

**ACHIEVE  
YOUR  
EXCELLENCE,  
TOGETHER**



**Discover excellence like you've never known it before.** At ARU, you'll be part of a community that celebrates who you are, champions new ideas, and inspires greatness. Combining individuality with collaboration, you'll be given the tools and support to achieve your aspirations, all whilst making a collective impact on the world around you.

# ESTATES & FACILITIES

## Job Description

<b>Job Title:</b>	[Director of Estates & Facilities ]
<b>Grade:</b>	SMG
<b>Job Family:</b>	Facilities
<b>Work Base:</b>	[Chelmsford / Cambridge ]
<b>Hours of Work:</b>	[Full time 37 hours ]
<b>Responsible to:</b>	[Chief Operating Officer]
<b>Responsible for:</b>	[Deputy Directors, all staff within Estates & Facilities ]
<b>Relationships and Contacts:</b>	[ Pro Vice Chancellors and Deans of Faculties Directors of Professional Services Vice Chancellor's Group (VCG) Students and Students' Union, External stakeholders, especially local authorities ]
<b>Job Purpose:</b>	[To lead the delivery of an Estates and Facilities service which supports the delivery of the University Strategy in delivering excellent facilities and services

## Principal Accountabilities

Lead and manage Estates and Facilities in the delivery of our University Strategy, achievement of our objectives, and realisation of our mission and values.

Lead on the development and delivery of a cross-University estates strategy, based on agreed Masterplans.

Providing leadership to ensure we deliver our university strategy and sub plans through meetings/mentoring/ generating reports/monitoring budgets/developing staff to ensure we have high performing teams delivering proactive services.

Ensure that the University has access to relevant data and reports to ensure timely and data led decision making in areas covered by the Division. This should include but is not limited to analysis and understanding of customer (students, staff, researcher) satisfaction.

Horizon scanning and networking to ensure we have access to new ideas and seek to achieve excellence in the development and management of our campuses.

Liaison with agents, local authorities and consultants to develop, bring forward and

negotiate proposals for acquisitions and disposals and be a catalyst for change within the estate where appropriate.

Lead on capital developments, developing concepts/budgets and programmes for projects that have been agreed with staff with the team, using robust project and programme management techniques, manage progress to ensure targets are met.

Work directly with ARU staff to guide the design and procure individual capital developments and operational services to ensure we achieve the best outcomes.

Develop and review the range of strategies, policies, procedures and systems we need to manage and monitor our work.

Ensure we meet legislative compliance obligations and are maintaining our campuses adequately by ensuring we have all the reports and processes in place to monitor work undertaken and plan our maintenance strategies pro-actively.

Support the environment team in managing energy and their outreach work.

Manage effectively the human, financial and physical resources of Estates and Facilities in line with the University's policies and procedures, ensuring an excellent level of customer service at all times to students, staff and external stakeholders.

Foster and develop an effective culture of partnership working across the University.

Work closely with the DVC (Education), Deans of Faculties, Course Leaders and others to develop and implement strategies to deliver educational facilities that enhance student success and satisfaction and respond rapidly to any areas of concern.

Work closely with the DVC (Research), Research and Innovation and Development Office and Deans of Faculties to develop and implement strategies to deliver and support the research facilities required to deliver on our strategic aspirations.

Play an active part in the Corporate Management Team, contributing fully to wider University management and strategy development.

Act as Chair or Deputy Chair of relevant University Committees, as required.

Represent Estates and Facilities and the University in the wider academic and professional community, contributing to external conferences, workshops and other fora to promote the reputation of the University.

Be responsible for Health and Safety, data protection, and all relevant compliance matters within Estates and Facilities, in accordance with our policies and relevant legislation.

Manage services including Catering and Student Accommodation in a safe, customer- focussed and commercially effective manner for staff, students and visitors.

Manage the financial and physical resources of the Estates and Facilities directorate in accordance with agreed budgets, and identify and exploit opportunities for income generation.

Advise the University on strategy, policy and practice across the service's range of responsibility

Undertake development projects as agreed from time to time.

Act as a Director of University subsidiary companies as agreed from time to time. |

Comply with Data Protection Act 2018 and GDPR requirements in all working practices maintaining confidentiality, integrity, availability, accuracy, currency and security of information as

appropriate. Take personal responsibility for all personal data within own working environment.

To comply with Safeguarding responsibilities as detailed in the policy and procedure.

Such other duties temporarily or on a continuing basis, as may reasonably be required, commensurate with your grade.

---

This is a description of the job as it is presently constituted. It is normal practice to review periodically job descriptions to ensure that they are relevant to the job currently being performed, and to incorporate any changes which have occurred or are being proposed. The review process is carried out jointly by manager and employee and you are therefore expected to participate fully in such discussions. In all cases, it is our aim to reach agreement to reasonable changes, but where it is not possible to reach agreement, we reserve the right to make reasonable changes to your job description which are commensurate with your grade after consultation with you.

**November 2024**

# ESTATES & FACILITIES

## Director of Estates & Facilities

### Person Specification

	Essential	Desirable
Academic/ Professional Qualifications	<p>First degree plus demonstrable professional experience for the role OR</p> <p>Relevant professional/degree level qualification (Chartered where appropriate) and significant demonstrable professional experience for the role</p>	<p>Higher Degree</p>
Experience	<p>Substantial relevant management experience that demonstrates successful strategic planning and implementation, as well as effective personnel leadership and resource management</p> <p>Successful experience of change management, and the delivery of complex projects to tight timescales</p> <p>Substantial experience in delivering estates services and complex building projects</p>	<p>Relevant management experience in a large public sector organisation</p> <p>Successful experience of developing and implementing commercialisation and/or income generation strategies</p>
Knowledge/ Skills	<p>Ability to analyse data to inform decision-making and drive strategic initiatives</p> <p>Sound knowledge of the standards and regulations relating to managing an Estates &amp; Facilities directorate</p> <p>Ability to anticipate customer needs</p>	

	Essential	Desirable
	<p>Ability to effectively manage time and workload, plan and organise complex activities</p> <p>Genuine empathy with the HE sector and a strong understanding of the issues and challenges Universities face</p> <p>Proven ability to think analytically, strategically and creatively</p> <p>Project management</p> <p>Ability to communicate clearly and effectively, both verbally and in writing.</p> <p>Ability to work under pressure and meet tight deadlines</p> <p>Ability to effectively manage financial resources</p> <p>Ability to build and maintain positive relationships with diverse individuals</p> <p>Ability to drive positive change</p> <p>Ability to motivate a team and foster a collaborative and empowering team environment</p> <p>Ability to navigate complex situations effectively and determine the best course of action</p> <p>Ability to negotiate and navigate conflicts towards successful outcomes</p>	
<b>Personal Attributes</b>	<p>Collaborative and facilitative leader, able to influence and work with others at all levels of the organisation, building trust and purposeful direction for the future</p> <p>Clear evidence of high and demanding expectations of self and others, and a commitment to providing an excellent service to others</p> <p>High levels of credibility with students, academics and professional service staff</p>	

	Essential	Desirable
	<p>Commitment to ARU's values</p> <p>Highly motivated and committed to achieving own and shared goals</p> <p>Committed to championing high performance and excellence</p> <p>Adaptability and flexible approach to changing needs</p> <p>Ability to make reasoned decisions</p>	
<b>Other</b>	<p>Willingness and ability to travel</p> <p>Commitment to our Health and Safety policies and procedures</p> <p>Commitment to equality, diversity and inclusion</p> <p>Commitment to own continuous personal and professional development</p> <p>Committed to equality and diversity, safeguarding, our Health and Safety policies and procedures and our University's <a href="#">values</a></p> <p>Compliance to Data Protection Act 2018 and GDPR principles/ requirements</p>	