Head of Space & Accommodation
Directorate of Estates & Campus Services

Closing date: 8 April 2018
Interview date: 1 May 2018
Vacancy reference: 6519
INTRODUCTION

As part of the newly revised structure within DECS the Head of Space and Accommodation will be a proactive member of the Directorate Management Team, jointly owning key decisions that best support delivery of the University’s strategies. The post holder will deputise for the Director of Campus Services as and when required. They will ensure relevant strategies are in place for Teaching, Learning and Research Spaces and for Accommodation so that the University plans and creates an excellent set of spaces and manages their use effectively. In addition, they will ensure that appropriate business continuity plans are in place for relevant key service areas and that interruptions to service are minimised.

The post holder will support the Director of Campus Services in leading the necessary service change within the Directorate, whilst maintaining a positive working culture. They will act as a champion for great health & safety practice across their services.

The post holder will lead on behalf of DECS the Customer Relationship Management Function through proactively building strong and productive relationships with faculties, academic departments, student groups, others within professional services and external partners. They will drive the performance of Accommodation, Timetabling and Audio Visual Services ensuring accommodation income levels, the timetable and technology within learning spaces meets or exceeds student and staff expectations. There will be particular focus to work with their teams and finance colleagues to deliver key accommodation financial targets.

In addition the post holder will invest and deploy resources optimally through sound understanding of relevant information, shared planning and appropriate analysis of available solutions.

Stephen Talboys
Director of Estates and Campus Services
Main purpose of the role

To take overall responsibility for the management of space throughout the University, including:

- The strategic planning of space across the University to meet the University's growth aspirations.
- Leading the DECS Customer Relationship Management function with faculties, academic departments, student groups, others within professional services and external partners.
- The quality and availability of Learning and Teaching space including the management of the supporting technical services.
- The management and long term planning of the University’s residential properties.
- Delivering the £35m+ revenues associated with the residential properties.
- Overall management of the University Timetable and Bookings.
- Space allocation across the University.
- Custodian of the University’s space norms and design standards and promoting change in established practices that allow for greater opportunities in the use of workspace and business practice to be realised.
- Directing the 34 FTE plus seasonal/contract staff that comprise the University’s Space and Accommodation Team to deliver client centred services to a standard commensurate with a world class university.

Key responsibilities

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

Overview:

- Be a proactive member of the Directorate Management Team, jointly owning key decisions that best support delivery of the University’s strategies.
- Deputise for the Director of Campus Services as and when required.
- Ensure relevant strategies are in place for Teaching, Learning and Research Spaces and for Accommodation so that the University plans and creates an excellent set of spaces and manages their use effectively.
- Ensure that appropriate business continuity plans are in place for relevant key service areas and that interruptions to service is minimised.
- Support the Director, Campus Services in leading the necessary service change within the Directorate, whilst maintaining a positive working culture.
- Act as a champion for great health & safety practice across your services.
- Lead on behalf of DECS the Customer Relationship Management Function through proactively building strong and productive relationships with faculties, academic departments, student groups, others within professional services and external partners.
- Drive the performance of Accommodation, Timetabling and AV Services ensuring accommodation income levels, the timetable and technology within learning spaces meets or exceeds student and staff expectations. Particular focus to work with your teams and finance colleagues to deliver key accommodation financial targets.
- Invest and deploy resources optimally through sound understanding of relevant information, shared planning and appropriate analysis of available solutions.
JOB DESCRIPTION

Lead on the strategic planning of space, through appropriate strategies, standards, plans and policies:

- Receiving the University’s Departmental Growth Plans and developing them into an overall University Space Strategy and Accommodation Strategy that makes the most cost-effective use of the available space assets.
- Building and maintaining strategies that raise the importance of enhancing students’ residential experience, moving towards all 1st years living on campus and encouraging 2nd and 3rd years to remain resident on campus.
- Being an active member of Strategic Project Steering Groups ensuring project aspirations are compatible with the requirements of the University’s Space Management Policies
- 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
- Inputting to and implementing the University Space Management policies as determined by the Space Management Group, UEB and other key groups.

Build strong and productive relationships with students, staff and partners:

- Lead the DECS Customer Relationship Management Function with faculties, academic departments, student groups, others within professional services and external partners.
- Provide effective relationship management with on campus partners and off campus third party providers and allocating UoY students through nomination agreements.

Deliver high levels of service and meet or exceed income targets:

- Providing the University Landlord service for the 5,665* directly managed student residences both on and off campus; (* rising to c.7,000 by 2021).
- Delivering £35.5m+ residential income
- Lead change in process and approach to improve service levels
- Generating additional revenue for the University by negotiating advantageous nomination agreements with third party accommodation providers and offering additional services to our resident students
- Delivering the university Timetable through the new embedded timetable model
- Taking full responsibility for the timetable outcomes across Academic Departments
- Inputting into the University’s masterplan on future space needs.
- Ensure business continuity plans are well developed and can be quickly implemented to mitigate business interruptions and loss of use of on campus accommodation by residents.

Make best possible use of technology to enable better learning and better sharing of information:

- 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.
- Ensure the University is using the most current technology and systems to ensure efficiency. Manage a centre of excellence for the operation of business systems associated with space planning including Kinetic, Planon, mytimetable and Syllabus Plus.
- Through proficient use of IT systems develop and communicate relevant data analysis and information to aid good decision making.
- Develop effective mechanisms to deliver detailed specialist information relating to space usage assets, including utilisation reporting and management.
- Responsible for developing and delivering complex reports using detailed and specialist information to ensure all stakeholders have full and timely information.
JOB DESCRIPTION

Ensure risk is well understood and ensure compliance with technical aspects of the role:

- Act as a champion for high standards of health & safety within your teams and beyond
- Oversee the University’s role as corporate accommodation landlord, ensuring that land and property activity and transactions are properly carried out, recorded and reported and that Universities UK compliance standards for residential properties are met.

Create an effective team:

- Responsibility for the leadership, development and performance of the staff within the section, developing strategies that enhance the capabilities of people to realise their full potential
- Develop and integrate collaboration between technical and managerial staff, including individual staff development opportunities at all levels.
- Ensure appropriate succession plans are in place, including implementing and delivering graduate & technical training opportunities.
- Develop a culture of collaborative working and mentoring.
- Ensure staff are deployed efficiently and are able to support the routines of the University.

The post holder will be required to be flexible according to the needs and resources of the University and maybe requested to undertake other duties as appropriate to the grade of post.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Educated to degree level</td>
<td>Essential</td>
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<tr>
<td>A related higher degree such as an MBA or PG Diploma</td>
<td>Desirable</td>
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<td>Health and Safety Qualification such as IOSH or equivalent</td>
<td>Desirable</td>
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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>Knowledge of Risk and Health &amp; Safety management</td>
<td>Essential</td>
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<td>Understanding of the capabilities of utilising technology and identifying the potential and limitations that this may offer for addressing corporate challenges</td>
<td>Essential</td>
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<td>Strong working knowledge of Health &amp; Safety processes and procedures</td>
<td>Essential</td>
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<td>Knowledge of the Higher Education system in the UK or similar HE system</td>
<td>Desirable</td>
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<td>Knowledge of Facilities Management</td>
<td>Desirable</td>
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<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<td>Proven track record in the areas of Space and Accommodation and complex service delivery</td>
<td>Essential</td>
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<td>Ability to manage a revenue budget in excess of £10m</td>
<td>Essential</td>
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<td>An ability to demonstrate strategic thinking and to contribute towards the University's corporate planning objectives</td>
<td>Essential</td>
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<td>Ability to write complex reports for consideration by senior University committees</td>
<td>Essential</td>
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<td>Excellent communication and presentation skills</td>
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<th>Experience</th>
<th>Essential / Desirable</th>
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<td>Relevant experience in managing a multi-disciplinary team</td>
<td>Essential</td>
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<td>Experience of developing ambitious strategies and of building and leading teams to deliver them in a large complex organisation</td>
<td>Essential</td>
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<tr>
<td>Experience of consistent and successful use of management information and performance measures to understand and improve service quality and achieve strategic goals</td>
<td>Essential</td>
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## PERSON SPECIFICATION

### Experience (continued)

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<th>Experience (continued)</th>
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<tr>
<td>A successful track record of working proactively and persuasively with senior colleagues and or external partners in order to achieve strategic objectives.</td>
<td>Essential</td>
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<tr>
<td>Experience of developing ambitious strategies and of building and leading teams to deliver them</td>
<td>Essential</td>
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### Personal attributes

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<tbody>
<tr>
<td>Strong leadership and team building skills</td>
<td>Essential</td>
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<td>Effective inter-personal and influencing skills</td>
<td>Essential</td>
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<td>The ability to resolve conflicting viewpoints in the interests of achieving a common goal</td>
<td>Essential</td>
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<td>An ability to manage change in areas of direct control and also areas of influence</td>
<td>Essential</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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<th>Essential / Desirable</th>
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<td>Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others.</td>
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<td>Have strong team spirit and pride in your standard of work.</td>
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<td>Must value colleagues and support their commitment to behaviour that is consistent with DECS core values.</td>
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Our mission within the Directorate of Estates and Campus Services (DECS) is to create an excellent environment in which to learn, live and work.

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 split into three main areas of service delivery, each overseen by a Director:

**Estates Operations**

Are responsible for providing a ‘fit for purpose estate’, ensuring:

- well-planned operations and maintenance of the University’s Buildings and Grounds, whilst meeting environmental sustainability objectives;
- the efficient provision of requisite infrastructure and utility supplies;
- that the University’s Estate meets health, safety and other statutory compliance requirements.
- the effective management of the University’s property portfolio.

**Estates Development**

Leads the sustainable development of the campus:

- setting out the vision, master plan framework, estate strategy and design standards for the campus;
- forms and manages the programme of investment projects, including for new buildings, infrastructure and the refurbishment of existing assets to meet the needs of the University

**Campus Services**

Oversees a range of critical services to deliver a great experience for students, staff and hosted businesses:

- ensuring the efficient allocation of University space through managing the University’s residential accommodation service, learning spaces (timetabling, room bookings and audio visual technology), space audit and space planning activity;
- providing effective facilities services including cleaning, travel and mail room services;
- leading highly-engaging customer relationship teams, through operating a range of receptions, and the Facilities Helpdesk;
- ensuring teams in business systems, marketing and communications, recruitment, training and general administration support the best possible decision making across DECS.

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 Campus Services
(Grade 10)
- Head of Space & Accommodation
  (Grade 9)
- Head of Facilities Services
  (Grade 8)
- Head of Administration & Information
  (Grade 8)

Director of Estates Operations
(Grade 10)
- Head of Asset Management
  (Grade 9)
- Head of Estates Operations & Maintenance
  (Grade 8)
- Head of Policy & Assurance
  (Grade 8)
- External Technical Advisors

Director Estates Development
(Grade 10)
- Head of Masterplan Development
  (Grade 9)
- Head of Project Management
  (Grade 8)
- External Technical Advisors
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 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 16th in the Times & Sunday Times league table (2018). 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. Alongside 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 6519
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 8 April 2018.

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, Recruitment Advisor via email: 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