Director of Campus Services (Director of Facilities)
Directorate of Estates & Campus Services

Closing date: 13 December 2017
Interview date: 15 January 2018
Vacancy reference: 6112
INTRODUCTION

The Campus Services Portfolio has one of the biggest impacts on the University Community – it affects everyone. This role leads the allocation, use and development of space; oversees the day to day services for cleaning, delivering mail, providing the external faces to visitors; and steers the team that provides the link between the Directorate and the customers. The need to make the best of the space we have is paramount and when we have limited budget availability we need to make the greatest impact with the resources we have. We live in a world of change with respect to the management of Space within the Higher Education sector in every respect whether that be student residences, Departmental offices, Teaching Spaces or Learning Resource Centres. The Space that is going to be created over the next 10 Years will set the Future for the University and it is Essential that the right decisions are taken. The Role of the Director of Campus Services (Director of Facilities) has the lead responsibility in initiating and leading the debate on the character of space within the University in the future and ensuring the agreed vision is delivered.

Stephen Talboys
Director of Estates and Campus Services
JOB DESCRIPTION

Main purpose of the role

- Be a proactive member of the Directorate Executive Team, jointly owning key decisions that best support delivery of the University’s strategies. Deputise for the director as necessary.

- Support the Director of Estates & Campus Services in delivery of the Campus Masterplan and in creating an excellent environment to work, study and live in.

- Lead the necessary service change across the Directorate to ensure all teams are well organised, capable, effective, technology-enabled and service focused.

- Ensure a framework is in place to build strong and productive relationships between the Directorate and faculties, academic departments, student groups, other professional services and external partners.

- Create a positive working culture across the Directorate, through highly visible and engaging leadership that facilitates better ways of working within the Directorate’s teams and beyond.

- Invest and deploy resources optimally through sound understanding of relevant information, shared planning and appropriate analysis of available solutions.

- Oversee delivery of all soft FM services ensuring highest possible levels of customer engagement and satisfaction and ensure that the critical student-focused services of Timetabling, Accommodation and Learning Space Technology are delivered effectively.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- As one of three equivalent Directors, responsible for working as part of the Directorate Senior Team to make and jointly own key decisions that best support delivery of our strategy, by investing our resources more-optimally through better understanding of relevant information, better shared planning and better analysis of available solutions.

- Responsible for leading by example, as an ambassador for the whole directorate, in walking the floor to appreciate issues first hand, and in facilitating better ways of working within the directorate and beyond.

- Representing and deputising for the Director of Estates & Campus Services where necessary including in building strong working relationships with internal and external stakeholders, especially with University Executive Board level staff.

- Responsibility for the leadership, development and performance of the staff within Campus Services, developing strategies that enhance the capabilities of people to realise their full potential.

Space Management:

- Receiving the University’s Departmental Growth Plans and developing them into an overall University Space Management plan that makes the most cost effective use of the available space assets.

- Providing the University Landlord service for the 5,700 directly managed student residences both on and off campus.

- Providing an effective relationship management with off campus third party providers and allocating UoY students through nomination agreements

- Responsibility for the University meeting Universities UK compliance standards for residential properties

- Delivering £35.5m residential income

- Generating additional revenue for the University by negotiating advantageous nomination agreements with third party accommodation providers and offering additional services to our resident students
JOB DESCRIPTION

• Building and maintaining strategies that raise the importance of enhancing students’ residential experience and encouraging 2nd and 3rd years to remain resident on campus.

• Setting the University design standard that supports the York Pedagogy within Learning and Teaching spaces on campus by chairing the inter-departmental Learning Spaces Working Group

• Setting the University standard for the refurbishment of on campus student bedrooms

• Delivering the university Timetable through the new embedded timetable model

• Taking full responsibility for the timetable outcomes across Academic Departments

• Leading inputs into the University’s redevelopment plan on future space needs

• Inputting to and implementing the University Space Management policies as determined by the Space Management Group

• Maintaining the full array of University Learning Technology Equipment to satisfy University Teaching needs and those of other commercial activities as provided through York Conferencing

• Managing a centre of excellence for the operation of business systems associated with space planning including Kinetic, Planon and Syllabus Plus

• Being an active member of Strategic Project Steering Group ensuring project aspirations are compatible with the requirements of the University’s Space Management Policies

Facilities Management:

• Lead strategic discussions with key stakeholders on space needs, ensuring FM team is accessible, planning ahead, customer focused and suitably supporting departments and other services in developing cases for investment in space or change in working practices.

• Oversee the strategic management and development of external spaces in line with the public realm elements of the estate strategy.

Facilities Services:

• Strategic oversight of delivery of key facility services: cleaning service, mail room service and University receptions to ensure service levels are fit for purpose and customers are delighted.

• Overseeing reporting managers in maintaining good working morale and high levels of productivity from a large workforce, through performance management and effective control of sickness absenteeism.
### PERSON SPECIFICATION

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<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Educated to degree level or equivalent</td>
<td>Essential</td>
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<tr>
<td>Professional qualification in a relevant area</td>
<td>Desirable</td>
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#### Knowledge

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<th>Understanding of the current and changing HE sector</th>
<th>Essential</th>
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<td>Commercially astute with capability in managing revenue budgets in excess of £10m and of growing income streams</td>
<td>Essential</td>
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<tr>
<td>Good working knowledge of IT, audio visual and complex business systems</td>
<td>Essential</td>
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<td>Strong working knowledge of risk and health and safety management</td>
<td>Essential</td>
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<td>Good knowledge of HR policies and procedures</td>
<td>Essential</td>
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#### Skills, abilities and competencies

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<th>Ability to develop and lead an effective and motivated team</th>
<th>Essential</th>
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<td>An ability to write reports for consideration by Senior University Committees, summarising and explaining complex issues in a clear and simple way</td>
<td>Essential</td>
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<td>Excellent communication skills, able to present strategic vision, objectives and operational detail to a variety of audiences</td>
<td>Essential</td>
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<td>Ability to develop positive relationships, work collaboratively and influence others</td>
<td>Essential</td>
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<td>Ability to deliver against agreed expectations, making efficient use of resources</td>
<td>Essential</td>
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<td>Ability to have challenging conversations and make difficult decisions to achieve results</td>
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#### Experience

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<th>A successful track record of leading service improvement and organisational development</th>
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<td>Experience of developing ambitious strategies and of building and leading teams to deliver them</td>
<td>Essential</td>
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<tr>
<td>Experience of working in a large complex organisation and of working at a strategic and operational level</td>
<td>Essential</td>
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<td>Experience of working with and influencing senior management including at Board level</td>
<td>Essential</td>
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<td>A proven record in the area of facilities/space management and complex service delivery</td>
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**Personal attributes**

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<tr>
<td>Consultative and able to work collaboratively</td>
<td>Essential</td>
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<td>Creative and Innovative</td>
<td>Essential</td>
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<td>Driven to achieve results</td>
<td>Essential</td>
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<td>Political and commercial acumen</td>
<td>Essential</td>
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<td>Resilient, able to work well in a fast changing environment and with conflicting priorities</td>
<td>Essential</td>
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<td>Emotionally intelligent and able to relate to a wide range of people</td>
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<td>Possessing a high degree of integrity, honesty and openness</td>
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DECS has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values and therefore the following Personal attributes are essential. A full copy of our values can be found at: [DECS Values](#)

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Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others.  
Have strong team spirit and pride in your standard of work.  
Must value colleagues and support their commitment to behaviour that is consistent with DECS core values.
Our mission within the Directorate of Estates and Campus Services (DECS) is to create an excellent environment in which to live and learn.

Our role is 'to provide services and facilities to the core business of the University and the wider University community'. We monitor service levels, ensuring that we deliver these safely, to a high quality, and in a timely manner to meet the University's operational needs.

DECS is currently split into five services (see below). This role brings the latter three together:

**Estates Operations**: Are responsible for the maintenance of the University’s Buildings and Grounds, meeting environmental sustainability objectives including the efficient provision of utility supplies and the management of the University's property portfolio. Estates Operations ensure that the University’s Estate meets statutory compliance requirements.

**Estates Development**: Manage new building projects and the refurbishment of existing buildings to meet the needs of the University.

**Facilities Service Delivery**: Provide operational services including cleaning, receptions, mail room services and telephony.

**Space management**: Oversee the allocation of University space through managing the University’s residential accommodation service, learning spaces (timetabling, room bookings and audio visual technology), space audit and planning activity.

**Administration services**: Operate the Facilities Helpdesk and provide services for recruitment, training and general administration in support of the other DECS teams.

The overall service levels are monitored by our Facilities Managers who provide the link between DECS service providers and University Departments.

DECS is the largest of any of the University Departments and we appreciate that successful service delivery can only be realised through motivated staff. To this aim DECS has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values. A full copy of the values can be found at: [DECS Values](#)

Finally DECS is developing a Quality Management System that will promote an environment that encourages continuous improvement. All members of DECS are encouraged to examine the services we deliver and look at ways of making them better and more efficient.
THE DIRECTORATE OF ESTATES AND CAMPUS SERVICES (DECS)

Director Estates &
Campus Services

Director Estates
Operations
- Operations & Maintenance
- Assurance and Compliance
- Sustainability and Energy

Director Estates
Development
- Master Plan Oversight
- Project Deliver

Director Campus
Services
- Space Management
- Facilities Service
- Delivery Facilities
- Management Administration
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world's leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen's Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region's leading employers.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongsid them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6112
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 13 December 2017.

What will I need?

You will need to upload:
- your CV
- a letter describing how you meet the requirements of the job

You will also need details of 2 referees.

Help and assistance

Direct any informal queries to
Paul Ellison, HR Recruitment Adviser
paul.ellison@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835