Estates & Facilities

Information and Contracts Manager



|  |  |
| --- | --- |
| School/Department: | Estates and Facilities  |
| Grade: | 8  |
| Reports to: | Head of Assets and Compliance  |
| Responsible for: | Estates Information Officers |
|  |  |
| Job Summary and Purpose: | To provide assurance and monitor the performance of outsourced contracts within Estates & Facilities, to ensure compliance and effective management with contract terms and conditions.To provide ownership of Estates Data as pertains to effective contract management. |

**01 MAIN DUTIES**

This professional role will encompass all of the following, but the balance of duties and responsibilities will be determined in agreement with your line manager and the principles of the stated job purpose.

* 1. General Duties
		1. To lead on behalf of the department on the procurement of outsourced services (such as cleaning, security, energy, environmental and maintenance).
		2. To collaborate with Procurement on the re-tendering for contracts prior to their expiry dates and maintain detailed records of contract-related documents.
		3. To monitor implementation in line with key performance indicators (KPI) and benchmarks to ensure the university achieves value for money.
		4. To own and manage the annual reporting on behalf of Estates & Facilities. i.e., The estates management record (EMR) and the Environment & Energy report.
		5. To develop UCA’s Facilities Management contracts, including the relationship with the providers, stakeholders, and service users.
		6. To manage UCA’s energy sustainability, including the relationship with The Energy Consortium (TEC) and suppliers of utilities (electricity, gas, water supply/sewerage) and waste disposal.
		7. To develop a robust data analysis function to deliver high quality management information and insight into contracted service performance and to improve decision making, service delivery and strategic planning.

**02**  **DUTIES OF ALL STAFF**

2.1 To undertake such other duties as are within the scope and spirit of the job purpose, the job title, and the grade.

2.2 Maintain and promote health, safety & wellbeing awareness and commitment within the framework of the University's Health, Safety & Wellbeing policy.

2.3 Take responsibility for health and safety of yourself and others in carrying out the duties of the role.

2.4 To promote equality, diversity and inclusion in your performance of your duties.

2.5 Undertake any other work and hours of work as required to commensurate with the level and responsibility of the post.

2.6 To actively participate in learning and development to meet the requirements of your role and the University.

|  |  |  |  |
| --- | --- | --- | --- |
| **03 Selection Matrix** | **Essential** | **Desirable** | **Used to shortlist** |
| **Qualifications** |
| 1 | Degree level qualification, often with some post graduate education such as a professionally accredited course, or equivalent experience acquired through a combination of vocational training and considerable on the job experience | 🗶 |  | 🗶 |
| 2 | Comprehensive knowledge of work practices, procedures, systems, and equipment as required to be able to advise others on their application and provide first line advice and guidance to customers |  | 🗶 |  |
| **Knowledge & Experience** |
| 3 | Working knowledge of the activities of other areas of the University as relevant to the role | 🗶 |  |  |
| 4 | Experience of responding independently to unforeseen problems and situations | 🗶 |  |  |
| 5 | Proven written and verbal communication skills | 🗶 |  |  |
| 6 | Proven management skills | 🗶 |  | 🗶 |
| 7 | The ability to analyse complex data and translate it into actionable insights using software like MS Excel, Power Bi etc. | 🗶 |  |  |
| 8 | In depth understanding of contract management principles, contract structures and experience of driving performance improvements “in cycle” within estates and facilities. | 🗶 |  |  |
| 9 | Experience of contract management in a public sector or property portfolio managing multiple contracts valued more than £1m per annum | 🗶 |  | 🗶 |
| **Personal Attributes and Behaviours** |
| 10 | Enthusiasm and professional approach to facilities management, performance management and application of data analysis. | 🗶 |  | 🗶 |
| 11 | Member of a professional/trade organisation pertinent to facilities management (e.g. IWFM, CIOB, AUE etc.) with evidence of continued professional development. | 🗶 |  |  |
| 12 | Willingness to travel to other campuses and meet contractors on regular basis  | 🗶 |  |  |
| 13 | Ability to work irregular hours which may be required from time to time according to organisational needs | 🗶 |  |  |
|  |  |  |  |  |

Does the role require a DBS? NO