

Job Description

Job title	Facilities Manager- Hard FM
School / department	Property Services Department
Grade	Grade 7
Line manager	Technical Services Manager
Responsible for (direct reports)	N/A
Date of creation or review	30/01/2025

Main purpose of the job

The post holder will assist and support the Technical Services Manager in the management of an effective, professionally driven, and high-quality function, in accordance with the needs of the University. In addition, the post holder will be supporting the day-to-day management administration of all the main property and facilities services across all UWL sites.

The role requires a versatile, hands on, dynamic and proactive individual who thrives in an active, challenging, and customer-facing professional environment. The post-holder duties include scheduling works tasks, reacting to maintenance emergencies, overseeing all activities inside a building, arranging for repairs when needed and making sure that health and safety standards are met. The post holder will work in conjunction to the Property Services Department (PSD) team in tracking costs and coordinating with end users, internal and external stakeholders, external vendors and contractors and working closely with our Total Facilities Management (TFM) provider. The role will also involve project management of minor works including construction and repair works, facilities scoping of new or enhanced services, planning and coordination of moves and change programmes and stakeholder consultation and briefing.

We are looking for a multi-skilled candidate who can understand and participate in technical maintenance discussions, whilst also demonstrating good customer-focused communication and people skills.

Key areas of responsibility

1. Contribution to the University's objectives of achieving greater value for money in the maintenance and day to day operation of the University buildings and sites within Ealing, Brentford, Reading and Oxford.
2. Promoting excellent customer service, maintaining strong relationships with customers and third-party vendors and ensuring high levels of service quality.
3. Responsible for the smooth management of day-to-day operations of all University campuses through proactive planning of works, troubleshooting of reactive challenges and maintaining clear and regular communications with key stakeholders to ensure optimum student experience.
4. The Facilities Manager will be the first point of contact for internal and external users seeking support and information from the PSD team.
5. Helping to develop project estimates, providing cost, programme and scope for review and approval.

6. Developing and evaluating plans for projects or services to be delivered by vendors.
7. Reporting of deficiencies and recommending areas for improvement to the PSD management team.
8. Providing task specific administrative support to the PSD team; coordination of meetings, directing various administrative tasks, taking of accurate minutes, filing, creating spreadsheets/trackers, producing email templates etc.
9. Working with the Operations Manager, as and when needed, to scope and plan internal and external moves including staff, school, and department relocations within and between the University buildings.
10. Undertaking daily and continuous inspections/audits of property, furniture, room condition and reactive and dynamic feedback to helpdesk and remove any spent or inappropriate notices/signage or other general housekeeping matters required to maintain the estate in a tidy and presentable condition.
11. Liaising, troubleshooting and problem solving with staff and departments for resolution of day-to-day facilities issues, including de-escalation of issues where appropriate.
12. Managing emergency and reactive situations as they arise and liaising between contractors and affected schools/departments/students and members of the public.
13. When needed, representing the PSD team, in inter-departmental meetings to support and facilitate communication and action between departments, supporting External Hire and Events to secure income and reputational kudos.
14. Regularly liaising with Timetabling and External Hire team to ensure clear and safe access for works and maintenance and suitable booking of spaces to support PSD works, together with communications to all impacted parties.
15. Prioritisation of workload and liaison with other members of the team to coordinate workstreams to achieve departmental success.
16. To work in accordance with UWL's equality and diversity policies.

In addition to the above areas of responsibility the position may be required to undertake any other reasonable duties to support the operation of the University in relation to its business activities.

Dimensions / background information

The Property Services department is a customer-led service provider of facilities management, capital projects and real estate advice to the university, responsible for coordination and liaison with and delivery on behalf of our Board of Governors, University Executive, Schools and Departments but also local neighbours and community organisations. We strive to provide a professional service to all parties with student experience at the core of our day-to-day activities.

Person Specification

	Criteria	Essential or Desirable ¹	Demonstrated ²		
			Application	Interview	Test / Exercise
Qualifications and/or membership of prof. bodies	Degree in Related Field	Desirable	X	X	
Knowledge and experience	Excellent IT skills	Essential	X	X	
	Proven experience of working independently within Facilities/ Property environment	Essential	X	X	
	Experience of producing reports, spreadsheets and other protocols and analysis of data to produce those documents	Essential	X	X	
	Experience of writing reports and operational procedures	Essential	X	X	
	Experience of conducting formal incident investigations in an operational setting	Essential	X	X	
	Organisation and systematic thinking	Essential	X	X	
	Ability to draw information from various sources, including people	Essential	X	X	
	Flexibility and the ability to work on more than one task at a time	Essential	X	X	
	Ability to drive a task through to completion/resolution	Essential	X	X	
	Experience of similar work in an educational setting	Desirable	X	X	
	People management of a small team	Desirable	X	X	
	Specific skills to the job	Good organisational skills	Essential	X	X
Multitasking ability		Essential	X	X	

	Strong working knowledge of Facilities related Health & Safety legislation	Essential	X	X	
	Ability to work independently and prioritise workload	Essential	X	X	
	Good time management	Essential	X	X	
	Excellent verbal and written communication skills	Essential	X	X	
	Personable, professional and customer- service focused approach to engaging with other people	Essential	X	X	
General skills	Fully IT literate, particularly in Microsoft Office and Excel.	Essential	X	X	
	Maintains good attention to detail	Essential	X	X	
	Contributes to a positive team working environment	Essential	X	X	
	Clear communication in both oral, written and presentational mediums	Essential	X	X	
	Flexible and able to adapt to evolving business environment	Essential	X	X	
Other	Smart and presentable always	Essential		X	
	Willing and able to work occasional out of hours hours/days to support moves/open days and other operational needs	Essential	X	X	
	Holds a driving licence	Desirable		X	

Disclosure and Barring Scheme Is a DBS Check required: DBS (This post does not require a DBS check)
 Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

¹**Essential Criteria** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

²**Demonstration:** Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.