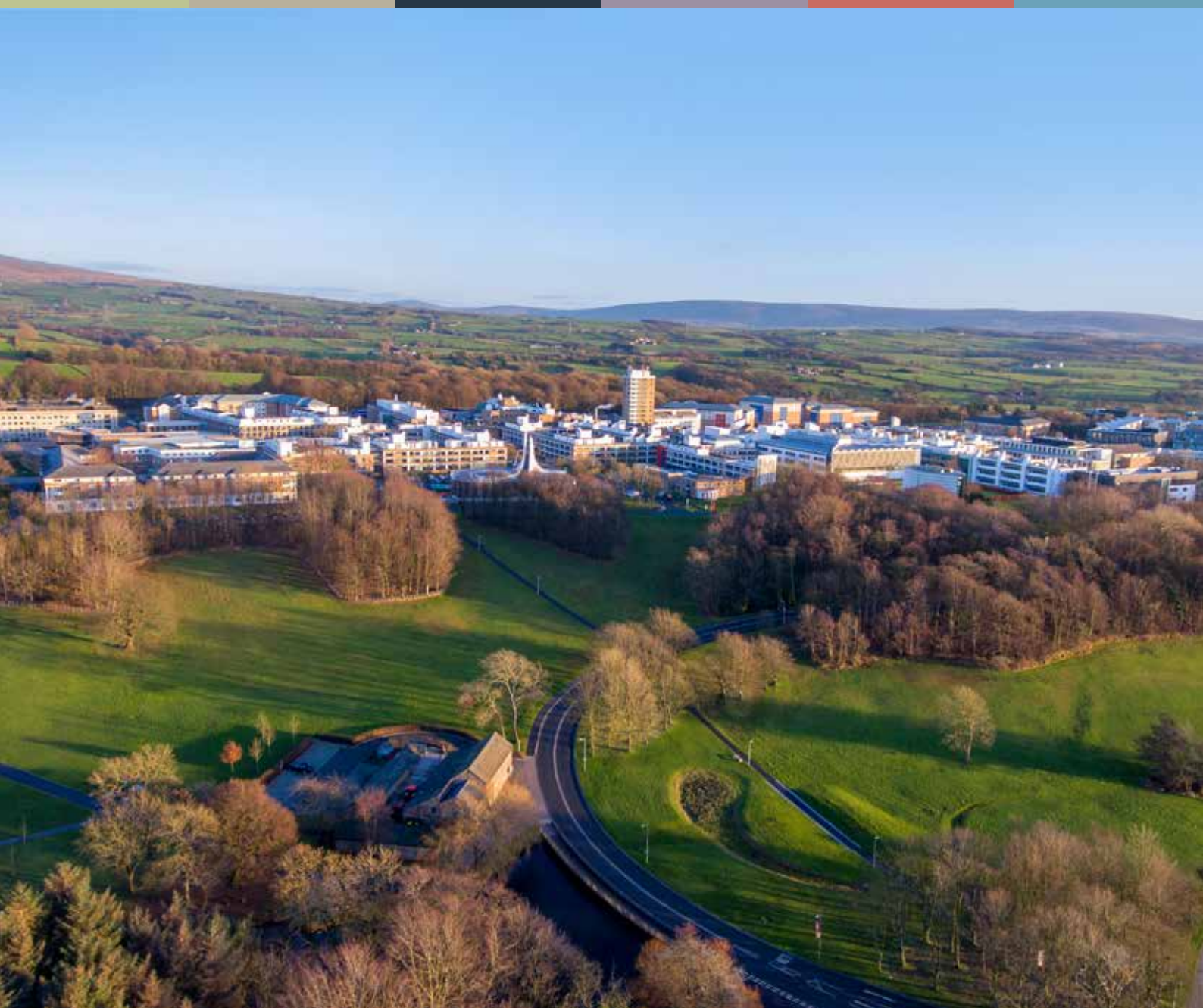


Building Surveyor

Estates Operations

Job Briefing Pack October 2017





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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 – Building Surveyor

£33,518 to £38,832

Reporting to the Principal Building Surveyor you will act as the operational technical authority on all building fabric related compliance and maintenance matters as part of long term and life cycle replacement, adaptation and refurbishment projects across the university estate.

To undertake the surveying of existing buildings to determine condition, functional suitability and maintainability of installations, identify and confirm work specifications are completed to recognised Industry standards.

Responsible for the delivery of small works project requests to a high standard, on programme and budget with minimal disruption by proactive liaison with university staff, designers, contractors and external statutory bodies.

The post-holder will act as the Competent Person in relation to campus accessibility and compliance with the Equality Act, Building Regulations and best practice requirements.



Employment Benefits

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 Timeframe

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

- A Degree in Building Surveying or BTEC/SQA Higher National Award / NVQ Level 4 along with substantial experience
- A NEBOSH Construction Certificate (or equivalent)
- Detailed knowledge of the requirements of the CDM regulations 2015 particularly in the role of 'Designer' and 'Principal Designer'
- Extensive knowledge of Equality Act and related accessibility legislation and best practice guidance
- IT literate with knowledge of Microsoft Office applications
- Membership of RICS, CIOB, CABE or other appropriate professional body
- Comprehensive and current understanding of building construction related Health and Safety legislation
- Detailed knowledge of procurement processes
- Excellent organisational skills
- Detailed knowledge of various building contracts available and their appropriate use and administration
- Experience of working within an environment of similar scale and complexity
- Ability to form effective and productive relationships with contractors to ensure they meet contractual and customers' expectations fostering an on time, on cost, on quality approach
- Ability to influence contractors, colleagues and senior managers in the need to implement activities to meet statutory obligations
- Experience in the preparation and presentation of reports to senior managers
- Extensive experience of site inspections and health & safety reports associated with construction projects
- Ability to give authoritative technical advice on complex building regulations and building construction issues to appropriate level of stakeholders engaged
- Ability to manage and prioritise own workload and ensure targets and deadlines are met
- Ability to manage conflict resolution within a construction environment and the ability to understand and promote building structure and fabric diagnostic solutions
- Ability to work as part of a wider team and foster positive working relationships

- Working knowledge of Government Soft Landings delivery and integration into the delivery of a project
- Competent in undertaking building condition surveys and audits
- Competent in the use of 'Sketch-up' and or similar 3D drawing package
- Proven track record in the successful hand over of construction projects
- Flexible approach to working
- Commitment to continuing professional development



Roles & Responsibilities

Job Description

Main Duties and Responsibilities:

Health, Safety and Compliance

- Ensure all building fabric construction designs meet current technical standards, Building Regulatory requirements and are carried out in accordance with the Construction (Design and Management) Regulations 2015 and maintain/co-ordinate robust related records
- Review pre-construction information, construction phase plans, risk assessments, method statements and health and safety files
- Coordinate health and safety with the contractor, project manager, user and University Estates Safety and Compliance Team, arranging site visits, safety induction and inspections as required
- Engagement and cooperation with external regulatory bodies such as Local Authority Building Control Officers, Fire Officers, Insurance and Health and Safety Executive Inspectors
- Enforce the University Contractor Health and Safety - Code of Practice and issue associated punitive action where needed
- Ensure robust processes are in place and responsibility for issuing permits to work and access authorisation to contractors for pre-determined high risk and hazardous work activity and locations
- Interface with Estate Operations colleagues and Users in relation to planned system isolations and shutdowns during the project
- Assist the Safety and Compliance Manager with the review and audit, where required, of the University asbestos management plan, asbestos removal and containment work risk assessments, method statements, plans of work and liaise with appointed asbestos consultants and specialist licenced contractors

Planning, Organisation, Leadership and Decision Making

- Project management and delivery of small adaptation, alteration and refurbishment projects
- Carry out regular periodic risk based building condition surveys to ensure accurate records are updated to assist in the planning and prioritization of a five year Maintenance Investment Programme (MIP) of long term maintenance investment

- Prioritise and programme own workload to flexibly deliver work to project and customer requirements
- Produce building construction / fabric specifications and complete and administer invitations to tender in relation to maintenance repair, refurbishment projects
- Scrutinise designs and proposals from architects, designers and engineers, and compatibility with Operational Estates Team and User requirements
- Ensure designers are advised on the practical aspects of building construction installations to ensure that operational practicalities and lessons learned are appropriately considered
- Prepare estimates, obtain and assess quotations, monitor works and undertake required contract management
- Interpret complex construction data and suitably tailor its communication to a variety of construction and non-construction professionals
- Utilise project management and associated software as necessary in the management and organization of specific schedules of work
- Provision of reports and monitoring of contractor performance via regular site updates on progress, delays, drawings & instructions received
- Check the content and relevance of project Operation and Maintenance Manuals meet University requirements
- Offer operational support and professional advice as the Technical Authority on all building fabric related compliance and maintenance matters to the estates operational maintenance teams, identifying underlying reactive maintenance issues requiring long term and life cycle replacement, adaptation and refurbishment intervention
- Ensure the all project commissioning and handover documentation comply with University procedures (FMAP 42) and the asset management register is updated as part of the project handover and close out stage
- Key input into Post Occupancy or Handover Evaluation workshops
- Fully support and contribute to the requirements of Government Soft Landing principals
- As the Competent Person (Campus Accessibility) attend meetings and undertake regular periodic access audits to ensure accurate records are kept and campus accessibility is prioritized as part of a rolling programme of maintenance investment

- Take the lead role in the identification, prioritisation and delivery of a cyclical campus wide painting and internal finishes programme

Performance and Customer Service

- Provide professional building fabric project services to internal clients and stakeholders and place the customer at the heart of service delivery to improve the customer project delivery experience
- Develop and maintain close working relationships with all colleagues across Facilities Directorate, Professional Services, Customers and the University generally
- Support the Facilities Division Customer Service Excellence Programme
- Attendance at project meetings and issue technical representations on behalf of the Project Manager, users and the University
- Pro-actively identify and give Senior Management early notice of any building fabric, project issues, delays or lack of quality or workmanship which will have a tangible negative impact on end user/customer perception or satisfaction
- Respond to workload and changing or competing priorities by carrying out the role in a flexible manner, being responsive to unplanned or emergency situations
- Ensure continuing professional development by taking active steps to identify training and vocational opportunities and participate in the professional development review process



Financial

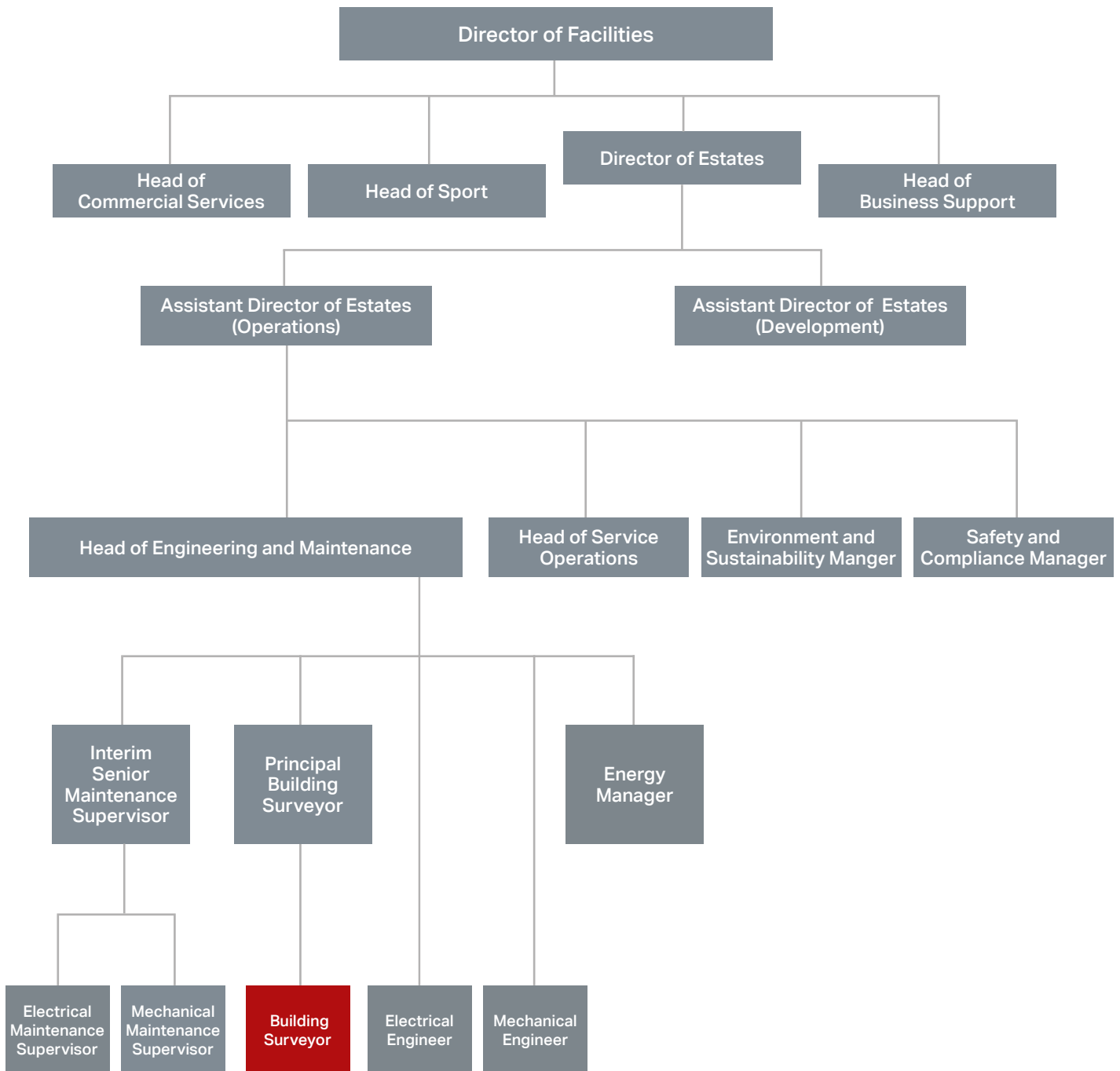
- Knowledge of project budgets, procurement and financial processes in accordance with current regulations
- Responsible for project budgetary control and provide regular financial reports as required
- Assessment of completed works to ensure proper and timely processing of payments to contractors, consultants and other suppliers.
- Undertake the procurement and management of external consultants and service providers in accordance with the University's financial regulations

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 its waste, energy consumption and carbon footprint
- Agree to undertake such other reasonable and relevant duties commensurate with the grade as may be assigned by your direct line manager



Reporting Structure



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T: +44 (0) 1524 65201

lancaster.ac.uk/facilities

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“We make campus an inspiring place to be.”