

1 Advertisement

Post Title: Senior Operations Manager

School/department: Estates, Facilities and Commercial Services

Hours: Full time up to a maximum of 1 FTE. Requests for [flexible working](#) options will be considered (subject to business need).

Contract: Fixed Term Contract for 18 months

Reference: 20125

Salary: starting at £44,414 to £52,841 per annum pro rata if part time.

Placed on: 26 June 2023

Closing date: 7 July 2023. Applications must be received by midnight of the closing date.

Expected interview date: As soon as possible

Expected start date: As soon as possible.

The University of Sussex is seeking to make the appointment of a Senior Operations Manager to lead on the delivery of estate improvement projects across its campus portfolio.

The post holder will report to the Head of Service Delivery, working under broad direction to enable the post holder to manage their own work and that of their team members, to achieve their agreed objectives. The post holder will play a key role as part of the Divisional leadership team in supporting the achievement of the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.

We are seeking an individual that has demonstrable Facilities Management experience and a detailed understanding of service line performance management within an outsourced setting and across complex and diverse environments.

We are seeking an individual that has Demonstrable Commercial experience of managing budgets to a value of £0.5m +.

Please contact Scott Noble, Head of Service Delivery scott.noble@sussex.ac.uk for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. The School / Division

Please find further information regarding the school/division at <http://www.sussex.ac.uk/sef/>
<http://www.sussex.ac.uk/schoolsandservices/professionalservices/estates-facilities>

3. Job Description

Job Description for the post of: Estates Project Manager

Department:	Estates, Facilities and Commercial Services
Section:	Estates and Facilities Management
Location:	Bramber House
Grade:	8
Responsible to:	Head of Service Delivery, Estates, Facilities & Commercial Services
Responsible for:	Manage the delivery of all TFM service lines

The University of Sussex is a leading higher education and research institution. The first of the new wave of UK universities founded in the 1960s, receiving its Royal Charter in 1961. The University has a beautiful and diverse estate located in Falmer, to the east of Brighton and Hove. It is situated in the South Downs National Park and has amongst its buildings a core heritage estate designed by Sir Basil Spence.

The University has developed a £23 million per annum partnership agreement with Mitie for the delivery of Facilities Management Services across all Hard and Soft aspects of running a complex estate.

The University requires a Senior Operations Manager to lead the strategic delivery of these services and ensure that works are delivered to a high standard that promotes value for money and the best staff and student experience.

The successful candidate will possess a proven track record of leading facilities management programs including within both refurbished and new build schemes. You will have proven team leadership experience, with the capability to lead internal staff members as well as staff within the partnership organization and their various contractor teams. This role will suit professionals with excellent communication and leadership skills, with the ability to operate successfully at a senior level across a diverse range of stakeholder groups.

PRINCIPAL ACCOUNTABILITIES

1. Lead, manage, promote and maintain a high quality Professional Services department, engendering a culture of continuous improvement.
2. Ensure the delivery of outputs of the department and the SEF LLP.
3. Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
4. Work in partnership with other key stakeholders to ensure seamless delivery and performance of all TFM services
5. Accountable to the Strategic Governance Board for the reporting of all FM service delivery and performance against the TFM Agreement.

KEY RESPONSIBILITIES

1. Departmental Management and Leadership

- 1.1 Provide management and leadership to motivate the department to achieve targets and objectives
- 1.2 Ensure the availability of resources to achieve targets and objectives including the selection, induction, performance management and development of all members of the department
- 1.3 Ensure departmental understanding and application of operational standards are embedded in the departmental culture and methods of working
- 1.4 Support the development of others, providing training and coaching in area of expertise
- 1.5 Foster an ethos of continuous improvement

2. Service Delivery

- 2.1 Working within overall university policy and procedure, ensure the effective management of responsibilities in the area of expertise. Plan and allocate resources to support the achievement of departmental targets and objectives.
- 2.2 Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility.
- 2.3 Contribute the development of departmental/functional strategic planning process
- 2.4 Ensure the delivery of improvements to systems and procedures to maintain effective service delivery within area of responsibility.
- 2.5 Ensure appropriate records and documentation are maintained commensurate with policy and procedure.
- 2.6 Provide reports and other communication media internally and externally as appropriate. To undertake analysis, interpretation and presentation of complex information to inform decisions related to subject area
- 2.7 Identify critical issues when resolving problems particularly where there is complex or competing information and use university policy and objectives to make decisions.

3. Policy and Procedure

- 3.1 Based on a broad and deep set of knowledge and experience, interpret policy and procedure, providing advice on the application of policy as required.
- 3.2 Contribute to the shaping of policy decisions and improvement in area of expertise.
- 3.3 Ensure appropriate governance is in place for area of expertise.

4. Customers and Stakeholders

- 4.1 Proactively work with internal and external stakeholders, colleagues or students to ensure the effective service delivery, initiate and develop relationships, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed.
- 4.2 Persuade, influence and negotiate as appropriate to further the objectives of the University

5. Key Responsibilities

- 5.1 Budget responsibility for all TFM services
- 5.2 Point of contact for all Regulatory Bodies in respect to Facilities Management Services

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

INDICATIVE PERFORMANCE CRITERIA

- Leading a team of 3x staff
- Manage a budget of circa £20m per annum
- Responsible for Estates equipment/premises.
- Responsible for the achievement of targets set out in the current and subsequent annual Business Plans.
- Responsible to the Director of Estates, Facilities and Commercial Services, for the continuous legal, regulatory and internal compliance of all Facilities Services.
- The post holder reports to the Head of Service Delivery, working under broad direction to enable the post holder to manage their own work and that of their team members, to achieve their agreed objectives. The role holder will play a key role as part of the Divisional leadership team in supporting the achievement of the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
- Support achievement of the Division's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.
- Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Normally educated to degree level, or other equivalent qualification, or relevant level of experience within Facilities Management.
2. A detailed applied and theoretical knowledge and understanding of managing a TFM function.
3. Effective management skills, including budget and financial performance.
4. Well-developed oral and written communication skills with the ability to present policy and procedure in a way that can be understood by the audience.
5. Planning and organisational skills, including project management, with the ability to delegate to team members where appropriate.
6. Well-developed interpersonal skills with the ability to effectively influence, persuade and negotiate in area of expertise, effectively contribute to team working to build and develop working relationships.

7. Analytical skills with the ability to generate effective solutions and make effective decisions
8. Commitment to customer excellence.
9. Effective IT Skills on MS platform.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Effective decision making capability based on the assessment of complex data, regulatory requirements and organisational strategic planning

DESIRABLE CRITERIA

1. Knowledge and experience of working within a Higher Education sector.