Deputy Director of Estates and Facilities

<table>
<thead>
<tr>
<th>Job Reference:</th>
<th>8804</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Estates and Facilities</td>
</tr>
<tr>
<td>Grade/ Salary:</td>
<td>Competitive Salary</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Hours:</td>
<td>35 per week (Full time)</td>
</tr>
<tr>
<td>Location:</td>
<td>New Cross, London</td>
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Closing date for applications: **23:59 Sunday 10 November 2019**
Interviews: **Week commencing 18 November 2019**

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.

1 Goldsmiths, University of London, New Cross, London, SE14 6NW
Estates and Facilities

Estates and Facilities is a specialist directorate within the University with an overall staff of approximately 100. It maintains and supports the University and its changing needs in respect of the following disciplines:

- estates strategy & strategic development
- capital projects, minor works and refurbishments
- maintenance (building and grounds), surveys, statutory compliance
- Infrastructure
- space utilisation & timetabling,
- energy and carbon management,
- environmental management
- facilities services including: cleaning, portering, security, switchboard, reception, post and stores;
- health and safety
- catering
- conference services
- procurement

The main campus is based at New Cross, London Borough of Lewisham and covers approximately 16 acres. It comprises some 80 buildings ranging from three fine Victorian Grade II listed buildings, a number of former domestic properties (now being used for academic and office purposes), a range of post-war utility buildings (now requiring replacement), to new purpose built ultra modern buildings. Also situated approximately 12 miles from the main campus is Loring Sports Ground, located in Sidcup, London Borough of Bexley, which consists of a 20 acre sports ground and associated buildings. The variety of buildings presents a diverse set of challenges.

Estates & Facilities aims to make significant improvement to its service delivery and the quality of the estate in order to meet the rising expectations of staff and students.

The main functions of Estates and Facilities are:

- To advise on strategy to optimise the use of the estate and to meet the future requirements of the institutional/corporate plan;
To procure development projects as approved;
To manage and keep under review, property agreements, leases etc;
To liaise with external bodies, as appropriate concerning the estate;
To maintain buildings, services and grounds in safe condition and fit for purpose;
The provision of timetabling services to maximise space utilisation.
To operate support services which meet agreed Service Level Standards;
To monitor effectively all financial activities to ensure departmental compliance with University’s financial regulations and procurement procedures;
To adopt value for money solutions in all aspects of activities;
To develop, maintain and implement policies and procedures to effectively manage the estate and its services;
To identify and meet current and emerging ‘customer’ requirements;
To ensure that all work and services for which it is responsible, are undertaken in a safe manner;
To provide all of its staff with the necessary training and support to effectively undertake their work and promote personal development;
To provide a facilities management function for the delivery of portering, cleaning, security, post room, central stores and telephone services.

Estates and Facilities’ overall aim is to provide for sustainable first class facilities for research, teaching and learning and other activities and to create a vibrant and safe environment for students, staff and visitors and to deliver a service in a professional and integrated way

The Post

Responsible to: Director of Estates and Facilities

To assist in leading the Estates & Facilities Departments on all areas of management, and deputising for the Director of Estates & Facilities when required. To lead the continuing development and delivery of high-quality Estates Management Services across the University; ensuring that these services are delivered to high quality standards, comply with regulatory requirements, meet the corporate policies and strategy, and are managed within agreed financial provision.
Main Duties and Responsibilities

Main duties:

- Ensure the Estates service is timely, of the required quality and in accordance with Statutory Regulations, Service Level Agreements, contractual specifications and Goldsmiths requirements; working closely with the Academic departments and the other professional services to provide the best services to staff, students and visitors.

- To monitor service performance through the development and use of key performance indicators (KPIs) to demonstrate the delivery of agreed service standards.

- To conduct annual surveys, risk assessments and audits to monitor service performance and take appropriate actions to address actual or potential service failures, risks and regulatory non-compliance.

- To present performance reports to the Director of Estates & Facilities on performance delivery with actions plans, where appropriate, to address service delivery issues.

- To develop, consult and implement a maintenance programme to support the safe and efficient delivery of all clinical and support services across all Trust sites.

- Responsible for Health and Safety and compliance relevant to the services provided and to ensure compliance with current legislation regarding the provision of services e.g. Statutory and Regulatory, COSHH, Hygiene Code, Environmental Protection etc. Undertaking Duty of Care visits and auditing external service providers or/and contractors.

- Oversee the Audit and control of Estates reports ensuring all data is validated

- To lead the negotiation and review of service contracts to ensure that the University receives high quality, efficient and cost-effective services that meet business and regulatory requirements.

Staff Management

- To review the organisation and staffing structures in the function to ensure that the design of jobs and the performance of jobholders is appropriately supporting high quality and efficient service delivery.

- To ensure that corporate messages and expectations are communicated to all staff members and to encourage staff to give feedback and insight on both employment and service matters in order to promote continuous improvement.
To manage all directly employed staff, ensuring that requirements for staff’s annual appraisals are maintained and acted upon, and to further ensure each individual staff member is provided with a personal development plan.

Develop the Estate Directorate’s Workforce Plans and lead on recruitment issues.

To ensure effective communications with the Estates & Facilities team and with others within and outside the University; and to raise the profile of the Directorate in a positive way across the University.

Deputise for the Director of Estates & Facilities, as required.

**Stakeholder Management**

- Responsible for providing advice, guidance and rapid response to staff, students and the Student Union.
- To act as deputy budget holder for Estates budgets capital and revenue and ensure that expenditure is within agreed budget limits.
- To support the development of the annual capital programme in liaison with the Director of Estates & Facilities and Director of Finance.
- To comply with standing financial instructions, business planning arrangements and policies to ensure the highest level of probity in all financial matters.

**Responsibility for Policy/Service Development**

- To assist in the development of the Estates Masterplan and Strategy to support the University business and Academic priorities, comply with regulation, and provides cost efficient and effective services.
- Responsible for assisting in leading the continuing development and delivery of the services across the University ensuring performance and value for money.
- The post holder will monitor performance of all Estates services to ensure that the University’s needs and KPIs and service standards are met.
- Responsible for auditing, reviewing, proposing and implementing service improvements wherever possible to meet the National Standards ensuring good performance ratings are achieved.
- To assist in the management of the University-wide Student Led Assessment of the Higher Education Environment (SLAHEE) process to audit and monitor the quality and delivery of services within the HE environment and to ensure action plans for remedial action are developed and implemented in line with the annual budget.
• Undertake the monitoring of services to verify that service providers’ obligations are being discharged and take remedial action if applicable
• Work with the Director of Estates and Facilities to develop the Directorate’s Business Plan and ensure that the Directorate Business Plan objectives are achieved.
• To work closely with the Senior Managers of Estates and Facilities providing cross cover as appropriate.
• To lead on the Energy and Environment strategy for the University.
• To identify ways to improve and modernise estates and facilities services through the development of best practice, the identification of process efficiencies and service delivery innovation.
• To engage Estates and Facilities staff in service improvement to support both the identification of improvement opportunities and the smooth delivery of change programmes.

Financial Management
• To act as deputy budget holder for Estates budgets capital and revenue and ensure that expenditure is within agreed budget limits.
• To support the development of the annual capital programme in liaison with the Director of Estates & Facilities.
• To comply with standing financial instructions, business planning arrangements and policies to ensure the highest level of probity in all financial matters.
• To make recommendations to the Director of Estates regarding estates expenditure.
• To lead the preparation of section budgets and to ensure agreed budgets are adhered to.
• To provide management of the financial processes under the guidance of the Head of Contracts and Finance (Estates and Facilities).
• Ensure that all appropriate paperwork pertaining to deliveries etc. are collected, actioned on Agresso or passed to the relevant members of the Finance Team for action.
• To manage the end of month and end of year processes to ensure that appropriate financial records are maintained.
Health & Safety

- To prepare risk assessments and ensure that all works are run safely and in line with current College procedures, statutory and legal requirements.
- To co-ordinate and implement safe working practices for works associated with the post holders’ area.
- To take a role in the College’s emergency response and business continuity arrangements as directed.
- To report, communicate and escalate security or safety issues to the relevant member of Estates and Facilities Senior Management Team.
- At all times to help maintain a safe working environment by attending training as necessary and following the College’s Health and Safety Codes of Practice and Policy. Ensure compliance with Health & Safety legislation.

Communication

- To produce clear operational information for other departmental sections at relevant stages.
- Build and maintain excellent working relationships both internally and externally. Attending appropriate meetings and producing relevant reports.
- Work co-operatively with the teams in Estates and Facilities, and with customers/stakeholders.
- To respond to enquiries and help to resolve problems arising around the area of responsibility.

General

- To deputise for Director of Estates and Facilities as and when appropriate.
- To undertake such other duties within the competence of the post holder as may be required from time to time.
- At all times to carry out your responsibilities with due regard to the Code on Equality and Diversity and Code to Combat Bullying and Harassment/Dignity at Work Policy.
**Person Specification**

Detailed below are the types of qualifications, experience, skills and knowledge which are required.

The Essential column shows the minimum essential requirements for the post. The Desirable column shows additional attributes which would enable the applicant to perform the role more effectively with little or no training. They are not essential, but may be used to distinguish between applicants.

The Category column indicates the method of assessment:

- **A** = Application form
- **C** = Certificate
- **I** = Interview
- **R** = Reference
- **T** = Test / **P** = Presentation

<table>
<thead>
<tr>
<th>Essential Criteria 1 - Qualifications</th>
<th>Category</th>
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<tbody>
<tr>
<td>Educated to degree level or equivalent in relevant engineering based subject</td>
<td>A, I, C</td>
</tr>
<tr>
<td>A relevant postgraduate qualification in an Engineering discipline</td>
<td>A, I, C</td>
</tr>
<tr>
<td>Membership of a relevant professional body (e.g. CIBSE)</td>
<td>A, I</td>
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<table>
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<tr>
<th>Desirable Criteria 1 - Qualifications</th>
<th>Category</th>
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<tbody>
<tr>
<td>Prince 2 Practitioner Qualified or use of similar structured project management methodologies</td>
<td>A, I, C</td>
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<tr>
<th>Essential Criteria 2 - Experience</th>
<th>Category</th>
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<tbody>
<tr>
<td>Experience of tender preparation</td>
<td>A, I, R, P</td>
</tr>
<tr>
<td>Extensive general management experience at a senior level including budget setting, business planning and people management</td>
<td>A, I, P</td>
</tr>
<tr>
<td>Experience of continuous professional development to ensure up-to-date specialist knowledge across a range of specialisms</td>
<td>A, I</td>
</tr>
<tr>
<td>Successful track record in the management of the operational maintenance of a large estate</td>
<td>A, I</td>
</tr>
<tr>
<td>Experience of undertaking risk assessments</td>
<td>A, I</td>
</tr>
<tr>
<td>Experience of delivering change programmes, including the review of policy practice and structures.</td>
<td>A, I</td>
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</table>
Experience in managing a large and diverse workforce across a number of specialities

**Essential Criteria 3 – Knowledge**

Knowledge of the control of asbestos in buildings and associated legislation. 

Knowledge of delivering KPIs within Estates services in a University environment

Knowledge of CAFM systems in a University environment

Knowledge of regulatory and statutory legislation

**Desirable Criteria 3 - Knowledge**

Knowledge of financial regulations as applied to the public sector

**Essential Criteria 4 - Skills**

Can assimilate and communicate the complex, sensitive and technical estates information

Proven skills in researching and drafting strategy and policy documents

Able to develop and maintain effective working relationships at all levels

Ability to manage large and complex revenue and capital programme budgets covering physical assets.

Ability to analyse highly complex facts and data which require interpretation as strategic corporate workforce issues.

Ability to interpret complex legislation and technical specifications and apply as policy and/or service development.

Ability to conduct and interpret surveys, new equipment trial reports, and to conduct associated research to develop services

Excellent negotiation skills

Accomplished keyboard skills for fine work using estates/planning systems, as well as the general use of the internet and core office desktop systems

Customer focused and driven on by fulfilment in reaching high standards/quality

Flexible and pragmatic approach to problems and working practices

Empathetic and willing to use a range of communication skills to achieve goals
| Ability to work on own initiative as well as plan and organise own and | A,I |
| team’s workload | |
| Resilient and able to cope with emotionally demanding and distressing | A,I |
| situations | |
| Able to work under pressure and meet deadlines | A,I |

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

For more information about the role, please contact Jeanette Batten, Director of Estates and Facilities tel 020 7919 7115, e-mail jeanette.batten@gold.ac.uk.
Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- On-site cinema, Curzon Goldsmiths, with staff discounts and special screenings
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental leave and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities and gym
- Access to University of London facilities such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

Thank you for your interest in working with us, we wish you all the best with your application.