

# Building Services and Compliance Manager



## Introduction

The Royal Agricultural University (RAU) is going through a period of exciting and dynamic change. The Vice-Chancellor, Professor Joanna Price, and a new leadership team are shaping a strategic vision for the RAU that will ensure both relevance and sustainability. At the forefront of agricultural education since our foundation as the Royal Agricultural College in 1845, the University now has some 1,200 undergraduate students from over 45 different countries studying at our historic campus, set in 25 acres of magnificent grounds in the heart of the Cotswolds. A full University since 2013, the RAU is an acknowledged leader in education and applied research relevant to the land-based industries.

The RAU offers undergraduate, masters and doctoral programmes with a focus on combining academic rigor with practical application across a range of academic disciplines. Courses are managed and taught by experienced staff and specialist consultants, many of whom are still engaged in professional practice.

## The Role

Reporting to the Head of Estates, you will manage and monitor the delivery of the University's M & E (mechanical and electrical) systems function, including the management of relevant contracts, ensuring full compliance with all statutory and regulatory requirements, together with the management and training of the maintenance and grounds team. You will ensure that all buildings and the University's campus as well as other off-campus premises are maintained in a fit for purpose condition which is conducive to learning and working.

The ideal candidate will have a track record of construction project management; excellent interpersonal, communication and staff management skills. The ability to multi-task, determine priorities and work to tight deadlines in a busy and demanding environment are essential.

You will be flexible and adaptable to work in ambiguous situations, resilient and tenacious with a natural tendency to persevere. You will work well under pressure in a dynamic and changing environment; you will be organized with a natural inclination for planning. You will have a natural strive for continuous improvement and problem solving and root cause identification skills as well as change focus.

**Job title:** Building Services and Compliance Manager

**Department:** Estates

**Responsible to:** Head of Estates

**Salary:** £33,198 - £39,609

**Term:** Permanent, Full-time

## Key Responsibilities

- Manage all estates related regulatory and statutory compliance systems, works orders and service contracts and manage the records and service files of such to allow easy and accurate reporting;
- Manage and maintain the University's Helpdesk, order and asset management database (i.e. Quemis system);
- Assist with implementing the University's planned, cyclical and reactive maintenance programmes to ensure statutory and regulatory compliance is delivered, and manage related building improvement works;
- Manage the IT based Estates Management Software and BMS system;
- Support the scoping of M & E (mechanical and electrical) services elements associated to minor and capital projects and provide professional and sound technical advice on such matters;
- Assist with establishing and implementing estates-related management systems, processes and control measures, and provide accurate and concise reporting on all estates-related, financial, asset and statutory compliance matters – this shall include Permit to Work type systems;
- Promote and participate in safety, health and environmental arrangements, processes and procedures for Contractors and staff;
- Assist with formulating and updating estates related statutory compliance Policies, including Managing Contractors, Legionella and Asbestos and have a sound knowledge of the current CDM Regulations;
- Analyse, appraise and implement prioritised remedial works resulting from Fire Risk Assessment and all other statutory testing of plant and equipment;
- Assist in the planning and manage the departmental budget, allocating the resource to deliver strategic priorities for the service;
- Promote procurement and delivery of cost effective services and evidence “value for money”;
- Assist with the delivery of a strategic, considered and proactive estates service that is responsive and not reactive;
- Evaluate and adopt where appropriate Higher Education sector best-practise and emerging initiatives that are related to M & E systems and statutory compliance;
- Help to engender and maintain an effective Customer focused support service.
- Aid raising awareness of M & E service related innovative new technologies and systems to enhance service delivery and improve asset management;
- Assist with the development of risk management and business continuity plans for the department and wider University, especially with relation to critical M & E plant and statutory compliance;
- Provide line manager leadership and mentoring to all appropriate departmental staff (including grounds and maintenance teams) to help them to achieve their maximum potential;
- Help with delivering a staffing structure that will enhance the performance of the estates service;
- Assist with providing appropriate statutory compliance and M & E services related training programmes for estates staff and to keep staff abreast of legislative changes;

- Promote benchmarking the service (including outsourced Contractors) against quantitative and qualitative service level agreement metrics, and implement targets to demonstrate compliance and continual improvement; and
- Support with the delivery of environmentally, energy efficient and sustainably (including waste management) considered estates services and projects.
- Promote the sustainability agenda and initiatives (including Green Impact) and monitor energy use, the efficient and effective management of systems to ensure optimal use of energy and to minimise reduction in the University Carbon footprint;
- Be a part of the on-call out-of-hours Duty Manager rota;
- Any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training.

## Person Specification

### EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- In depth knowledge of all M & E (mechanical and electrical) systems, with a relevant industry qualification – i.e. CIBSE / NIC EIC / HNC in Building Services et al;
- Professional membership of an industry relevant construction industry body;
- NEBOSH or other H & S related industry Health and Safety compliance qualification;
- Thorough knowledge and understanding of the CDM Regulations (2015) and any amendments;
- Clear understanding of regulatory and statutory compliance, risk management and mitigation;
- Proven track record of managing and delivering compliant and effective servicing and maintenance records;
- Effective contract management skills and implementation of role, related policies and processes;
- Experience of managing direct labour resources and outsourced Contractors;
- Proficient in managing estates related Helpdesk and orders related database systems; and
- Customer focused person with excellent written, mentoring and verbal skills.

### SKILLS AND KNOWLEDGE

- Excellent communication, interpersonal and problem solving skills
- Knowledge of the key impacts on estates within the Higher Education environment (desirable)
- Commitment to working as part of a team and leading when necessary, including a lead role in fostering team development
- Strong IT skills and the ability to analyse complex data
- Diplomatic with excellent negotiating skills

### PERSONAL ATTRIBUTES

- Collaborative and team oriented
- Resilient, methodical and rigorous approach to work
- Customer centered approach
- Able to operate both strategically and operationally, with the ability to articulate a clear vision, set clear objectives and manage unplanned and complex situations in a calm and effective manner
- Diplomatic, with the ability to assimilate information and make robust, reasoned decisions
- Able to be an ambassador for the Department and the University

- Able to align personal behaviours to the organisation
- Able to lead, manage, develop and motivate a team in a fast moving environment
- Able to develop, facilitate and maintain good working relationships within the departments, the wider University and with business partners
- Flexible approach to working outside normal working hours (evening and weekends where required) and taking part in the on-call rota.

## Benefits of Working with Us

We have over 200 dedicated employees who are proud to work for us. Over the last year, we've continued to invest in our people. Whether our people are permanent, or join us for a few months, we genuinely take their health, wellbeing, and development seriously. We believe in investing in development and happiness at work and have a good range of benefits for our people which include:

### GENERAL WORKING BENEFITS

- Magnificent historic offices and grounds in the Capital of the Cotswolds
- Free and guaranteed parking on campus
- Complimentary hot beverages throughout your working day
- Complimentary shuttle bus from campus to Cirencester Town Centre
- Free Library membership with access to 1,000s of print books and journals

### REWARD AND RECOGNITION

- A generous 25 days annual leave entitlement for non-academic staff and 30 days for senior and academic staff (Grade 8 upwards) pro rata per annum in addition to 8 statutory bank holidays for all. A week's holiday during the Christmas period is given at the Vice-Chancellor's discretion
- Learning and development opportunities including RAU Management Training Programme
- Long service award – at 25 years, we give you a cash sum

### FINANCIAL BENEFITS

- We offer a competitive salary to attract and retain great people. We reward performance enabling you to progress through your pay band
- If you become ill, you are entitled to our sickness pay benefit scheme after a qualifying period of six months
- Childcare vouchers

### HEALTH AND FAMILY BENEFITS

- We'll do everything we can to help you find a healthy work-life balance. Our people can sometimes work flexible work patterns i.e. in job shares and part-time
- Our Employee Assistance Programme ensures you have unlimited access to a 24-hour free, confidential telephone helpline. The service gives you free advice on a wide variety of issues such as legal and financial information and counselling services
- Free membership to gym on campus
- Cycle to Work scheme and Dr Bike free check ups
- Occupational Health Service
- Free annual flu vaccination
- Eye care vouchers for eye examinations and contribution toward VDU glasses

## Application Process:

If you are interested in applying for this role, please send:

- Application form (available on the University website [www.rau.ac.uk](http://www.rau.ac.uk)) and your up-to-date CV
- A covering letter explaining your interest and motivation for applying, along with how your experience and qualifications suit you for the role.

Please forward to Human Resources, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to [jobs@rau.ac.uk](mailto:jobs@rau.ac.uk)

**Closing date for application forms is: 18<sup>th</sup> November 2018**

**Interview date is: 27<sup>th</sup> November 2018**

