

1 Advertisement

Post Title: Contract 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: Permanent

Reference: 10237

Salary: starting at £35,333 to £42,155 per annum

Placed on: 21 December 2022

Closing date: 25 January 2023. Applications must be received by midnight of the closing date.

Expected interview date: to be confirmed

Expected start date: to be confirmed

The University of Sussex is seeking to make the appointment of a Contract Manager to lead on the delivery of estates FM services within the existing East Slope and future West Slope Developments.

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 in-direct 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 Contract Management experience within a Facilities Management environment.

We are seeking an individual that has demonstrable Commercial Management experience within a joint venture or partnership agreement.

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:	7
Responsible to:	Head of Service Delivery - Estates, Facilities & Commercial Services
Responsible for:	Management of the RDP Agreement and Services

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 programme of investment to modernise and improve the campus so that we can provide the best facilities for our students, academic and professional staff, and the local community. Key to this investment success is the creation of new student living accommodation, new student social and learning spaces and commercial outlets that support student experience. This provides a framework for the future development of the campus and includes projects to provide; a new student village consisting of 2,000 new student rooms on campus to support the University's growth plans; the new West Slope Development will build on recent improvements gained through the regeneration of the East Slope with its existing circa 2000 bedrooms and significant investment in the preservation of Sir Basil Spence's famous listed buildings and surrounding landscape.

The University requires a Contract Manager to lead the delivery of FM services in these two key new developments. This requires detailed understanding of the contract and partnership that exists between the University of Sussex and Balfour Beatty (forming the Residential Development Partnership (RDP) and associated responsibilities of the retained campus FM services provider).

The successful candidate will possess a proven track record of leading FM team services and ensuring that contractual obligations are met and recorded, using internal audit and other appropriate methods. You will have proven team leadership experience, with the capability to lead the delivery of outsourced / partner organization staff members. 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. Manage, promote and maintain high quality, Professional Services, engendering a culture of continuous improvement.
2. Manage the operational outputs of the team.
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 service
5. Ensure the success of the University and Balfour Beatty partnership that forms the RDP
6. Report performance and relevant management information to the governance boards for East and West Slope developments
7. Advise the Head of Service Delivery on matters of significance relating to the daily operation of the student accommodations and associated buildings within the RDP demise

KEY RESPONSIBILITIES

1. Team Management and Leadership

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

2. Service Delivery

- 2.1 Working within university policy and procedure, undertake day-to-day management of operational matters in the process and/or procedure in the area of expertise. Plan and implement activities across the team to ensure 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 Plan and implement improvements to systems and procedures in area of responsibility to ensure effective administration within area of responsibility.
- 2.4 Maintain appropriate records and documentation commensurate with policy and procedure.
- 2.5 Provide reports internally and externally as appropriate. To undertake analysis, interpretation and presentation of standard data to inform decisions related to subject area.
- 2.6 Identify critical issues when resolving problems and use university policy and procedure to support the application of appropriate resolutions.

3. Policy and Procedure

- 3.1 Work within policy and procedure, providing advice to enquiries on the application of policy/procedure as required.
- 3.2 Contribute to policy decisions and improvement in 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, exchange information and provide data to inform decisions as necessary, showing appropriate sensitivity when needed.

5. Key Responsibilities

- 5.1 Maintain and develop the contractual delivery of services that fall under the University / RDP agreement
- 5.2 Oversee and report on the delivery of services by Balfour Beatty FM within RDP

- managed locations against established SLA's and Method Statements
- 5.3 Conduct and annual review of relevant SLA's and recommend change to the Head of Service Delivery and General Manager for the RDP when appropriate
 - 5.4 To Co-Chair the RDP Liaison Group with the General Manager for the RDP
 - 5.5 To escalate matters of significant concern to the Head of Service Delivery that cannot be resolved at Liaison Group level
 - 5.6 To oversee and report on all services delivered by the University service provider within all RDP demise locations

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

INDICATIVE PERFORMANCE CRITERIA

- Indirectly leading a team of circa 50 staff (SEF)
- Work within a proportion of the residential reactive budget of £400k
- Responsible for East and West Slope premises services management.
- Responsible for the achievement of relevant KPI target(s).

The post holder reports to the Head of Service Delivery, working under general direction within a clear framework the post holder will manage their own work and oversee that of FM teams within the area covered by the RDP to achieve their agreed objectives. The role holder will play a key role in supporting the Divisional leadership team to achieve 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/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, 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. Educated to degree level, or other equivalent qualification, or relevant level of experience within the FM sector.
2. A detailed practical knowledge and understanding of facilities contracts management.
3. Effective management skills.
4. Well developed oral and written communication skills with the ability to present policy and procedure in a way that can be understood 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 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. Experience using functional databases.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Ability to operate across all FM disciplines
2. Ability to work effectively with minimal direction and deliver pragmatic solutions to issues
3. Effective liaison at all operational and management levels and able to chair board groups

DESIRABLE CRITERIA

1. Knowledge of the Higher Education sector.
2. Experience of PFI or Joint Venture management / contractual arrangements