to a diverse range of stakeholders (internal and external).
- Be the senior manager responsible for all health and safety aspects of the Support Services, including but not limited to: - safe systems of work, auditing processes, staff training, customer safety etc.
- Continuously develop a strategic plan for central services to be 'best in class'
- Any other duties allocated which fall within the general area of the post.

Staff Matters

- To be the senior manager responsible for operations and safe working practice within all Support Services sections.
- To manage support and guide staff in all personnel matters including, PDRs, performance management, case work, coaching and mentoring, recruitment and selection, staff training etc.
- To regularly meet with and review progress with direct reports and the service teams, providing a point of escalation for any serious matters.
- To guide and manage the Support Services teams through service reviews and change processes.
- To ensure that training requirements are identified, met and recorded; using customer feedback and reports as tools to guide where there are accolades or performance gaps
- Ensure staffing levels are appropriate for the service required and produce business cases or reports for any proposed changes.

Change Management

- To be able to identify necessary changes in process, technology or communication and sensitively manage teams and customers to improve service provision.
- Ensure that any changes are communicated appropriately, working with FM staff and the ESFM Communications team to develop coms plans and effective marketing material.

Financial Management

- To be responsible for the group of cost centers which comprises of Support Services - circa £2m per annum.
- To produce a budget, quarterly forecasting and long-term financial planning.
- To produce reports highlighting the cost of services and any proposals for change.
- To consider financial implications of new initiatives and demonstrate how they deliver value for money.
- To control income, expenditure and efficiencies. Constantly review income streams and think of new ways to maintain and succeed budget.
- To ensure that expenditure is authorized and that the month end accounts are accurate – particularly internal recharging processes for the Shared Services.
- To review and implement costing models e.g. Print Studio Pricing Matrix, Joiners and University Mail Service.
- Procurement of service contracts and negotiations.
- To work with the University Purchasing Department to centralise initiatives, deliver value for money and participate in groups such as the Print Strategy for the University.

Customer Service Excellence

- To manage effective, efficient services to the University's internal customers.
- To use appropriate reporting and monitoring techniques to gain an understanding of customer feedback – surveys, roadshows, conferences, customer journey mapping etc.
- To be highly responsive to customer needs.
- To participate in benchmarking processes to ensure our services are of a high standard and that FM services provide good value for money.
- To identify trends and needs of the University's internal market.
- To assist in the monitoring and development of Service Level Agreements to ensure standards are maintained, measured and published.
- To champion future customer experience initiative and proactively promote to staff and customers.

Technology & Resources

- To identify the necessary equipment, including new technological developments for the various departments. For example, new reprographic equipment, or mail room/franking machine technologies.
- To participate in various specialist projects between OUES FM and IT services, introducing new ways of working and resolving technical problems e.g. mobile devices and apps, Magic Info display screen technology, Salto, NET2, Chorus telephone system and the OUES radio network.
- To utilise and manage IT service related operational matters, such as agreeing networking arrangements etc. for specialist software and equipment.
- To manage relevant maintenance contracts etc., to ensure services are compliant.
- To research relevant software available to improve the FM service and recommend upgrades and new solutions that support continuous improvement whilst providing value for money.

Sustainability

- To have a general awareness of environmental issues within this role, planning, reporting or implementing changes.

Additional responsibilities

- Under the direction of the Head of FM, to deputies for the Head of FM for matters relating to the Support FM Services business unit, particularly in terms of financial management, staffing, chairing meetings, decision making and incident control.

Selection criteria

Essential selection criteria

- A degree/HND level qualifications, and/or work experience at a level which demonstrates these level of skills.
- Strong business skills in terms of business development and experience of managing high level budgets and finance processes
- Robust understanding and competence of KPI (Key Performance Indicators) setting and reporting, with evidence of design, application and continuous improvement
- Professional membership with a relevant organization i.e. IWFM, RICS, CMI.
- Demonstrable experience of managing large operational teams and successfully delivering services.
- Demonstrable experience of high-level project management, particularly in areas of staff change and IT service development.
- Detailed knowledge and/or relevant qualification in health and safety requirements within an operational workplace i.e. IOSH, NEBOSH.
- Detailed knowledge of the Customer Service Excellence Programme – a relevant customer service qualification and/or related work experience.
- An advanced level of IT skills with the ability to create professional reports, statistics and provide best practice guidance and training to others.
- Proven and effective people management skills at a senior level, with a focus on staff and service development.
- Professional level of communication and interpersonal skills together with a positive attitude.
- Excellent report writing skills for presentation at Senior Level.

Desirable

- Experience of working with mail, print and/or joiner commercial operations

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will

contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Estates Services

Estates Services is responsible for the management and strategic development of the University's functional and commercial estate, comprising 440 buildings, and associated infrastructure. The University's functional buildings include specialist research buildings, teaching laboratories and lecture halls, sports facilities, libraries and museums, administrative and ceremonial buildings. Commercial properties include graduate accommodation, office space, warehouses and agricultural land and property.

The day-to-day responsibilities of Estates Services include managing the capital building programme, aimed at delivering world class new buildings; repairs and maintenance, including upkeep of some of the finest buildings in the city; facilities management for a number of University buildings; the provision of central services such as mail room services; maintaining a safe and secure physical environment; the allocation of space for departmental use; property acquisitions, disposals and leases; accommodation for graduate students at eight sites, as well as housing for key staff; conserving Wytham Woods and University Parks, and managing gardens and landscapes across the estate; carbon reduction strategies across the University and helping staff and students to make sustainable workplace and travel choices.

For more information please visit: <http://www.admin.ox.ac.uk/estates>

University Administration and Services

University Administration and Services (UAS) is the collective term for the central administrative departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square. For more information please visit: <http://www.admin.ox.ac.uk>

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly *[Insert your departmental contact details]*.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.