

## Summary

|                          |   |
|--------------------------|---|
| <b>Job title</b>         | Facilities Manager  |
| <b>Division</b>          | University Administration and Services  |
| <b>Department</b>        | OUES FM   |
| <b>Location</b>          | Radcliffe Observatory Quarter   |
| <b>Grade and salary</b>  | Grade 6: £32,332 - £38,205 per annum, with a possible discretionary range to £41,732 for higher skillsets |
| <b>Hours</b>             | Full time   |
| <b>Contract type</b>     | Permanent   |
| <b>Reporting to</b>      | Senior FM manager   |
| <b>Vacancy reference</b> | 171620  |

## The role

As a member of Estates Services, the Facilities Manager will be required to assist the Senior Facilities Manager to organise and manage the facilities management teams and services, helping to develop the OUES Facilities service in a coherent manner, whilst supporting the activities of our customers. A uniform may be necessary for this role and if so, will be provided.

## Responsibilities/duties

- To assist in the management of designated and other University buildings.
- To assist with the budgetary management for the facilities and services budget being accountable to Estates Services and relevant customers.
- To assist in the management of the interface between the ESFM team, the Buildings Users, Senior Officers, Customers and Estates Services, as appropriate.
- To assist in reviewing local existing services to ensure that the most appropriate service delivery method is used and that value for money is achieved through consolidating procurement where possible; and agreed with building user representatives, where appropriate.
- To act as a local expert in UAS facilities management technical matters e.g. Salto, BMS, HEV systems, and provide professional help and guidance to others, as appropriate. Act as main local liaison with Telecoms and IT.
- To assist in managing and developing the existing facilities management teams to ensure high service delivery standards are maintained, to seek improvements as necessary and to ensure value for money.
- To utilise and develop the Estates Services facilities management databases, where appropriate.
- To assist in the brief, management and review of specialist consultants on specific activities.
- To assist and deputise for the Senior Facilities Manager or Deputy Senior Facilities Manager as required.
- Any other duties allocated which fall within the general area of the post.



## **Customers**

- To establish and maintain an appropriate liaison with relevant customers for each department/ building serviced by the Facilities Management Team.
- To assist in the monitoring and development of Service Level Agreements to ensure standards are maintained, measured and published.
- To assist in the development of Building Users Guides, First Response plans and Operations Manuals for each managed building and ensure they are regularly reviewed and updated.
- Produce quarterly management reports for each customer in an agreed format.
- To report to the relevant customers on health & safety and compliance matters.
- Support Estates Services in achieving Customer Service Excellence

## **Financial Control**

- To assist in the budgetary management for the facilities and services budget for the managed buildings including preparing forecast and budget information. To also oversee invoicing and coding procedures to ensure budget controls are maintained ensuring that transactions are all in accordance with the University's financial procedures and regulations.
- Liaise with the FM finance support officer appropriately. Agreeing management reports and general regular review of income and expenditure.
- Use of Oracle financials as appropriate.

## **Staff Matters**

- To assist in the management of staff within the sections. This includes general staffing issues, recruitment and retention, performance matters, personal development, training and appraisals in accordance with the University's policies and procedures; Manage support and administration teams through a significant period of change.

## **Buildings Management**

- To co-ordinate general maintenance, refurbishment, redecoration, and the general compliance and up keep of buildings. This will involve liaison with University Estates Services staff, contractors, and other specialists (e.g. those responsible for computer networks), as well as the ESFM team. Duties will include the compiling estimates and bids for refurbishment, redecoration or reconfiguration of space as necessary, as well as project management for works undertaken.
- To assist the Senior Facilities Manager by ensuring the FM team and service contractors are effective to deliver safe, compliant well-presented buildings and services whilst achieving value for money.
- To utilise Planon to manage and monitor work requests. To develop and upkeep a local PPM schedule.
- In conjunction with the Senior Facilities Manager prepare minor works bids.

## **Space Management and Strategy**

- To assist with space allocation and contribute to longer term planning of space needs in conjunction with the department.

## **Project Management**

### *Facilities-Related Projects (non-capital)*

- To assist in the preparation, planning and management of Facilities related projects. Projects may be building and/or service related (e.g. relocation of departments etc.)

### **Supplier & Other Service Contract Management**

- To assist in the management and performance review of a variety of supplier and service contracts e.g. cleaning, which may create an opportunity for improved service levels and/or reduced costs.
- Briefing and monitoring of external consultants and contractors.

### **Safety and Security**

- To provide support and advice to the DSO (Departmental Safety Officer) for departments occupying managed buildings.
- To advise and provide a compliant and safe physical working environment for staff in Facilities managed buildings, ensuring that the University's health and safety policies are followed and that appropriate risk assessments are undertaken.
- To assist in security matters including the operation of alarms and access control systems, and the CCTV coverage of the managed premises.
- To participate in the call-round arrangement for out-of-hours response.
- Perform ad-hoc PAT testing
- In conjunction with the Senior Facilities Manager and the department, develop and maintain general business continuity arrangements

### **Maintenance**

- To carry out minor repairs on a daily basis within competency level
- To report faults through the University Help Desk
- To ensure maintain the building's audio-visual aids
- To ensure maintenance of the building facilities
- Working at Heights
- Lone working
- Regular manual handling

### **Estate Services FM Team**

- Oversee generally the management of this team, which provides FSA support, housekeeping and minor maintenance services, in addition to the Reception Team in certain FM managed buildings.
- Working with the Estates Services departments and external contractors as required.

### **Sustainability**

- To have a general awareness of environmental issues (e.g. energy consumption, recycling arrangements etc.), implementing and maintaining as agreed.
- Support Estates Services sustainability initiatives including implementing an Environmental Management System.

## **Selection criteria**

### **Essential**

- A minimum requirement of an Level 3 FM qualification or equivalent.
- Demonstrable relevant experience within facilities management.
- Demonstrable experience of buildings management.
- Demonstrable experience of project and space management.
- Good communication and interpersonal skills together with a positive attitude.
- Good understanding of facilities management issues and procurement procedures.
- Ability to work on own initiative and to prioritise work for self and for teams.
- Demonstrable experience of managing teams of staff.
- Ability to work on own initiative and as part of a larger team.
- Ability to deal diplomatically but firmly with difficult situations.
- Have a good understanding of Health & Safety Issues relevant to the workplace and have a NEBOSH General

Certificate.

- Willing to learn new skills, attend appropriate training courses, and be able to work in a fast changing environment.
- IT literate, including familiarity with Microsoft Office software, ideally including MS Office.

### Desirable

- Experience of working in the University sector.
- Experience of change management.
- Experience of business development of services.
- A professional qualification in facilities management or related subject.

### Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

Manual handling

Lone working

Work with any substance which has any of the following pictograms on their MSDS:



### Additional security pre-employment 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 <http://www.ox.ac.uk/about/organisation>.

## Estates Services

Estates Services is responsible for the management and strategic direction of Oxford University's functional and commercial estate within Oxfordshire. This comprises some 450 buildings and the infrastructure associated with them.

Estates Services has a broad and diverse remit covering:

- Development of the University's Estate Strategy
- Management of the University's functional estate (which includes laboratory and teaching facilities, offices, museums, and libraries) and housing for graduate students and staff;
- Facilities Management for a growing number of University buildings
- Management of the University Parks and Wytham Woods
- Management of the University's commercial, agricultural and residential land and property assets
- The development of all capital building projects, running at around £60m - £90m per annum
- Repairs and maintenance of buildings and infrastructure (except IT and Telecoms)
- Programmes of refurbishment, replacement and minor works
- Reactive maintenance via the Helpdesk
- Environmental sustainability
- Space management and maintenance of space and property records
- Maintenance of a safe and secure physical environment for staff, students and visitors by Security Services.

For more information please visit: <https://estates.admin.ox.ac.uk/#/>

## OUES Facilities Management – Background

The Estates Services has a growing responsibility for Facilities Management (FM) throughout the University's estate. Historically, FM has been largely organised locally, by occupying departments. The benefits of a professional approach to FM are now more widely recognised, however significant opportunities still remain. The Estates Services currently have responsibility for the provision of the FM function for approx. 20% (120,000 sqm) of the current functional estate. This has increased year on year as departments recognise the benefits of a professional FM service and of their existing FM managers becoming part of a broader FM team. The centrally managed FM function has been restructured to allow this service to continue to grow and to maximise opportunities for efficiencies and sharing of resource.

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

## 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. Estates Services sits within UAS and Professional and Administration services.

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>

Help and support is available from: <https://hrsystems.admin.ox.ac.uk/recruitment-support>

If you require any further assistance please email [recruitment.support@admin.ox.ac.uk](mailto:recruitment.support@admin.ox.ac.uk).

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our e-recruitment system 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 70<sup>th</sup> 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](http://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 dependants. 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](http://www.newcomers.ox.ac.uk).

### Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at [researchstaff-subscribe@maillist.ox.ac.uk](mailto:researchstaff-subscribe@maillist.ox.ac.uk) to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on [committee@oxrss.ox.ac.uk](mailto:committee@oxrss.ox.ac.uk). For more information, see [www.ox.ac.uk/oxrss](http://www.ox.ac.uk/oxrss), Twitter @ResStaffOxford, and Facebook [www.facebook.com/oxrss](http://www.facebook.com/oxrss).

