

Job description and selection criteria

Job title	Head of Facilities Services and Health & Safety Lead
Division	Gardens, Libraries and Museums (GLAM)
Department	Bodleian Libraries
Location	Facilities Services, Clarendon Building, Broad Street, Oxford OX1 3BG and Osney One Building, Osney One, Oxford OX2 0EW
Grade and salary	Grade 9: £55,636 - £64,228 per annum (with a discretionary range to £70,029) A call out allowance will be paid for participation in the out of hours call out procedure when rostered, in line with University policy
Hours	Full time (37.5 hours per week) on site
Contract type	Permanent
Reporting to	Chief Operating Officer
Vacancy reference	178056
Additional information	<p>This post requires a satisfactory result of a Basic DBS check. Please see page 6 for further details.</p> <p>You are required to submit a CV and a supporting statement with your application, outlining how you meet each of the selection criteria for the role (see the 'How to Apply' section for further details).</p> <p>Please contact the recruitment team if you require the job description in an alternative format.</p>
Closing date	12.00 midday GMT Friday 28 February 2025

Job description

Overview of the role

Reporting to the Chief Operating Officer, the role is focussed on the strategic contribution across eight key buildings to achieve:

- A consistent Facilities Management and Security Service throughout the Bodleian Libraries;
- Optimisation of the working practices to ensure cost effectiveness, best practice and consistency
- Reductions in our carbon use taking us closer to achieving our net zero plans
- Best value contract arrangements across the libraries through market testing and economies of scale.
- A comprehensive, transparent and active Health & Safety framework that supports anticipating, raising and addressing safety issues.

The Head of Support Services is based in the Clarendon Building with responsibility for the facilities services functions in the Weston Library, Old Bodleian Library, Radcliffe Camera, Clarendon Building and Osney One, as well as having strategic oversight of all the eight managed buildings within the Bodleian Libraries (so additionally; the Collections Storage Facility (located in Swindon), the Art, Archaeology and Ancient World Library and the Taylor Institution Library).

The Head of Facilities Services has responsibility for four direct reports across two sites: the Buildings Manager (hard FM), the Security and Facilities Services Manager (soft FM), Facilities Manager (Osney One) and the Departmental Safety Officer. Between them the four direct reports manage a further team of approximately 12 facilities management / support staff and 24 security staff. The role is also the Security, Facilities Management and Building Maintenance professional lead for all roles with responsibility for Facilities Management and Building Maintenance /Security in the Art, Archaeology and Ancient World Library, Taylor Institution Library and Collections Storage Facility.

The post-holder has overall responsibility of the Facilities Services budgets with a total value of £3.4m per annum.

Responsibilities

- Develop the strategic and operational plans for the Facilities Management and Security teams, playing an active role in the Bodleian Libraries' strategic planning process by taking the lead on the sustainability programme within the current strategy.
- Contribute at a high level to Libraries', Divisional and University wide projects through membership of working groups and committees including RoundTable, Libraries/Estates Liaison Group, GLAM (Gardens, Libraries and Museums) Security Group.
- Pro-actively work with Divisional GLAM colleagues to seek opportunities for cooperation, collaboration and cost saving.
- Lead on, develop and update the operational policies and procedures relating to the services, practices and contract arrangements across the eight Bodleian Libraries buildings.

- Act as the professional lead for Facilities, Building Maintenance and Security matters, providing advice to senior managers, helping them anticipate and find creative solutions to complex problems, and engaging a wide range of stakeholders.
- Continually review the service to stakeholders and work closely with colleagues in the University Estates Services (OUES), Security Services (OUSS) and the University Safety Office to ensure that the buildings and service infrastructure remains operational, responding to emergency and urgent incidents in a timely and professional manner to minimise disruption to our readers and other users.
- Maintain the established working practices that bring together those colleagues with responsibility for Facilities Management, Building Maintenance and Security across the managed estate to share best practice, establish and review KPIs and to review and maintain policies and procedures.
- Maintain the collaborative working arrangements between the Security, Facilities, Safety staff and other teams in the planning and delivery of events, anticipating issues and developing solutions to complex problems,
- Drive and improve a focus on the customer experience throughout the Facilities Management services.
- Develop the Library transport services to ensure they are meeting the changing needs of their customers, and lead on modelling how best the transport services can support the Libraries' strategic objectives.

Facilities Management and Buildings Maintenance

- Responsible for the overall maintenance of the buildings and equipment (as defined by the Estates Services standing orders).
- Contribute to and manage where appropriate the larger refurbishment projects across the site, attending site and design meetings as required.
- Liaise with Oxford University Estate Services which is responsible for most elements of the maintenance of the built estate at all sites.

Security and Emergency Planning

- Ensure compliance with all relevant Health and Safety Legislation and develop procedures and or associated training that facilitates compliance.
- Chair the Bodleian Security Committee
- Be accountable for the organisation of the emergency response across the Estate, and ensure compliance with all appropriate legislation, proactively planning for unexpected and emergency incidents, including Business Continuity plans
- Ensure a facilities response presence via a 24/7 365 days per year call out rota should there be any building emergency in the main buildings.

Health and Safety

- Managing the work of the Departmental Safety Officer

- Chair the Libraries Health & Safety Committee
- Leading by raising the profile of Health & Safety issues to reduce incidents and support prevention through education and provision of tools.
- Leading the support of a pro-active health & safety culture.

Staff Management

- Line manage direct reports to include appraisals, training plans, recruitment, induction, performance and conduct management.
- Ensure that the health and safety requirements of the team are supported and that any risks within the department are assessed/addressed, including ensuring that the University and legislative requirements for drivers are adhered to.

Finance

- Ensure that all financial processes and procedures within the Support Services area comply with the University Financial Regulations and that annual budget submissions, and monthly/quarterly forecasts are carried out as required and in a timely way.
- Review contracts together with colleagues on outsourced services to ensure that contracts continue to provide “value for money”, re-tendering as necessary and preparing detailed reports on the financial and operational performance of these contracts.

Sustainability

- The postholder acts as Senior Responsible Officer (SRO) on the carbon reduction element of the Bodleian Libraries Strategy. This includes embedding a culture of environmentally sustainable behaviour amongst staff, integrating operational decisions into local decision making and advancing building projects that will result in carbon reduction.

Other duties

- To provide FM support to GLAM and Bodleian Library Managers in times of crisis or emergency
- Participate in a regular Annual Review
- Undertake any necessary training identified
- Comply with the policies and procedures set out in the Handbook for University Academic-Related Staff
- Any other duties that may be required from time to time commensurate with the grade of the job

The Bodleian Libraries reserve the right to make reasonable amendments to the job description in consultation with the post-holder at any time.

Facilities Services

The Bodleian Libraries occupy some of the most iconic buildings in Oxford which attract millions of tourists every year. The first purpose-built library was established in the 14th-century but in its current form the Bodleian Library dates back to the 15th century when [Duke Humfrey's Library](#) was built. The site also includes the 15th century Divinity School, 17th century Convocation House, 18th century [Radcliffe Camera](#) and Clarendon Building. It is one of the oldest libraries in Europe, and the second largest library in Britain after the British Library.

Excellent stewardship of these iconic buildings is central to our work, in order to preserve and develop the University's estate and ensure that we provide world-leading teaching and research facilities for our staff and students.

The Bodleian Libraries are committed to ambitious carbon reduction and biodiversity net gain goals, aligning with the University's broader sustainability strategy. Our carbon net zero plans have been developed, making this an exciting time to get involved and make a meaningful impact.

Teams in the section comprise Facilities Management and Security and the operational area covers a range of activities including security, engineering, buildings and infrastructure maintenance, post, transport, utilities and environmental management. The buildings reflect the latest in state-of-the-art environmental plant and automated building control systems and many of them are listed historic buildings. Security provision and systems within the estate are of paramount importance given the valuable books and other library materials that we hold.

Selection criteria

Essential criteria

- Educated to degree level or NVQ (level 6) and/or considerable equivalent experience in a similar Security or Facilities Management role, ideally both
- Experience of having responsibility for the security function
- Facilities Management and Building Maintenance experience, including leading compliance with health, safety and environmental legislation
- Extensive line management skills and ability to demonstrate a track record in managing for high performance, and to engage, train, develop, motivate staff
- Financial literacy, experience of managing multi-million pound budgets, and appropriate financial reporting skills
- Proven experience of managing high value procurement and tender processes for both products and services
- Ability to communicate and give formal presentations with impact and authority
- Proven ability to lead/influence/negotiate and build consensus with colleagues and customers and to ensure that issues are resolved in appropriate time frames
- Excellent written and verbal communications skills
- Ability to use initiative and exercise good judgment
- Computer literacy, knowledge of building management software, word processing, database, spreadsheet, presentation and control system software.

Desirable criteria

- Relevant experience within University of Oxford or similar academic, historic building or similar environment
- Familiarity with engineering disciplines, including building controls and security systems.

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>

Additional security pre-employment checks

This job includes duties that will require additional security pre-employment checks.

A satisfactory Basic Disclosure and Barring Service check due to the level of senior responsibility that the postholder will have in the areas of security (staff, buildings, collections).

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.



Radcliffe Camera in Radcliffe Square

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

Gardens, Libraries and Museums (GLAM)

The Gardens, Libraries and Museums (GLAM) group includes the providers of the major academic services to the divisions, and also departments with responsibilities including, but extending beyond, the immediate teaching and research needs of the University. The collections embodied within these departments are an essential part of the University's wider nature and mission. They are part of its heritage as the country's oldest University and now form a resource of national and international importance for teaching, research and cultural life; they also make a major contribution to the University's outreach and access missions.

For more information please visit: <https://www.glam.ox.ac.uk/home>

The Bodleian Libraries

The Bodleian Libraries at the University of Oxford is the largest university library system in the United Kingdom. It includes the principal University library – the Bodleian Library – which has been a legal deposit library for 400 years; as well as 27 libraries across Oxford including major research libraries and faculty, department and institute libraries.

Together, the Libraries hold more than 13 million printed items, over 80,000 e-journals and outstanding special collections including rare books and manuscripts, classical papyri, maps, music, art and printed ephemera. Members of the public can explore the collections via the Bodleian's online image portal at digital.bodleian.ox.ac.uk or by visiting the exhibition galleries in the Bodleian's Weston Library.

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

How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply 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 note that if you do not upload a completed supporting statement and a CV, we will be unable to consider your application for this role.

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

References

Please give the details of two people who have agreed to provide a reference for you. If you have previously been employed, your referees should be people who have managed you for a considerable period, and at least one of them should be your formal line manager in your most recent job. Otherwise they may be people who have supervised you in a recent college, school, or voluntary experience. It is helpful if you can tell us briefly how each referee knows you (e.g. 'line manager', 'college tutor'). Your referees should not be related to you.

Your referees will be asked to comment on your suitability for the post and to provide details of the dates of your employment; and of any disciplinary processes which are still considered 'live'. We will only take up references at offer stage.

If you currently work for the University please note that:

- As part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving
- Although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full-time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

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 on recruitment@glam.ox.ac.uk

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.

Relocation

At the moment, the Bodleian Libraries is not offering relocation expenses to this post.

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, which with effect from 1 October 2023 will be 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.

Photographs: Copyright Bodleian Libraries, University of Oxford

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

University Club and sports facilities

Membership of the University Club is free for University staff. It 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 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

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see <https://hr.web.ox.ac.uk/family-leave>). Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>.

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is 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.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>