Assistant Director: Campus Services
Directorate of Technology, Estates and Facilities

Closing date: 17/10/2022
Interviews: 02/12/2022
Vacancy reference: AQ1549
INTRODUCTION

The Directorate of Technology, Estates and Facilities [DTEF] is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’.

Our directorate consists of three sections which are:

**Technology:**
IT Infrastructure: Networks, Faculty IT and Security, Systems, Desktop and Print.

Digital: Software, Projects, BA/change management.

**Estates:**

Estates Development: Estates Programmes, Projects, and DTEF Engagement.

**Facilities:**
Campus Services: Facilities, Admin. & Customers, Accommodation & Room Bookings, Commercial Services: Retail, Catering, Conferences, Nursery, Copy & Print, York Sport, York Science Park Ltd & Guildhall.

This role will report to the Director of Accommodation, Campus and Commercial Services and will be part of the DTEF Senior Management Team.

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

Harvey Dowdy
Director of Technology, Estates and Facilities
Main Responsibilities

Reporting to the Director of Accommodation, Campus & Commercial Services, and deputising when required across the portfolio, the Assistant Director of Campus Services will undertake overall responsibility for the management of campus operations from concept, through delivery and into full operation, including but not limited to the following:

- The strategic oversight of Cleaning Services including residential and non residential, seasonal response including conferencing and summer schools and rapid response requirements.
- Leading the DTEF Customer Relationship Management function within DTEF, working with faculties, schools and departments to ensure the delivery of excellent services.
- The strategic planning of the University Mailroom Services.
- The delivery of the University Sustainable Transport Plan, with a key focus on improving on campus travel and parking arrangements, ensuring continued compliance with planning obligations and contributing to the pathway to Net-Zero.
- Management of the Customer Service and Administration provision including the DTEF Business Systems team, DTEF Administration Support, DTEF Services (Recruitment & Training) and the Facilities Helpdesk and Reception Services.

Key Activities

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

Role Specific Responsibilities

- Drive the performance of Campus Services to achieve and exceed service level requirements and stakeholder satisfaction expectations.
- Acting as a champion for health & safety, legal compliance and EDI practice across Campus Services.
- Delivering high levels of service to meet the expectations of the University community and acting on the lead in developing a customer orientated approach to service delivery.
- Overall responsibility for all aspects of campus travel, including car parking services, bus contracts, promoting active and sustainable travel and ensuring continued compliance with planning obligations associated with travel and transport.
- Shaping the strategic direction of Campus Services, ensuring that services continue to meet and exceed customer expectations, ensuring that activities are planned and organised, that long term improvement plans are in place that help to deliver both DTEF and wider University objectives.
- Support the Director of Facilities to ensure that all key stakeholders are kept up to date with key issues.

University of York Responsibilities for Assistant Director: Campus Services

Roles at this grade will be professional specialists with high-level expertise, exercising within their particular functional area a substantial degree of independent professional responsibility and discretion, working to develop and implement revised, or new administrative or technical or professional policies and processes. Individuals will typically be managers of functional areas or senior individual contributors tackling planning and operations over a timescale of a year or years.

They will be expected to set quality and professional standards and manage service delivery, and will have significant influence upon the structure and development of their area of activity. The work includes developing and implementing operational plans and contributing to the longer-term plans for the area to fit with broader functional and University strategy.
JOB DESCRIPTION

Analysis and Reporting

- Identify trends, strengths, weaknesses, opportunities and threats in Campus Services that may have an impact on the university/department to enable appropriate and timely action to be administered.
- Ensuring that appropriate business continuity plans are in place and regularly tested for relevant key service areas.

Planning & Organising

- Shape strategic direction of Campus Services, planning and organising activities of others over many months, considering the implications now and in the longer term, to support department objectives.
- Participate in the annual department operational planning process, to support the department strategic direction.
- Oversee a number of projects, to ensure each project is managed and delivered to time and budget.

Finance/Resource Management

- Utilise/manage allocated budget/resources effectively and flexibly and control all related expenditure to ensure delivery of targets/objectives within budget.
- Contribute to planning and budgetary statements and delivery of service within budgetary constraints.

Customer Service & Liaison

- Apply broad and/or deep knowledge and experience of Campus Services to provide advice/guidance to others or to address significant problems or unresolved issues, some of which will be multidisciplinary in nature.
- Pre-empt customer needs/requests, identifying opportunities and facilitating change management.
- Evaluate existing service provision, keeping abreast of feedback and broader developments in the external market place, to ensure appropriate developments and innovative solutions are proposed that consistently enhance and maximise service quality, efficiency and continuity.
- Answerable for the service delivery of Campus Services in respect of compliance with current and future department objectives, service level agreements, regulations and national codes of practice.
- Interact at senior levels within the university and network with fellow professionals in the wider community and represent and promote Campus Services on internal and external platforms.
- Liaise with service users to establish service requirements and priorities.

People Management

- Manage a group of administrative/specialist/professional staff across Campus Services, to ensure all relevant annual targets and goals are delivered within any allocated budgetary/resource constraints.
- Develop/improve the capability of staff within Campus Services, motivating and mentoring them to better meet the current and future requirements of the department.

Continuous Improvement

- Implement proposed changes to current work processes and develop and define proposals for changes in and the formulation of university/school/departmental/work unit policy, to consistently improve quality and effectiveness of service provided and take account of legislative changes.
- Keep up to date with developments in own field and with university developments.
### PERSON SPECIFICATION

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Proven track record in managing customer facing operations, with particular experience in Facilities Services</td>
<td>Essential</td>
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<td>An ability to demonstrate strategic thinking and contribute towards the University’s corporate planning objectives</td>
<td>Essential</td>
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<td>Strong working knowledge of Health and Safety processes and procedures</td>
<td>Essential</td>
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<tr>
<td>Strong working knowledge of Human Resource processes and procedures</td>
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### University of York Person Specification for Senior Management G09 Assistant Director: Campus Services

#### Qualifications and experience:

- Degree and professional qualification, or equivalent experience
- Applicable post-graduate qualification
- Extensive experience operating at a managerial/expert level, including managing a significant team/number of teams or a significant project/number of projects

#### Skills - demonstrates the ability to:

- Lead people - providing vision, motivation, inspiration and direction
- Oversee a number of large-scale projects
- Communicate to influence and engage others, including senior leaders
- Manage budgets/funding/resources
## PERSON SPECIFICATION

### Knowledge - demonstrates an understanding of:

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Essential</th>
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<tr>
<td>Factors relevant to the field of work including: services and systems,</td>
<td>Essential</td>
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<tr>
<td>principles and theory, and regulations and procedures</td>
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<tr>
<td>Financial management procedures</td>
<td>Essential</td>
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### Behaviours:

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<th>Behaviour</th>
<th>Essential</th>
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<tr>
<td>Works collaboratively with others</td>
<td>Essential</td>
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<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
<td>Essential</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<tr>
<td>Identifies and implements continuous improvement</td>
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### Additional Personal attributes:

Our Directorate has developed a set of core values that promote dignity and respect for all. All our staff are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website at: [Our values](#)

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<tr>
<th>Personal Attribute</th>
<th>Essential</th>
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<tr>
<td>Be honest, consistent and fair in all dealings with colleagues and be welcoming and</td>
<td>Essential</td>
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<td>inclusive to others</td>
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<td>Have strong team spirit and pride in your standard of work</td>
<td>Essential</td>
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<tr>
<td>Value colleagues and support their commitment to behaviour that is consistent with</td>
<td>Essential</td>
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<tr>
<td>our core values</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/)

We are a high-performing member of the Russell Group, ranked joint 18th in the Guardian Good University Guide 2022, 19th in the Times Good University Guide 2022 and 19th in the Complete University Guide 2023.

In the recent Research Excellence Framework (REF) exercise, York was ranked in the top 10 of UK universities for research quality, with all of our subject areas ranked in the top 30 (with four Departments positioned in the top five). Over 50 per cent of our research was judged to be four star or “world-leading” and 40 per cent to be three star or “internationally excellent”.

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 23 awards from Athena SWAN, recognising the advancement of gender equality: representation, progression and success for all.

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.

In 2021 we were shortlisted for Times Higher Education’s University of the Year Award in recognition to the University’s response to the Covid pandemic The Year We Came Together - Our Covid-19 response.

Across the University, we are mobilising our knowledge, our people and our resources to tackle the immediate and long-term challenges. The new University Strategy 2030, (A University for Public Good) was launched at the end of 2021, outlining our vision and strategy for the next decade.

Further information on the new strategy can be found on the following webpages; https://www.york.ac.uk/about/mission-strategies/vision-for-york/.
THE UNIVERSITY OF YORK

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 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.
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 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.
HOW TO APPLY

Anderson Quigley is acting as an employment advisor to the University of York. An executive search process is being carried out by Anderson Quigley in addition to the public advertisement.

Should you wish to discuss the role in strict confidence, please contact Ed Pritchard on +44 (0)7980 817 927, ed@andersonquigley.com; or Imogen Wilde on +44(0)7864 652 633; imogen@andersonquigley.com.

The closing date for applications is **noon on Monday 17th October 2022**.

Applications should consist of:

- A full CV;
- A covering letter (maximum of three pages) outlining how you meet the points under the person specification;
- Please include details of two referees, though please note that we will not approach referees without your prior consent and only should you be shortlisted; and
- Please use the following link to complete the online Equal Opportunities Monitoring Form.

Completed applications should be uploaded at [www.andersonquigley.com/candidates](http://www.andersonquigley.com/candidates) using the reference number **AQ1549**.