

CANDIDATE PACK

Estates Services Facilities Manager (Hard)

Estates Planning and Services Department

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, Being Westminster, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, Contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

College of Creative Arts and Technologies

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement and Graduate Futures Directorate
- Digital and Technology Services
- Estates
- Finance and Commercial Activities
- Global Engagement
- Global Recruitment, Admissions, Marketing and Communications
- Graduate School
- People, Culture and Wellbeing
- Research and Knowledge Exchange Office
- Strategy, Planning and Performance
- Student and Academic Services
- Learning Innovation and Digital Engagement



JOB DESCRIPTION

Job Title: Estates Services Facilities Manager

Reports to: Campus Services Manager

Department: Estates Planning & Services Department

Grade: NG8

ROLE PURPOSE

To provide oversight, leadership, and management for all technical facilities services across a multi-site operation on a 24/7 basis, to deliver an inspirational and safe work and study environment for staff, students and visitors, providing best practice advice and support to the Campus Services Manager and colleagues at all management levels in Faculty Executive Groups, the Estates Planning and Services Department and other relevant CS Departments, ensuring the use of consistent processes and procedures across the University estate and that all activities meet legislative and regulatory compliance standards and are delivered with high levels of customer service, in keeping with the requirements of a modern facilities management service.

PRINCIPAL ACCOUNTABILITIES

The postholder will:

1. Lead and manage the planning, development and implementation of an integrated, responsive and effective 24/7 technical facilities service across a multi-site operation delivering an inspirational and safe work and study environment for staff, students and visitors. The postholder will create and provide site specific solutions local facilities issues and work with peers across all campuses to ensure knowledge and best practice is shared, developed and adopted for the benefit of the Estate and University.
2. Provide expert advice and guidance to Project team(s) in the specification, design and delivery stages of building projects, taking an active role in ensuring university standards and operational requirements are articulated, maintained and delivered and ongoing maintenance issues are identified and addressed, supporting the Campus Services Manager in the transition from build to steady state operation providing ongoing facilities support.
3. Lead and manage planning processes that deliver 'fit for purpose' professional support services in line with good professional practice, within the budget allocated. The postholder will; ensure that all activities are managed in a way that encourages social responsibility; IT systems are used effectively in service delivery and monitoring; tendering and contracting arrangements, including all bought-in services, adhere to financial regulations and are evaluated for impact and value for money, and contingencies are in place to ensure business continuity and risk management.
4. Define customer requirements for facilities specifications by proactively engaging local and cross-University stakeholder groups to understand all necessary aspects of their requirements and ensure full co-ordination of all works with



operational needs. The postholder will implement a proactive monitoring and feedback regime for all activities to identify areas for improvements and ensure all services, including contracted-in provision, remain fit for purpose.

5. Lead and manage teams of internal and external professional staff ensuring that all relevant people management policies are effectively implemented. The postholder will be expected to; demonstrate behaviours in accordance with brand values and leadership and management competencies; ensure clear lines of accountability and responsibility are maintained and all roles and teams are regularly reviewed; ensure planned provision of appropriate resources for personal and career development, and promote integrated working and proactive effective relations across the University community.

6. Working collaboratively with other Estates Managers, establish and ensure the adoption of consistent processes and procedures and performance standards, delivered with high levels of customer service, in keeping with the requirements of a modern facilities management service. The postholder will manage the collection and collation of relevant data and provide timely, regular and accessible management information. This will include monitoring customer experience and delivery of results and engaging and motivating staff to achieve maximum performance and flexibility, making interventions as appropriate.

7. Provide technical advice as part of an out of hours emergency response team working on a rota and manage and deliver appropriate responses, including duties under IMERP, BCP and other planned escalations of serious service issues, taking immediate decisions, as required. The postholder will also lead on reviews of incidents, as required, identifying root causes and implementing improvements from lessons learnt.

8. Provide best practice advice and support to the Campus Services Manager and management colleagues at all levels in Faculty Executive Groups and the Estates Planning and Services Department. The postholder will deputise for the Campus Services Manager or other Estates Facilities or Services Managers and represent the Department on internal committees, working groups, review panels and other meetings, and the University at relevant external events and meetings, from time to time. The role holder will maintain professional networks that enhance benchmarking and enable information sharing with other Universities.

9. Lead and manage adherence to University safety, health and well-being policies, procedures and guidance, and implement all advice from the SHW team, in all aspects of estates activities, including assessing risks to those affected by facilities activities and ensuring adequate arrangements are in place for the "planning, organisation, control, monitoring and review" of any resulting safety measures. The postholder will ensure non-conformities are reported, equipment is regularly checked and maintained, and all staff understand their responsibilities in relation to health and safety and are properly trained and competent to fulfil their functions.

10. Discharge legally required duties of 'Responsible Person' for one of the following assigned areas: Asbestos, Legionella, Electrical Supply (inc HV), Fire & Life Safety, and undertake the role of 'Deputy Responsible Person' for other assigned areas,



ensuring that knowledge is regularly updated through planned refreshers.

11. Undertake such other duties within their competence as may be requested by their line manager or Associate Director from time to time.

CONTEXT

This is a new role in an updated and modernised Estates Services Group structure. The post holder will be a specialist in either hard services (building maintenance, electrical or mechanical services etc) or soft services (cleaning, catering, security, pest control etc). The post holder will need to maintain a full understanding of the University's Corporate Strategy, the Corporate Services and Faculty plans, and be able to articulate how the Estates Strategy supports the implementation of corporate objectives. The post holder will also be able to articulate what other professional roles and teams in Estates Services contribute to the work of the faculties and to ensure appropriate access to those resources as required. They will participate in the strategic planning, communication, implementation and budgeting of initiatives in addition to problem solving and responsibility for service delivery as assigned including providing leadership to the day to day operations of each team, while maintaining focus on the departmental and University wide strategic goals.

The Corporate Services Departments work collaboratively within one resource envelope 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 are encouraged and all senior management post holders are expected to work collaboratively across the University, fostering good relationships across departmental boundaries which are essential to the provision of quality support and services.

All Departments are expected to think creatively about the effectiveness of the University's management and 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. The post holder will be expected to deliver a high quality service and exhibit the highest standards of professional conduct and performance ensuring these are reflected in staff teams. The post holder will also be expected to set standards of professional conduct in line appropriate professional membership and competencies frameworks.



DIMENSIONS

- Line management responsibility for up to 4 direct reports and a further 30+ indirect reports.
- The postholder will also have responsibility for working closely with an additional 140+ contracted out staff delivering building services, cleaning, catering, security, waste disposal, pest control.
- The Team will handle some 15000 maintenance jobs in a year.
- Responsibility for the deployment of project budget(s) and/or associated financial records from time to time.
- The University estate consists of circa 160,000 SqM of academic and residential space spread across 4 main campuses comprising some 30+ buildings. The postholder will be part of a senior team of three looking after 25% of that space working with one, three and five year maintenance plans.
- Responsibility for service delivery using a mix of internal and contract resource non-pay (a proportion of approx. £2m).

KEY RELATIONSHIPS

- External contractors and building project personnel
- Faculty Executive Groups
- Faculty Registrars
- Other senior staff in CS Departments
- Safety, Health & Well-being Managers and Advisers
- Information Services project staff
- Student Union relationships
- Financial Services Managers
- Corporate Planning and Performance budget planners
- Academic and CS managers with responsibilities for Health & Safety
- Peer role holders from other Universities



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- A relevant first degree in a building services, electrical, building maintenance or similar discipline (QCF L5 – L6) or equivalent practical experience that demonstrates relevant levels of knowledge and skills.
- A relevant professional qualification and membership of an appropriate professional body (BIFM, RICS, CIBSE etc.) or CPD programme completion.
- A management qualification or equivalent practical experience that demonstrates relevant levels of knowledge and skills (Level 5 or equivalent).
- Nebosh General Certificate in Occupational Health & Safety.

Desirable

- Project management qualification or equivalent experience

TRAINING AND EXPERIENCE

Essential

- Demonstrate a proven track record of successful facilities service delivery management in a highly customer focused organisation.
- Demonstrate a proven track record of effectively managing service delivery through a series of managers and teams across a multi-site operation to internal and external professional requirements.
- Evidence of FM strategy and policy implementation, turning strategic initiatives into workable operational activities.
- Demonstrate an excellent understanding and knowledge of current facilities compliance legislation.
- Experience of contributing positively as a member of a senior team with the accompanying demands and responsibilities
- Understanding of project management processes and practices as applied to working in multi-cultural environments.
- Experience of effective resource management, including prioritising and targeting resources within approved budgets and planning and prioritising deadline driven working.
- Experience of working with statistical and financial information including collating and interpreting information from a range of sources, full economic costing, managing budgets, preparing business cases and proposals for internal clients, making informed decisions based on the results.
- Competent in the use of computerised systems and applications, including using a CAFM system, and working with applications such as Word, Excel, Outlook and PowerPoint.

Desirable

- Evidence of working in both the public and private sectors would be beneficial.



- Evidence of working with an electronic database to capture job information for managing day-to-day activity.

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Demonstrate a high level of communications skills, both written and oral.
- Ability to project and promote a confident, responsible and resilient attitude with people at all levels i.e. building effective relationships; facilitating discussions with individuals and groups; dealing patiently and diplomatically with complex and emotionally charged situations.
- Ability to lead and manage high quality, integrated, responsive and cost effective services, both directly and through partnerships where appropriate.
- Ability to communicate and secure working relationships and develop these in a way which enables those involved to take a greater part in decision-making.
- Well planned and organised, both personally and as a team member, being able to break down a course of action into smaller steps and making allowance for potential problems.
- Ability to effectively deliver conflicting priorities and challenging workloads by maintaining focus on agreed objectives and deliverables, monitoring progress against targets.
- A customer-centric approach and the ability to apply this in personal working practices and those of team members.
- Able to identify customer needs and expectations and keep them in mind when taking actions or making decisions.
- Able to identify gaps in available information required to understand a problem or situation and to devise means of remedying such gaps.

Desirable

- Personal and political ability to balance being able to advise and influence in a non-confrontational and non-directive but assertive manner.
- Able to deal effectively with unexpected situations, taking advantage of opportunities and overcoming problems.
- Must share and exemplify the University's values.
- Comfortable with ambiguity and rapidly changing agendas
- A credible and persuasive approach.
- Committed to personal development, supportive and facilitative.
- An enthusiastic team player.
- Integrity and independence of judgement
- Tact, sensitivity and diplomacy in dealing with people generally.
- Adaptable and responsive to new challenges.
- Preference for openness and transparency
- Preference for collaborative working
- Positive about the benefits of change
- Self-confident
- Efficient and reliable
- Self-motivated and enthusiastic, a 'can do' attitude.



- Willingness and availability to attend out of hours on a rota.
- Willingness to flex work times to meet customer needs.
- Willingness and flexibility to undertake overnight stays.
- Willingness to occasionally work beyond normal hours or at weekends should the need arise.



HOW TO APPLY

To apply for this vacancy, please visit our [internal only vacancies page](#) where you will be able to register as a candidate and complete your online application.

You will be requested to upload a CV which will be used to populate relevant sections of your application. You will also be requested to complete a concise statement in support (ideally no longer than 1000 words), addressing the criteria in the Person Specification and your motivation for applying.

The deadline for receipt of applications is 11.59pm on 13 September 2026.

Interviews will take place on w/c 28 September 2026.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

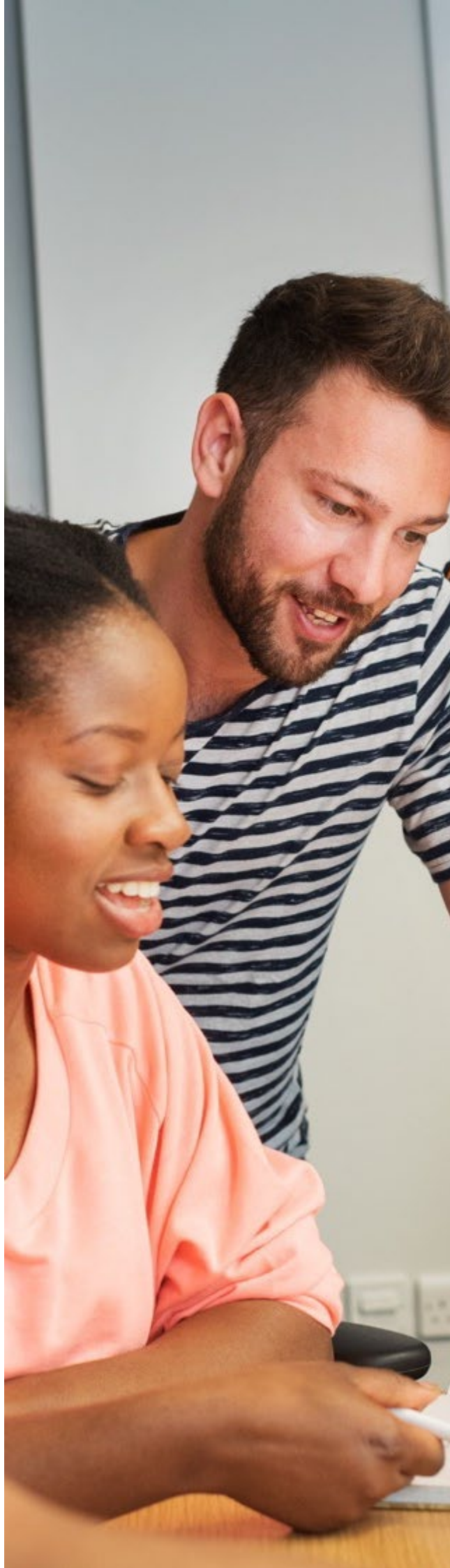
The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





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