Director of Facilities
Directorate of Technology, Estates and Facilities Services

Closing date: 21 September 2021
Interview date: 13 October 2021
Vacancy reference: 9764
INTRODUCTION

Thank you for your interest in this important appointment for the University of York.

The Director of Facilities is a key leadership role based in the Directorate of Technology, Estates and Facilities (DTEF), and leads the University’s Facilities (Campus Services and Commercial Services).

The role also oversees The University’s property related commercial services, which are generally held in subsidiaries, and generate £55m+ of income from:

- providing a home for 7,000 students on campus as well as supporting other students living in the City
- running our sport services - making use of a Sports Centre, Swimming Pool, gyms, cycle tracks and athletics ground, grass and all year pitches
- running the catering and retail outlets, Children’s Nursery and the Copy and Print unit
- managing the Science Park, including the exciting new Guildhall facility in the City Centre

We particularly welcome applications from female candidates, and candidates from minority ethnic backgrounds, who are under-represented at senior management level in the institution.

#EqualityatYork

Stephen Talboys
Director, Technology, Estates and Facilities
Main purpose of role

This role reports directly to the Director of Technology, Estates and Facilities and is a member of the directorate’s executive team. Deputising for the Director of DTEF when required across the portfolio, it works closely with the senior leadership of the University, jointly owning key decisions that best support delivery of the University’s strategies.

The Director of Facilities will lead the University’s Campus and Commercial Services, which include the following:

- Accommodation and Room Bookings
- Space Management
- Facilities Services (Mail, Transport and Cleaning)
- University Receptions and DTEF Administration
- Conferencing and Events
- Campus Nursery
- Campus Design and Print
- Catering and Retail
- Sport
- YSPL

The Director of Facilities will also be responsible for:

Strategic planning for these areas to meet the University’s service and growth aspirations and delivery of the revenue targets set for them

Directing, leading and developing staff in these areas to deliver client centred campus and commercial services to a standard commensurate with a world class university.

Forming strong and productive working relationships with senior stakeholders and partners within the University and externally.

Key Responsibilities

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

Planning & Organising

- Develop and lead the implementation of strategies and plans relating to facilities for DTEF which support and take forward the University’s service and growth aspirations and delivery of the revenue targets set for them
- Planning activities of senior/managerial colleagues to support DTEF and institutional objectives including but not limited to Travel Planning, IT Systems Planning, Space Planning, Sport Planning and Accommodation Planning.
- Participate in the annual directorate operational planning process, to support the directorate’s strategic direction.
- Oversee a number of institutional projects, which will typically have lasting impact, to ensure each project is managed and delivered to time and budget.

Finance/Resource Management

- Ensure directorate financial plans are developed and that services operate effectively within budget.
- Explore ways of improving efficiency and effectiveness and promote improvements in value for money at the directorate, and potentially institutional level.

Service Provision and Stakeholder Engagement

- Ensure stakeholder and customer needs are met now and in the future and ensure services are shaped to meet them.
- Ensure stakeholder and customer feedback and quality processes are in place for the area of responsibility.
- Ensure plans are implemented for the ongoing review of quality and of external benchmarks to promote the best possible service to students, staff and visitors.
- Work with senior colleagues from all areas of the university, with committees and external bodies and partners, providing high level advice to inform Executive decision-making.
- Represent the university externally, for example in regional and national sector groups.
JOB DESCRIPTION

Leadership and People Management

- Lead and manage staff in the directorate, developing them and ensuring high levels of individual and team performance through the use of SMART objectives
- Develop, role model and maintain a culture of respect, inclusivity and mutual responsibility that puts equality, diversity and inclusivity at its heart, and enables staff to achieve excellence and supports continuous improvement.
- Foster a positive, confident and enthusiastic working environment with good staff engagement, and a flexible approach to working.

Risk and Compliance Management, Analysis and Reporting

- Review performance over time in the Facilities and services across the institution, and compare it to best practice in the sector (and beyond), identifying areas of improvement in structure, practices, policies and technology.
- Ensure practices and policies within the directorate demonstrate full adherence with all compliance-related requirements (e.g. regulatory; statutory)
- Champion for high standards of health & safety and legal compliance within your teams and beyond.
- Oversee the delivery of institutional level projects or activities to meet the requirements of the university’s Council, Committees and Executive functions

Performance Criteria

- Delivery of targets/objectives to agreed specification, time, cost and quality standards; ensuring agreed benefits are realised
- Grow income streams, drive efficiencies and deliver key financial targets, including ensuring at least £55m of income is achieved from Facilities activity
- Quality of planning and link to university strategy
- Quality and timeliness of advice and recommendations
- Proposals for policy and procedure meet both internal and external requirements
- Effective utilisation of finance and resources
- Effective transfer of skills and knowledge to colleagues and “customers”
- Feedback on effectiveness
- Generation of new ideas and approaches
- Quality of innovative contribution
- Performance of teams/teams against objectives
- Development of teams to meet University requirements
- Team morale
# PERSON SPECIFICATION

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<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>Educated to degree level or equivalent commensurate experience</td>
<td>Essential</td>
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<td>Professional qualification in a relevant area</td>
<td>Desirable</td>
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<th>Knowledge</th>
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<td>Understanding of the current and changing HE sector</td>
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<td>Commerially astute with capability in managing significant revenue budgets and growing income streams</td>
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<td>Strong working knowledge of risk and health and safety management</td>
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<th>Skills, Abilities and Competencies</th>
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<td>Strength and quality of leadership and personal skills required to develop and lead an effective, motivated and high performing team</td>
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<td>Strong verbal and written communication skills and strong influencing skills</td>
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<td>Ability to think strategically and provide innovative solutions to complex issues</td>
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<td>High level of probity, diplomacy, confidentiality, as well as political and commercial acumen</td>
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<th>Experience</th>
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<td>Experience of working in a large complex organisation and of working at a strategic and operational level</td>
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<td>A proven record in the area of facilities/commercial management and complex service delivery</td>
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<td>Experience of leading teams through significant, strategically-driven organisational change</td>
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<td>Experience identifying and developing income streams and working to financial targets.</td>
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<td>Experience of managing and controlling substantial budget/resources/funding and an understanding of financial management procedures</td>
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<td>Experience of developing ambitious strategies and of building and leading teams to deliver them</td>
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<td>Experience within a senior role in a Higher Education Institution or similar</td>
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## PERSON SPECIFICATION

### Personal attributes

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<th>Essential / Desirable</th>
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<tr>
<td>Essential</td>
<td>Strong personal commitment to equality, and diversity and inclusion</td>
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<td>A style which is proactive and enabling and with the presence and gravitas to operate successfully at all levels of the institution and with external organisations</td>
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<td>Essential</td>
<td>Driven to achieve results</td>
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<td>Essential</td>
<td>Possessing a high degree of integrity, honesty and openness</td>
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OUR COMMITMENT TO EQUALITY, DIVERSITY AND INCLUSION

Founded on the principles of excellence, equality and opportunity for all, the University is proud to create an environment that attracts staff and students from all over the world. What we gain from diversity is immeasurable.

Our Equality, Diversity and Inclusion Strategy, which was developed in partnership with our staff and student communities, describes our commitment to create a culture where everyone can contribute to university life, knowledge and growth.

We want to create a working, learning, social and living environment that will enable all staff and students to achieve their full potential. Our strategy sets out an ambitious set of objectives to succeed in our commitment, but we have a challenging journey ahead. We recognise that we are not truly representative of our communities locally, nationally and internationally. We would like to pay particular focus to gender parity across all levels, particularly in senior roles; the recruitment, retention and success of a more ethnically diverse staff and student community; an accessible and inclusive campus and ensuring that the values and behaviours we expect from everyone embrace inclusive responsibility and leadership.

Opportunity for all
Our outreach programmes and widening participation work have made us one of the most socially diverse universities among our peers. The York Students in Schools (YSIS) programme has been providing a helping hand in the city’s classrooms for 25 years, placing around 700 students with local schools every year. It recently introduced a new English and Mathematics tutoring scheme.

A report by The Reform Research Trust in September 2017 ranked York second out of 29 high-tariff institutions for our track record in increasing access for disadvantaged students from 2011/12 to 2015/16.

Wellbeing and support
Students are encouraged to balance their studies with activities and interests to give them a healthier and more rounded student experience. We have invested heavily in support of physical health with new and improved sports facilities, and in mental health through our Open Door counselling and crisis team which now opens in the evenings during term time. We have also developed a support network of staff trained in Mental Health First Aid. University staff have access to wellbeing help and support, and can access advice through our site. Further information on our health and wellbeing support can be found at https://www.york.ac.uk/staff/support/.
We are a world-class institution, focused on creating an environment of excellence in which all our students, staff and researchers can thrive. Our Research Strategy encompasses our vision that York should provide a home for some of the best research in the world. ([https://www.york.ac.uk/research/](https://www.york.ac.uk/research/))

We are a high-performing member of the Russell Group, ranked 16th in the Guardian’s Best University UK Universities 2021 League Table, and 30th in the Complete University Guide 2020. We have been awarded TEF Gold for our research-led teaching which provides "consistently outstanding outcomes for students from all backgrounds".

Our Equality, Diversity and Inclusion Strategy speaks to the core of our values. We hold 16 awards from Athena SWAN, recognising the advancement of gender equality: representation, progression and success for all.

Our vision is to be a university for public good, supported by five key strategic themes:

- Internationalism
- Sustainability
- Civic responsibility
- Research
- Student experience and teaching

**At the heart of the region**

The University is deeply embedded in the local community of North Yorkshire. Our values and commitment to the public good have never been more important. We are a hub for sharing knowledge, inspiring collaboration and enriching lives.

Across the University, we are mobilising our knowledge, our people and our resources to tackle the immediate and long-term challenges created by the coronavirus crisis.

[https://features.york.ac.uk/who-we-are/](https://features.york.ac.uk/who-we-are/)
Our campus community

Located within walking distance of York city centre, our safe and beautiful campus is home to our ten colleges and most departments. We also have departments located in the city centre at the historic King’s Manor, and we are investing in the sustainable development of our whole campus.

All York students become members of our college system, which provides an inclusive and a valuable sense of community on campus alongside the cultural offerings of the thriving city of York.

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 is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages

https://www.york.ac.uk/admin/hr/employee-benefits/selection/introduction/
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 9764
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 21 September 2021.

What will I need?

We will ask you for details of:

- Your CV
- A letter describing how you meet the requirements of the job and motivation for application

You will be asked to provide details of two referees.

Help and assistance

For informal enquiries, please contact 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