

# JOB DESCRIPTION

**POST:** Head of Estates Projects & Operations

**REF:**  TBC

**DEPARTMENT:** Estates Management & Development

**GRADE:** 9

**REPORTING TO:** Director, Estates Management & Development

**SUPERVISORY**

**RESPONSIBILITY:** 2 x Project Managers (direct)

 1 x Maintenance Manager (direct)

1 x Space Coordinator & FM system developer (direct)

1 x Operations Manager (direct)

Others delivering projects and programmes (indirect)

# JOB PURPOSE:

To lead the Estates Projects team at the University, providing leadership, technical and construction expertise to individual project and programme managers to ensure that construction and refurbishment projects are effectively designed, tendered and managed in accordance with the estates project framework to time, budget and other relevant quality metrics. To personally lead and manage selected projects as the need arises.

To oversee the Estates Operations, Space Utilisation and Maintenance Services functions, incorporating some compliance responsibilities and including service contracts, estates-related communications, administration and financial administration, space utilisation and management, specialist systems, property legals and leases, furniture provision and parking policy.

To oversee and report on an estates project dashboard, planning capital and revenue projects to maintain and develop the University’s estate.

To set a standard for Project Management across the Directorate and oversee an ongoing programme of capacity-building in this discipline, with the knowledge that many of these projects will be core to the University’s long term strategic vision.

To work with the wider Directorate to lead short, medium and long-term business improvement initiatives.

# DUTIES AND RESPONSIBILITIES:

1. Contribute to the University’s strategic planning process and advise on the delivery of strategic objectives, particularly in relation to:
* Space utilisation and management, including growing and managing the University Estate to accommodate staff, students, new subject areas and improve student experience;
* Making a case for appropriate funding and resourcing of projects and change initiatives;
* Developing and agreeing a suitably prioritised integrated programme of projects on an annual basis;
* Ensuring that suitable monitoring and measuring regimes are in place to capture and report against the status of major projects.
1. Provide leadership of major projects and initiatives, self-managing some and providing oversight on others by directing the Estates Projects, Operations and Maintenance teams, including some external contractors or staff in other areas where necessary.
2. Provide leadership to the Estates Projects and Operations teams through ensuring that initiatives and projects undertaken are aligned to the University Strategy and that the work undertaken is targeted to deliver better opportunities and experiences for students and staff.

1. Set standards for project management, to ensure the highest possible levels of service to internal and external stakeholders. Build and develop a programme of project management skills and capacity within the Team and increase the Directorate’s ability to change and improve.

1. Devise and implement a suite of project management tools, techniques and development for colleagues both within the projects team and across the Directorate.

1. Build strong and effective working relationships across the University, maintaining effective and coordinated approaches to project delivery activities.

1. Manage the University’s relationships with key suppliers/agencies on major projects.

1. Manage budgets as agreed with the Director of Estates Management & Development for specific projects, programmes and initiatives.

1. Identify opportunities for external funding to support relevant major projects and change initiatives and work with colleagues across the University to secure this financial support.

1. Represent the University on appropriate committees and working groups at local, regional and national level to build the University’s reputation. Engage with professional bodies and maintain a detailed professional knowledge of national and regional developments in Estates Development, project management and business transformation.

1. Deputise for the Director of Estates Management & Development as required.

## Plus

* Any other duties as may reasonably be required.
* Ensure that the highest standards of professional performance are maintained.
* Demonstrate a personal commitment to equality, diversity and inclusion and ensure equal opportunities are integral to the work of the department.
* Ensure compliance with relevant legislation and statutory codes of practice, as advised.
* Participate in the arrangements for performance review.
* Ensure that professional skills are regularly updated through participation in training and development activities.
* Ensure all University policies are implemented within the remit of this post.

# HEALTH & SAFETY

Under the Health & Safety at Work Act 1974, whilst at work, members of staff must take reasonable care for their own health and safety and that of any other person who may be affected by their acts or omissions.

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post’s main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

# PERSON SPECIFICATION

**POST TITLE:**       Head of Estates Projects & Operations

**SCHOOL / DEPARTMENT:**       Directorate of Estates Management & Development

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

## Education & Training

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| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| Degree or equivalent experience in a relevant estates, construction or engineering discipline. | Essential | Application /Interview |
| Evidence of extensive continuous professional development or relevant postgraduate qualifications. | Essential | Application / Interview  |
| Professional status / registration or demonstrable equivalent experience and qualifications. |  Desirable | Application |

## Knowledge & Experience

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| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
|  Experience of designing and delivering relevant high profile, sensitive and complex projects and change initiatives. | Essential | Application / Interview |
| Relevant leadership and management experience at a senior level in a large and complex organization. | Essential  | Application / Interview / Presentation |
| Extensive knowledge of the HE sector.   | Desirable | Application / Interview / Presentation |
| Extensive relevant knowledge and understanding of buildings, construction, building services engineering and related disciplines.   | Essential | Application / Interview |
| Experience managing estates / construction-based projects / programmes.  | Essential | Application / Interview |
| Experience in the development of business cases, both for internal purposes and as part of bids for external funding.  | Desirable | Application / Interview |
| Comfortable working with a large volume of management information. | Essential | Application / Interview |

## Skills & Attributes

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| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| Outstanding general project and programme management skills | Essential | Application / Interview |
| Highly developed analytical skills with the ability to take a strategic view across a number of business processes and change initiatives | Essential | Application / Interview |
| Technical skills in construction design and management | Desirable | Application / Interview |
| Outstanding interpersonal skills and the ability to establish and maintain effective relationships with a wide range of senior colleagues. | Essential | Interview |
| Astute, with an understanding of how the HE sector works and proven ability to identify potential problems and take necessary action to avoid and mitigate risk. | Essential | Interview / Presentation |
| Excellent interpersonal and negotiation skills and the ability to communicate both within oral and written formats to a wide range of external and internal audiences. | Essential | Interview / Presentation |
| Strong attention to detail, particularly in planning. | Essential | Application / Interview |
| Outstanding Information Technology skills (including MS Office, CAD, Project, Visio and a range of corporate IT systems). | Essential | Application / Interview |
| Ability to work autonomously, unsupervised and as part of a team. | Essential | Application / Interview |
| Willingness to undertake additional training and development as necessary | Essential | Application / Interview |

## The Leading in York St John Framework

YSJ is my University, I choose to be here, and I show my commitment by contributing to its long-term success. This Framework is used in our Recruitment & Performance Development Reviews, please take these into consideration when making your application and in your role.

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| **Self-Assured**  | I take personal responsibility. If not me, then who? If not now, then when? |
| **Agile** | I am proactive, creative and responsive in testing solutions. I continuously adapt my Approach. |
| **Socially Aware** | I contribute my knowledge, skills and time to the broader University community. |
| **Tenacious** | I confidently and passionately contribute my ideas and support others to do the same. |
| **Open-Minded** | I communicate with empathy and positivity, without prejudice. |

## Special Features

Regular travel to our London campus and around our sites in York will be required. You may also need to occasionally work at height or in relatively confined spaces as part of this role.