

ESTATES SERVICES

Job title	Senior Facilities Support Supervisor
Division	University Administration and Services
Department	Estates Services – OUES FM
Location	Radcliffe Observatory Quarter ROQ
Grade and salary	Grade 5: £31,459 - £36,616 (with a discretionary range to £39,749) per annum
Hours	Full time
Contract type	Permanent
Reporting to	Senior Facilities Manager
Vacancy reference	179252
Additional information	Workplace may be any OU building as per operational requirement Occasional out of hours working required

The role

The senior facilities support supervisor would be an experienced member of the Facilities team with supervisory responsibilities and responsibility for carrying out maintenance tasks, preparing for the smooth running of events, and providing support and advice.

The post holder will report to, and be under the direct supervision of the Senior Facilities Manager, within any of the sites managed by the University Facilities Team, however, the main place of work would be either the Andrew Wiles building or any other building on the ROQ Site. The duty is to ensure common core services are managed in an effective and efficient manner and to carry out other such duties as detailed by the University Senior Facilities Manager in order to achieve this aim. The post requires a person of smart appearance with an ability to communicate with members of the public, students and academic staff with courtesy and politeness. The post holder must be honest, have a flexible attitude and be helpful, be able to act and work with common sense and supervise other facilities support assistants in the execution of their tasks. Good timekeeping is an essential trait for this post as it will involve opening the site for business and allow access for other departmental staff. There is some manual handling, however, training will be provided.

The Post holder is expected to co-ordinate the work of the facilities support assistants and cleaning staff, offer guidance and prepare for smooth running of events, report routine maintenance tasks and assist with the day to day activities associated with the running of the Andrew Wiles building or any other building on the ROQ Site in consultation with the Facilities Manager.

The basic week is 36.5 hours with a holiday entitlement of 38 days, inclusive of all public holidays, some unsociable hours may be required. The hours and timings are as determined by the Senior Facilities Manager and may change dependant on the current operational requirement.

Full conditions of service are outlined in the Handbook for University Support staff, which is given to employees with their contract of employment. The University operates a no smoking policy in all University buildings.



Responsibilities

Supervisory

- To plan, prioritise and delegate regular and reactive tasks, Day to day training and supervision of a number of buildings assistants
- Provide a high level of customer service at all times, including handling and resolving enquiries from building users and other customers, both face to face and over email
- To supervise contract cleaners when necessary
- To liaise with contractors in the absence of the Facilities Manager
- To monitor the duty rota and overtime requirements, including holiday and sick absence
- Monitor and manage stocks of building consumables, collating and analysing usage data, liaising with users and suppliers to ensure adequate
- Plan and manage short term, in-house projects, including planning and assisting in office moves
- To monitor and supervise Planon requests including compilation of work reports
- Provide ideas for solutions to situations which arise. This may include preparing a basic proposal through to staff consultation and local implementation

Lecture and Event set up

- To supervise the preparation and layout of all lecture and facilities during term and during conferences
- To devise and execute the operational arrangements of schedules drawn up by the Event organisers, with special attention for key events, e.g.:
- Liaison with the customer and Event Management team
- Room layout
- Provision of appropriate furniture, including stage installation
- Items of other equipment and supplies
- Providing hospitality when required;
- On occasion assist with the AV set up and troubleshooting.

Maintenance

- Maintaining a clean, tidy and safe environment in all areas of the building;
- Coordinate services and maintenance schedules for equipment as well as ensuring timely response to breakdowns or emergency repair
- Liaise with Estates Services, contractors, and stakeholders with regard to the maintenance of the building and its services as required
- Maintain a high standard of health and safety and service to the building users by undertaking regular building checks and proactively identifying areas for improved presentation or requiring maintenance, and resolving any issues that arise
- Carry out Portable Appliance Testing if competent.
- To remove and fit lighting tubes

Security and Safety

- To assist the Facilities Manager in maintaining premises security and safety, including Contractor health and safety procedures are followed
- To act as a Fire Marshal or Fire Incident Controller in the event of an emergency
- To have an in-depth knowledge to be able to respond to the premises fire systems and Evacuation procedures.
- Be able to carry out Fire Panel and Fire curtain testing.
- On occasion, having responsibility (on rota basis) for locking and unlocking the building;
- On occasion to carry out reception duties
- To be able to use a personal radio
- To complete a First Aid at Work Course and act as a site first aider
- To act as emergency out of hours cover

General

- Carry out cleaning tasks in all areas of the building including the maintenance of the surrounding outside areas.
- To receive and despatch post and goods
- To deliver hospitality to building lecture facilities
- To provide holiday and sickness cover when required
- To attend University training courses as necessary.
- To note that the work can be outside of a standard working day, therefore, unsociable hours will need to be worked. Some overtime may be available, but all will be by agreement
- Carry out other comparable duties as may be directed applicable to grade

There may be additional tasks and responsibilities added to this list at a later date to enhance the service provided to the occupants and users of the building.

Essential Selection criteria

Since the post holder will undertake a key front-line role, dealing with customers and putting into operation the practical arrangements for lectures and conferences, the successful candidate must have a mix of interpersonal, organisational and practical skills.

- Acceptable IT skills, including Microsoft Office and E Mail,
- An understanding of core project management principles,
- Aptitude to learn the bespoke building control systems
- Ability to clearly and accurately communicate processes and procedures verbally and in writing
- Experience of supervising staff and preferably experience in a Facilities role
- Experience of excellent customer services and be well presented and be able to deal effectively, efficiently and calmly with a wide range of visitors and staff.
- Ability to use own initiative and work efficiently in a busy environment
- Formal Health and safety qualification and conversant with current COSHH and Manual Handling Regulations.
- Good time keeping
- Excellent attention to detail is required and the ability to deal with issues of confidentiality and security
- DIY skills, having good practical skills

Desirable Selection Criteria

- Experience of working on high profile VIP events and events supervision experience
- Facilities Services assistant experience
- Experience of working on Planon
- A working knowledge of the specific environment

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>

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 to a successful outcome of this assessment.

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

- Regular manual handling

Additional security pre-employment checks

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

- A satisfactory Disclosure Scotland check due to the requirement to work in certain security intensive buildings
- University security screening (e.g. identity 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 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/#/>

Facilities Management at the University of Oxford

We are a professional, customer focused service provider to the University, working together to drive change and innovation across the facilities management function

The University needs are at the heart of what we do. We collaborate with departments and divisions to understand needs and priorities. Facilities Management sits under the umbrella of Estates Services.

As a consequence, the Facilities Management team deliver a safe, compliant, clean and efficient working environment for staff, students and visitors, with services that are flexible and adaptable to change. More can be found here: [Facilities Management | Estates Services 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 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.

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.

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

uashr@admin.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.

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, 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>