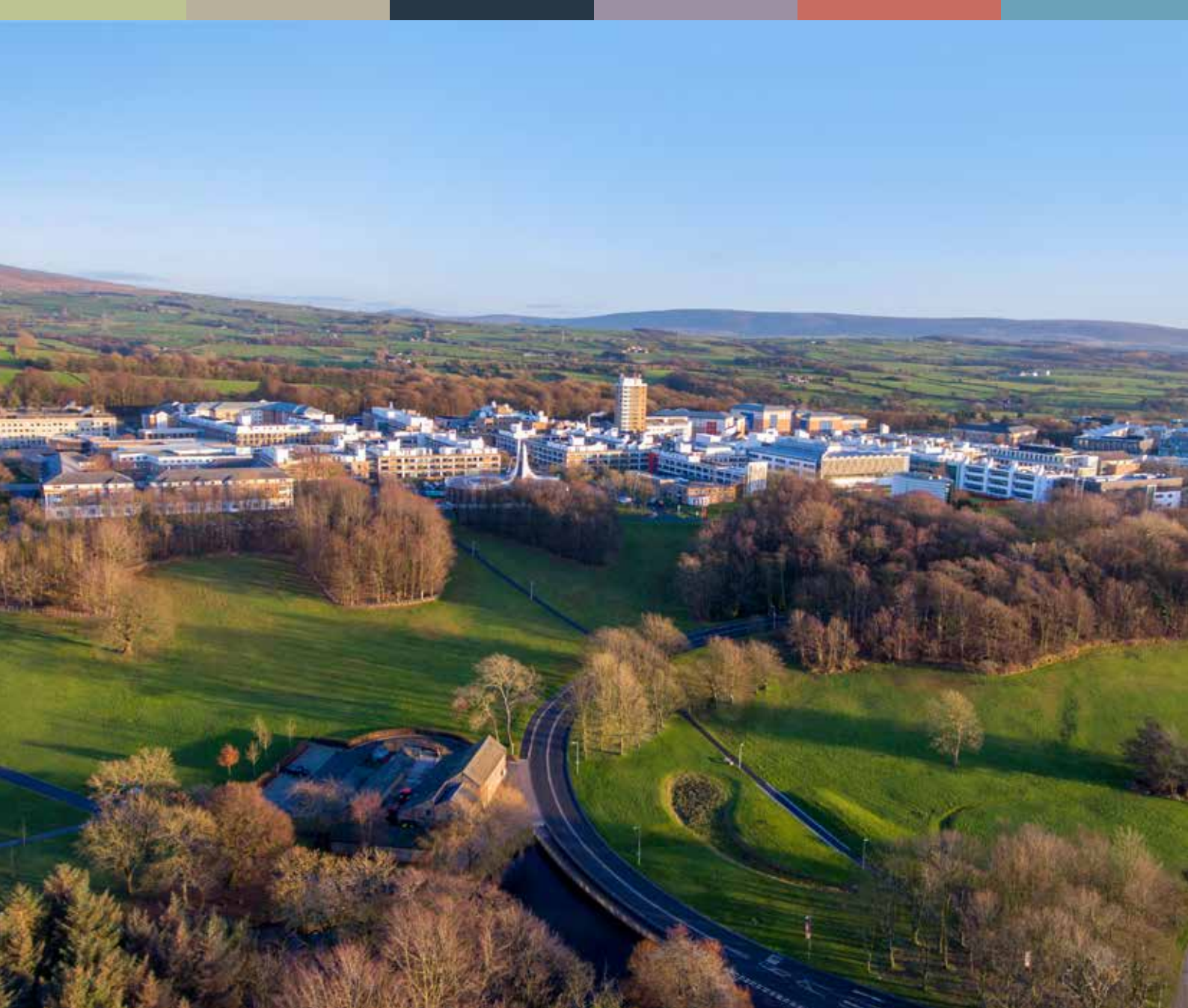


Project Manager

Estates Development

Job Briefing Pack October 2017





Contents

- 03 | Welcome to Lancaster
- 04 | About the University
- 05 | Award Winning Facilities
- 06 | Looking Ahead
- 08 | Role & Responsibilities
- 08 | Employment Benefits
- 08 | How to Apply
- 09 | Person Specification
- 10 | Job Description
- 12 | Reporting Structure



Welcome to Lancaster

Top 10 University

By every measure, we excel. We're not only in the top 10 of UK universities in all three major tables, but we're also ranked 2nd in the country for student satisfaction.

Our facilities have won awards, our research is renowned and our staff are well-regarded around the world. Yet the standards we've set are only a starting point; year on year, we're making improvements and doing more. All this shows that being 'exceptional' doesn't have to mean being 'elite'. Our founding principle is that 'truth lies open to all' – so students earn their place here on merit, even if it does mean crossing the social barriers others might place in the way.

THE  TIMES
THE SUNDAY TIMES

**GOOD
UNIVERSITY
GUIDE
2018**

**UNIVERSITY
OF THE
YEAR**

- We are proud to have been named University of the Year 2018 by The Times and The Sunday Times' Good University Guide
- We are ranked 6th in the UK by the The Times & Sunday Times Good University Guide and 9th in the Guardian University Guide and the Complete University Guide
- The results of the 2017 National Student Survey reveal that 91 per cent of Lancaster University students are satisfied with their course - seven per cent higher than the national average of 84 per cent
- The 2014 REF results highlight Lancaster's reputation for research excellence at a national and international level. 83% of Lancaster's research is internationally excellent and world leading, with 35% of our research being 'world leading', the highest marker of quality
- The large dynamic campus has over 13,000 students and 3,000 staff
- The University has a network of over 130,000 alumni in 183 countries
- It is a culturally diverse, innovative university with a strong academic background
- We are committed to developing and retaining the best staff through the 2020 People Strategy
- More than £500 million has been invested into the campus since 2003. Plans are now in place for an additional investment of over £400 million, during the next five years
- The University pioneers eco-friendly initiatives such as GreenLancaster, supported by staff and students alike



About The University

Lancaster has gone from strength to strength since its formation 50 years ago. It manages to combine high quality teaching and research with a strong regard for student experience and employability. This can be seen with its successful collegiate system, one of only a few UK universities to adopt this approach, forging a strong sense of loyalty and unity across campus.

The University boasts an idyllic 560 acre campus that combines city, coast and countryside all into one. The campus setting conveys a tranquil ambiance whilst offering such a range of facilities it can almost be called a small town in its own right. The main Bailrigg campus is home to a range of amenities, and even its own cultural hub including a theatre, art gallery and concert series.

More recently, Lancaster University has developed a portfolio of teaching partnerships overseas, as part of its global outreach internationalisation strategy. This has proved extremely successful and there are now over 2000 students studying Lancaster degree programmes in Ghana, India, Malaysia, Pakistan, Kazakhstan and Brazil.

The main campus lies 3 miles outside the City of Lancaster and is easily accessible via road, rail and bicycle. The city centre is just 15 minutes away by bus, and was recently ranked one of the top 10 most vibrant cities in the UK thanks to its arts scene and student population. The City of Lancaster also enjoys a long and diverse history dating as far back as 1193, and has a well-maintained iconic city centre and medieval castle.

The University's vision is clearer than ever- to become a globally significant leader in Higher Education, providing the highest quality research and teaching, whilst engaging locally and internationally on the issues and debates of the day and future. A vision that is well within our reach.

To find out more about Lancaster University's vision and values, please visit:

www.lancaster.ac.uk/about-us/our-principles

For more information about the University, visit:

www.lancaster.ac.uk/about-us

Lancaster University's excellent reputation as a leading employer has attracted bright minds from all over the world. Its success on an international level is underpinned by the excellence of the professional services teams. This can be seen in the 6 core values every member of staff aspires to:

- Honesty/integrity
- Innovation
- Collaboration and partnership
- Service excellence
- Development of staff
- Respect

The collegiate system is designed to encourage interaction between staff and students, leading to a greater sense of unity and feeling connected. It also provides the opportunity to build up interdisciplinary work and increase staff development potential.

Staff wellbeing, reward and recognition is a high priority for the University and as such it offers an excellent benefits package to all staff, including:

- Competitive pay, pension and reward packages
- Family friendly policies including additional paid maternity and paternity leave, and leave for family emergencies
- Generous holiday entitlement with additional days at Christmas and Easter
- A tax efficient salary sacrifice scheme for a number of different facilities and amenities
- Opportunities for staff development with regular performance reviews
- Access to a free, confidential helpline through the Employee Assistance Programme (EAP)

For more information about any of the above, please visit: www.lancaster.ac.uk/hr or for more information about facilities visit www.lancaster.ac.uk/facilities

Award Winning Facilities

Lancaster University has had another exceptional 12 months, winning some major national awards for its facilities.

These have included;

- Security & Portering - Certificate of Excellence, The Association of University Chief Security Officers (AUCSO) 2017
- Accommodation - National Student Housing Awards 2017: Best University Halls; Best Learning Environment (Grizedale Townhouses); Best Individual Accommodation (County Townhouses); International Accommodation Quality Mark
- The Royal Society for the Prevention of Accidents (ROSPA) Gold Award 2017 – Occupational Health & Safety (third year running)
- The Soil Association's 'Food for Life' - Gold Awards for the last three consecutive years in both Café 21 and The Lounge, Silver awards in The Deli, The Marketplace, Pre-School and Internal Catering

- 'Green Flag' campus award (6th year running) - Horticultural standards, cleanliness, sustainability and community involvement
- Conference & Hospitality Awards 2016 – Best Green/ Sustainable Venue
- BSI 18001 Occupational Health & Safety Management System
- BSI 14001 Environmental Management System
- Customer Service Excellence
- BREEAM Outstanding & Excellent ratings for new buildings and refurbishments
- Lancaster Conferences has retained 3 star accreditation for Guest Rooms
- Fairtrade Status 2016
- OFSTED Outstanding Preschool
- Design, Photography and Print (DPP) 'Print Service of the Year' - Association of Creative & Print Managers in Education (ACPME)



Facilities Estates Team of the Year Award 2015



Looking Ahead

Facilities Strategy 2017-18

Priority 1:

Raising the bar from 'good' to 'great'

We will continue to raise the bar across all our services:

- Work with other sections of the University, City Council and other partners to make the City of Lancaster an attractive, accessible and engaging place for our staff and students
- The adoption of a number of key plans and strategies will enable clear focus on delivering against the University's strategic objectives: Campus Masterplan, 10 year Capital programme, Sports Strategy, Accommodation Strategy, Conference Strategy
- Outlining clear annual targets for every area of Facilities for improvement.
- Deliver World Class projects, including:
 - LUMS
 - Health Innovation Campus
 - New Spine, transforming the centre of campus
- Maintaining campus to enhance the student and staff experience and enable 'every day to be an open day'
- Review existing retail operations to meet the long term needs of the University to meet its strategic targets
- Align Hospitality and Conferences to create a single high quality service.
- Develop and deliver a clear Conference and Events strategy in 2017
- Develop a clear strategy and plan for use of Forrest Hills
- Develop a long term childcare plan for the University
- Undertake a detailed review of Sport Lancaster to deliver a comprehensive vision and service for students, staff and the community
- Develop the brief for Sport Lancaster Capital Investments Phase 2 (gym and sports hall development)
- Promote the sport and recreation offer at Forrest Hills
- Deliver new and replacement sports facilities
- Design and deliver the next stage of Sport Lancaster branding (including mini buses)
- Deliver an accommodation strategy that builds upon our existing strengths and maintains our existing stock
- Refurbish Chancellor's Wharf, and Pendle College during the summer and the year to deliver improved accommodation for students – and ensure a rolling refurbishment programme is in place to maintain our residences
- Develop Lancaster University Homes as the leading brand in the local student accommodation market

Priority 2:

Smart Delivery 'Easy Lancaster'

We will make life easier for staff, students and visitors at the University and will make sure that we deliver our services effectively:

- Review of KPI monitoring, reporting and controls will deliver a greater focus on meeting our targets and making it easier for customers to impact on our delivery
- Progress is being made to simplify our processes and procedures to make life easier for staff, students and visitors on campus e.g. catering bookings, room checking, Lancaster University Homes, Conferencing App (iLancaster)
- The new coordinated Sport Lancaster brand and activity will enable a coordinated approach to all aspects of sport offer on campus and beyond and easier understanding and access by customers.
- We are reviewing Standard Operating Procedures in Hospitality and Conferences to ensure a simplified customer journey and improved consistency of delivery
- Improve Lancaster University Homes website, promotion and housing fair to make it easier for students to find good quality accommodation
- We will introduce Project Management software to improve management of Capital Projects
- Improved Wayfinding will be implemented to improve campus signage and accessibility

How we'll measure success:

- KPIs.
- Customer feedback
- Post occupation surveys
- Annual report against targets
- The National Student Survey
- Project timing and budget

How we'll measure success:

- Planon and other systems data
- Customer feedback
- Post occupation surveys
- Post event feedback
- Road shows
- Surveys

Priority 3: **Engage our users**

Our clients and customers matter to us:

- Further embed our approach of continuous improvement from all staff to better serve the University, in particular, via improved team communication and development
- Make our performance reporting more visible and share it with our customers to enable improvements through partnership
- Make customer service a key priority for all departments and individuals within Facilities and making the user central to how we deliver services
- Continue to improve stakeholder engagement at the design stage for each capital project
- Review services and processes to better meet customer demands/ needs e.g. space, retail outlets, review of DDP processes etc

How we'll measure success:

- Customer feedback
- Post occupation surveys
- Road shows
- Surveys

Priority 4: **Efficiency and effectiveness** **(Consistent, Reliable, Resilient, Sustainable, Safe and Secure)**

We will strive to ensure that we provide excellent value for money:

- Ensuring our staff are flexible and meet the needs of the business
- Meeting our compliance obligations effectively e.g. BSI 18001, CDM, BSI 14001, OFSTED
- Further development of Planon 'tableau' reporting and performance against service level performance targets in Estates
- New frameworks are being introduced to improve Estates operations: Architects, M & E Engineering, Civil and Structural Engineering, Project Management, Cost Consultant
- New staffing in Commercial Services will enable improved administration, monitoring and maintenance of standards
- Use of the best external contractors in ways to supplement our internal capacity and skills will help to drive effective and value for money service delivery
- Master plan for Capital Projects
- Process Maps for Projects, CDM, H&S

How we'll measure success:

- Maintaining accreditations
- Customer feedback
- Improved financial performance

Priority 5: **Developing the team**

Our staff are critical to our service and success:

- We will review existing communications in January and act to further enhance team dynamics and communications
- We will introduce a Facilities Staff Survey annually to gain feedback from our teams
- Workshops – joint working/lessons learnt projects across Estates after projects
- Review alignment of Professional Services Values as competencies within PDRs
- Revitalisation and realignment of commercial services management and team, in the light of significant changes in departments and staffing, to meet overall vision

How we'll measure success:

- Staff satisfaction via surveys
- PDRs
- Customer Feedback

Roles & Responsibilities

The Role – Project Manager

£33,518 - £38832

The purpose of this role is to support Facilities – Estates Development in ensuring statutory building and engineering projects are consistently delivered to a high quality meeting User requirements and maintaining compliance with University design and best practice standards. Supporting the delivery of Estate Development projects and the wider Estates Development team in the monitoring of construction and commissioning of newly built and refurbished projects across the university estate. Assessing functionality, build ability, maintainability of installations and confirming work specifications are met by proactive liaison with university staff, designers, contractors and external statutory bodies. Working with colleagues in the Estates Operations team to ensure that all works comply with University procedures and guidance and projects are successfully handed over to the Operations team.

Working closely and collaboratively with other members of the Facilities Division and colleagues across the wider University, you will also deliver small works projects from inception to completion and actively participate in post project review and liaison with statutory bodies.



Pension

This role offers the post-holder the opportunity to join the University Superannuation Scheme (USS) via salary sacrifice.

Flexible Benefits

All staff are eligible to participate in the University's sector leading flexible benefits scheme. The scheme provides staff with the opportunity to purchase benefits at discounted rates and also take advantage of tax and national insurance savings on the benefits chosen.

The benefits include: salary sacrifice child care vouchers, bicycle to work scheme, travel season tickets, payroll giving, dental insurance, healthcare cash plan, sports centre membership, vocational training courses, professional bodies' membership fees and discounted retail vouchers.

How to Apply

In order to apply for this position, please visit <https://hr-jobs.lancs.ac.uk>

The appointment is subject to:

- Eligibility to work in the UK
- Verification of academic and professional qualifications and memberships
- Satisfactory references

Recruitment Timetable

Closing date – 20.11.17

If invited to attend interview, you will be requested to bring proof of identity (passport or picture driving licence), proof of National Insurance Number and original certificates of academic and professional qualifications.

References may be sought on shortlisted candidates. These should include at least one reference from a recent previous employer. References from current employers (unless readily available) will only be sought when a formal offer is being made.

Person Specification

- Proven and demonstrable experience in the planning and delivery of projects in complex organisations.
- Thorough knowledge of construction or engineering project management, contract administration and the operation of contracts, supported by experience.
- Highly effective interpersonal, influencing and communication skills (both oral and written):
- Establish and maintain effective working relationships with customers.
- Conduct meetings and present proposals in a clear and concise manner to both specialist and non-specialist audiences.
- Write clear and concise reports and other professional documentation.
- Establish good working relationships with teams of highly qualified professionals and to be socially confident within a wide circle of contacts.
- Direct, influence and motivate teams successfully by engendering good team spirit, without being authoritarian.
- Successfully negotiate in respect of the project delivery for which there is responsibility, paying particular attention to cost, time-scale and the interests of Estate Management.
- Identify key issues and ask searching questions in a diplomatic assertive yet inoffensive manner.
- Deal sensitively with confidential information, identifying and avoiding actions which may inadvertently or indirectly breach confidences made.

The ability to:

- Understand the statutory, health and safety requirements of Construction, infrastructure, building ownership and operation.
- Analyse complex, and sometimes numerous, alternatives to determine the best approach to specific issues or areas of work.
- Understand the business issues underpinning project delivery.
- Solve complex and often interrelated problems occurring within and between projects and differing areas of responsibility.
- Contribute to the preparation of investment proposals, paying specific attention to the details.

- Pay particular attention to the broader and strategic issues which exist with respect to Estate Management.
- Assimilate significant amounts of detailed information.
- Professionally and financially numerate with the ability to comprehend project finances and business issues sufficiently to take responsibility for the effective management of cost, resources and time.
- The flexibility to accommodate frequently changing customer needs and changing workloads within the allocated teams.
- The ability to work individually and/or as part of a team, be able to prioritise and work under pressure.
- Educated to degree level or equivalent relevant experience in property, construction, engineering or project management.
- Professional Qualification in property, construction, engineering or project management or equivalent.
- Significant experience of project delivery.
- Possess excellent IT skills including use of the Microsoft office suite and project management tools including Microsoft Project.
- Highly customer focused.
- NEBOSH General Certificate or equivalent.
- Proficient in Microsoft Project.



Roles & Responsibilities

Job Description

Main Duties and Responsibilities:

Planning, Organisation, Leadership and Decision Making

- Ensure that effective systems, processes and services are put in place as necessary to deliver first-class services throughout the University.
- To deliver projects to the highest quality and standards, managing the project delivery process from inception through to occupancy.
- To lead, motivate and manage project teams, including occupiers and external advisors, in delivering first class projects.
- To liaise with project executive members, project teams and occupiers to ensure that their respective needs are fully identified and input into the process to ensure that projects are appraised for lifecycle management to minimise ongoing costs and liabilities.
- To procure the necessary statutory and University approvals and consents.
- To provide timely and accurate reporting on progress, quality and budget/cash flow, providing monthly summary reports to the Project Executive Board, including programme, financial, cashflow and risk register updates. Provide accurate and timely reports to other executive committees as needed.
- To work in conjunction with communications team, to ensure that all project events and interventions are communicated in a timely, appropriate and accurate manner, with due consideration to all key stakeholders.
- To thoroughly understand, and stay abreast of, project management methodologies and the operation of the associated contract vehicles.
- To develop project programmes in Microsoft Project, in line with governance framework and ensure timely delivery of all projects.

Financial

- Robust understanding of project budgets, procurement and financial processes in accordance with current regulations.
- Maintain careful budgetary control for all projects and provide regular financial reports as required.
- Assessment of monthly contractor completed works and ensure proper and timely processing of payments to contractors, consultants and other suppliers.

- Undertake the procurement and management of external consultants and service providers in accordance with the University's financial regulations, being responsible for ensuring that delivered performance, conditions of appointment and best value requirements are met.

Performance and Customer Service

- Ensure that effective communication between all parties involved, including staff, occupiers and the relevant project teams is maintained.
- To ensure that regular customer surveys are undertaken as a performance improvement tool, through Customer Services.
- Liaison with other sections within Estates and Facilities in order to ensure seamless, first class customer service.
- To carry out fully inclusive post project evaluations ensuring future procurement processes are informed by shared past contract experiences.
- Continuously improve project delivery & performance.

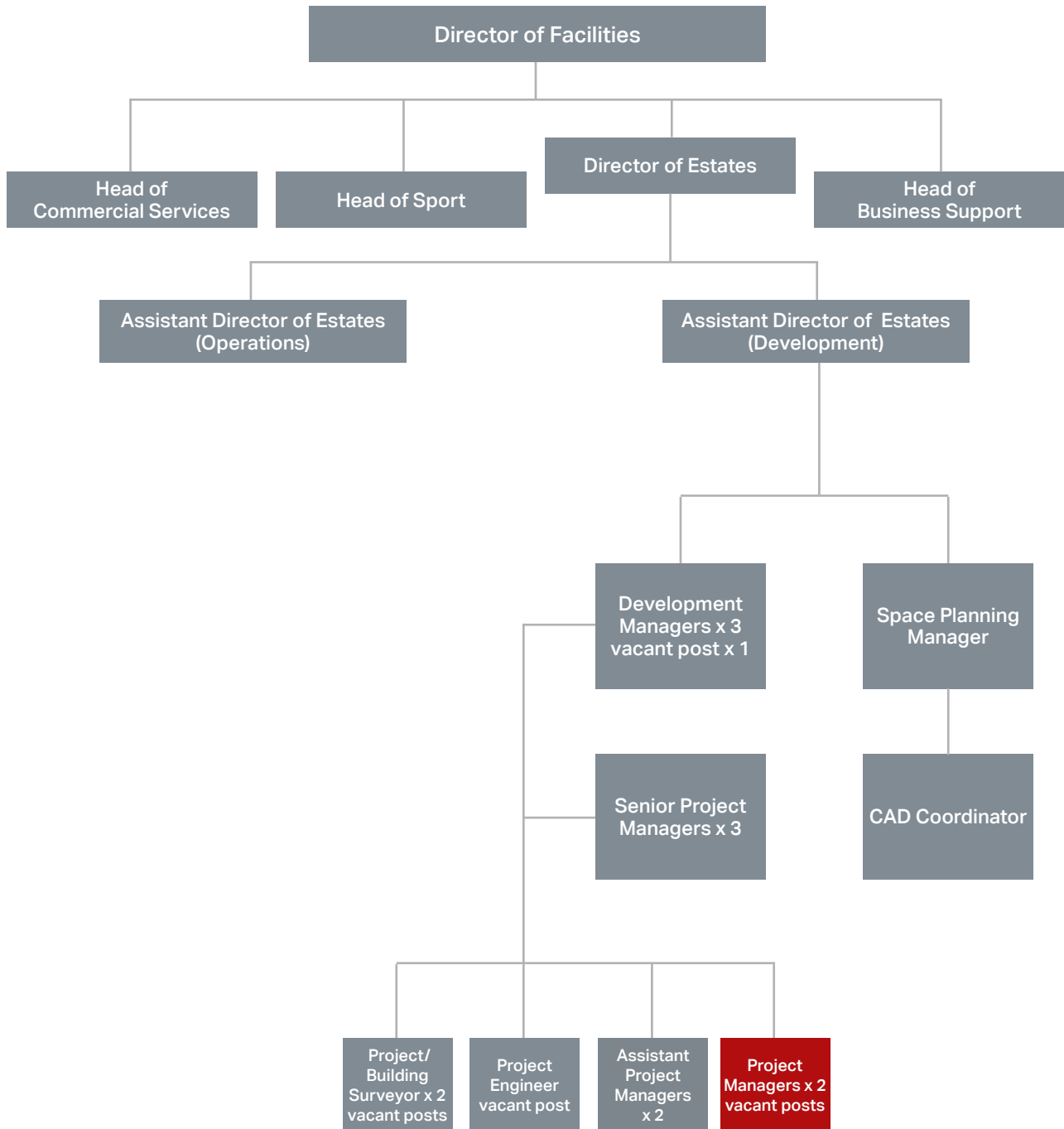
Health and Safety

- To manage Health and Safety issues to ensure compliance with statutory requirements and best practice, working closely with the Health Safety and Environment department within Estates.

General Duties

- Adhere to the university's policies, rules and procedures including health and safety, equal opportunities, all other legislative responsibilities, governance, financial and procedural rules.
- To support the university carbon, sustainability and environmental strategic plans in order to reduce waste, energy consumption and carbon footprint.
- Undertake other relevant and reasonable duties commensurate with the grade as may be assigned by your direct line manager.

Reporting Structure





Lancaster University, Lancaster, LA1 4YW
T: +44 (0) 1524 65201

[lancaster.ac.uk/facilities](https://www.lancaster.ac.uk/facilities)

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“We make campus an inspiring place to be.”