

JOB DESCRIPTION

Ref: 50046551

This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Jobholders should be consulted over any proposed changes to this job description before implementation.

Job title: Facilities Team Leader

Reports to: Estate Services Manager (Soft)

Grade: NG5

Location: The post holder will be based at one site but can be asked to work at any other University premises at any time.

Purpose:

To lead and manage a front of house Facilities Assistant team in the planning, resourcing and the day-to-day delivery of a consistent, customer-centred local service, to agreed service standards and operating procedures, in accordance with University policies and procedures. This may include undertaking Bronze Command duties related to IMERP and/or BCP processes and deputising for the Estates Services Manager in periods of absence.

To support the development the whole FOH services offer to the campus and residential buildings.

To work closely with outsourced contractors providing security, catering cleaning and reception type duties to the campus and residential buildings.

Principal accountabilities

1. Plan and manage the allocation of staff and outsourced contractor resources within the man hours allocated to the facilities services, ensuring that day to day workloads are sustainable within resources available and that buildings are adequately covered at all times. The post holder will also be required to undertake Bronze command duties and deputise for the Estates Services Manager in periods of absence, managing all other team leaders.
2. Undertake bronze command duties on site during IMERP or BCP incidents liaising with Security personnel, the University's Safety, Health & well-being Team and relevant personnel from Emergency Services. The postholder will be responsible for initiating an escalation of handover from e.g. bronze to silver command, as required by University processes and procedures, responding to queries about internal communications and providing briefings, as required.
3. Make a major contribution to the development of relevant performance standards in consultation with key stakeholders and in collaboration with other Facilities managers, engaging with all areas of the local University community and student union promoting effective relations on a daily basis. This will include the development of processes and procedures that define effective service delivery on a wide range for front of house services

delivered by the Front of House teams including, but not limited to, cleaning, post, goods in, catering and portage.

4. Identify and implement innovative solutions to improve service provision in support of the student and staff experience, in particular the best applications of technology in support of improvement in all services and effective communications with staff and stakeholders, ensuring consistent implementation by using a range monitoring processes, to ensure effective, consistent service delivery at all times.
5. Manage communications with team members and where appropriate, stakeholder groups, effectively clarifying work priorities and schedules for all staff, managing expectations as appropriate, ensuring that all actions are completed and reported back to the Estates Services Manager and recorded for the Estates Help desk.
6. Collect, collate and provide initial analysis of relevant data associated with all FOH services, including feedback from customers and other building users e.g. the student union and commercial users of the buildings providing and monitoring management information for Departmental reporting, as required to support performance monitoring and regulatory (H&S) reporting systems. This will include developing and implementing improvements in data collection about the customer experience and maintaining and continually updating records of all activities and managing data quality in the Estates Management System ensuring tasks are accurately inputted and submitted.
7. Lead and manage a team of Facilities Assistant staff, ensuring that all relevant people management policies are effectively implemented in accordance with brand values and leadership and management competencies, providing operational cover for leave and sickness absence where other options for cover are not available, modelling good practices in customer service and health and safety, and ensuring all staff in the team engage with the University's PPDR process, delivering their personal objectives and completing all agreed personal development activities, including the Estates Career Development Scheme programme of work. Provide operational cover for staff leave and sickness absence when required and where other options for cover are not available.
8. Ensure that the Department's Career Development Scheme plans are implemented, working closely with Staff Learning and Development Advisers to monitor their progress, and managing appropriate time off and cover for study and work-based learning with other teams, as required by the development programme. This will include customer service and appropriate health and safety training and trades and administrative qualifications.
9. Address issues raised in inspections, planning and risk assessments, including co-operating/assistance with preventive health and safety interventions, working closely with the University's professional Safety, Health & well-being team, and recording all activities as required.
10. Undertake any other reasonable duties as appropriate within the post holder's competence, as required by their line manager from time to time.

Context

The Estates Planning and Services department is undergoing an exciting transformation which seeks to consolidate a modern service for all stakeholders including a tailored Career Development scheme to support investment in Department training and development. The frontline roles have been split into "hard" and "soft" services. "Soft" services roles form part of the front of house team and have been refocused to enable staff to provide a professional

front of house service and high levels of customer care to students and staff alike. “Hard” services roles form part of building maintenance and technical roles taking care of the machinery, equipment and fabric of buildings.

This role supervises a diverse multi-site team of facilities assistants who are key to contributing to the student, staff and guest experience. The role ensures the smooth operation of the University by distributing post, setting up rooms for a wide range of activities, managing waste supporting the daily life of the academic and residential buildings managing goods in and working alongside reception and technician colleagues.

The post holder will be required to work closely with other teams within the Estates Planning and Services department and the wider University to ensure high level of customer satisfaction and safe, smooth running of the buildings. The post holder will be expected to ‘model’ a customer-centred approach and have a commitment to personal and professional development, demonstrating this commitment through undertaking regular continuous professional development activities

The Corporate Services departments work collaboratively to contribute to the continuing success of the University. Recent reviews and restructures have taken forward a long term aim to work within a matrix structure that enables flexible deployment of staff, as and when needed. Pro-active and participative approaches to administration are encouraged, and all senior management post holders are expected to work collaboratively with networks of staff across the University, fostering good relationships across departmental boundaries, to support applicants and students. Good working relationships between these departments are essential to the provision of a quality support service for students and other staff, both within the University and its Associate Colleges.

All Corporate Services departments are expected to think creatively about the effectiveness of the University’s administration and to initiate change and innovation in accordance with the needs and expectations of Westminster as a modern, professional, international university. Key to the success of the professional support functions is the need to continue to develop positive, forward-looking, relationships with academic colleagues and to foster a service ethos whereby efficient, effective and consistent support frameworks, policies and processes are developed in partnership with academic colleagues; innovation is supported and encouraged, and all activities support the achievement of University objectives by enhancing the quality of the student and staff experience.

The Corporate Services Group is Investors in People (IiP) accredited, and has achieved the National Customer First standard. It has endorsed a charter which identifies standards of conduct that all staff in Corporate Services are expected to observe.

Dimensions

- Line management responsibility for 8 staff and indirectly responsible for a further 30 staff
- Budget responsibility to be determined

Key Relationships

Information Services – Library Managers

CREA – Events staff

Student Affairs - Careers, Student Finance, Disability Services, Inter-faith Team, Student Accommodation

Campus Registry Team

CREA - Course Enquiries, Education Abroad, Admissions, Conference team

ODW - Safety, Health and Well-being Adviser (Estates)

ODW - Staff Learning & Development Advisers (Estates Career Development Scheme)

HRM – HR Manager/Adviser
Students Union
Unison Representatives

Person Specification

This describes the knowledge skills and experience required to perform the job effectively.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• A relevant first degree <u>or equivalent practical experience</u> that demonstrates relevant levels of knowledge and skills, particularly in the areas of facilities management or customer service.• Relevant professional membership or CPD programme completion of professional association e.g. BIFM.• NVQ Level 3 in Management and working towards NVQ Level 5 in Management.• Health & Safety Certificate/basic training.	<ul style="list-style-type: none">• NVQ 2 Customer Services award.• Full clean UK driving licence.

	Essential	Desirable
Training and Experience	<ul style="list-style-type: none"> • Evidence of a strong customer services ethos. • Experience in use of helpdesk/FM systems • Significant team leadership experience in a high volume facilities environment • Responding to and resolving internal and external customer complaints and dealing with difficult or demanding customers • A good understanding of Health & Safety as applied to an FM environment, including in carrying out emergency procedures and risk assessments. • A detailed understanding of IMERP and BCP procedures including carrying out emergency procedures, first aid and/or fire marshal duties and relevant risk assessments. • Computer skills including; Microsoft Excel, Word and Outlook at an intermediate level • A working understanding of Health & Safety as applied to an FM environment, including in carrying out emergency procedures and risk assessments. • Experience of planning and prioritising deadline driven activities. • Understanding of resource planning processes and practices as applied to working in multi-cultural environments. 	<ul style="list-style-type: none"> • Competence with corporate management databases e.g. finance and Human Resources systems, with employee and manager self-access.

	Essential	Desirable
Aptitudes and Abilities	<ul style="list-style-type: none"> • Excellent command of the English language both written and verbal • Demonstrate the ability to lead and motivate others. • A customer-focused approach, and the ability to embed this approach in personal working practices and those of direct reports • Ability to prioritise your own work and other people's • The ability to identify customer needs by analysing problems, proposing solutions and managing customer expectations • To possess a high level of interpersonal skills and the confidence to consult and engage with University staff of all levels • Confident, ability to work unsupervised and use own initiative • Approachable and ability to work effectively as part of a team • Strong organisational skills and ability to prioritise effectively. • Good administration skills 	

	Essential	Desirable
Personal Attributes	<ul style="list-style-type: none"> • Must share and exemplify the University's values. • Resilient under pressure • Proactively seeks and provides advice and assistance from colleagues and line manager • Supportive and facilitative • Problem solving attitude • Committed to personal development. • An enthusiastic team player. • Tact, sensitivity and diplomacy in dealing with staff at all levels. • Responsive to new ways of working and new challenges. • Preference for openness and transparency • Preference for collaborative working • Positive about the benefits of change • Self-confident • Efficient and reliable • Punctual • Self-motivated with a flexible attitude • Diplomatic and Tactful • Committed to delivering high levels of customer service 	
Other	<ul style="list-style-type: none"> • Willingness to work long hours on occasion • Willingness to work weekends and evenings routinely on a rota system. 	