**JOB DESCRIPTION**

**Head of Business Services Support**

Vacancy Ref: A2598

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Head of Business Services Support</th>
<th>Present Grade: 8</th>
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<tbody>
<tr>
<td>Department/College:</td>
<td>Facilities Division</td>
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<td>Directly responsible to:</td>
<td>Director of Estates, Facilities &amp; Commercial Services</td>
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<td>Supervisory responsibility for:</td>
<td>Marketing &amp; Communications, Space &amp; Data Systems and administration. Dotted line support for the Customer Service Team and for the Health &amp; Safety team within the Facilities Division.</td>
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**Role Dimensions**

The Facilities Division has a revenue budget of £52M and capital average of £50M+ over the next 4 years with a staff of circa 600. The role will lead and develop the core business support functions to allow for the effective delivery of the Division’s services. There are support and professional staff geographically located across the campus and the role will have leadership for all of this team via direct or dotted line responsibility. The objective would be to develop one Business Services Support team that would allow for skills development, cover for absence, consistency in service delivery and team development.

**Purpose of job**

The purpose of this role is to provide Business Services Support to the Facilities Division and contribute to the Facilities Leadership Team (FLT) and Chair the Facilities Management Team (FMT). The role will co-ordinate and maintain the Facilities Policy & Strategy documents and play a pivotal role in strategy and planning throughout the University cycle. The role holder will also measure the Division’s performance against a range of Key Performance Indicators in order to create a process review capability implemented across the Division that will deliver service improvements, create measurable efficiencies and improve management information and data. The role will be the day-to-day lead for IT systems, Business Services Support Team, Marketing & Communications and Space & Estates data liaising both within the Division and wider University and external stakeholders. The role will support the Facilities Commercial Services with landlord and tenant relationships and liaise with Finance and Legal Services as appropriate for the whole of the Division. Specific responsibilities are as follows:

**Key Responsibilities, Accountabilities or Duties :**

1. To provide visible leadership and management for the Business Services Support function of the Division and contribute to the Facilities Leadership Team (FLT) and input to the agenda as required by the University business calendar.

2. To Chair the Facilities Management Team (FMT) and act as a conduit to the FLT reporting progress and presenting proposals.

3. Play a pivotal role supporting FLT in forward planning and strategy development for the Facilities Division as a whole to include Annual Planning, Budget preparation & submission, Estate Strategy Professional Development Review.

4. To act as the key liaison and account manager with ISS for the maintenance & development of all key Facilities systems
5. To establish and lead within the team a capability to undertake process reviews leading to measurable efficiency savings, and service improvements within the Facilities Division that will demonstrate value for money.

6. Lead and manage the overall co-ordination and production of Facilities information on Performance Indicators, Risk Management, Service Standards, Scheme of Delegation and working towards continuous improvement in service delivery.

7. Lead the production of reports on all aspects of Facilities performance and projects for distribution throughout the University & external stakeholders, including service delivery plans and presentations.

8. Closely liaise with the FLT and FMT teams and assist with individual projects to improve performance and reporting of information, including value for money.

9. In conjunction with FLT, partner with the Finance Division to ensure performance and service costs are reviewed and all external income is received.

10. Support the management of the Estate in terms of Rates and other property related issues, alongside Landlord and Tenant relationships and income from third-party operators.

11. In conjunction with FLT and partnering with the Finance Division, ensure budgeting and financial planning across the Division, reaching annual agreement and monitoring throughout the year.

12. To lead the Estate Management Statistics (EMS) working group and ensure that the annual return to HESA is accurate, agreed with the Finance Division, approved by the Director of Estates, Facilities & Commercial Services and Chief Administrative Officer and submitted on time.

13. To lead the Facilities Communications team and ensure the effective internal and external communications, processes, standards and practices across the division.

14. Be accountable for the effective integration of agreed processes across the University as a whole and for the improvement of these processes over time.

15. To support the Divisional Health and Safety team to ensure that the activities of the Facilities Division are safe and through auditing that they comply with applicable legislation and regulation.

16. Champion our Facilities vision to ‘raise the bar’ and make campus an inspiring place to be.

17. Maintain appropriate internal and external networks.

18. To undertake other duties commensurate with the grade as requested by the Director of Estates, Facilities & Commercial Services.