**LINCOLN COLLEGE CORPORATE SUPPORT SOLUTIONS LTD**

**JOB DESCRIPTION**

**Post Title** Operations Officer (Infrastructure, Facilities & Estate)

**Post No**  CS0470P

**Grade** CSS Scale 8/9

**Date** September 2017

**Line Manager** Group Head of Infrastructure, Facilities & Estate

**Daily Supervision** Group Head of Infrastructure & Facilities

**Unit/School** Infrastructure, Facilities & Estate

**Job Purpose**

The Operations Officer will report directly to the Group Head of Infrastructure, Facilities and Estates and will manage the day-to-day running of the operational in-house functions of the Facilities Department.

**Principal Duties and Responsibilities**

1. Identify and manage reactive maintenance activities.
2. Manage the Help Desk by providing leadership and support to the Help Desk Operative.
3. Supervising multi-disciplinary teams of staff including; site supervisors, facilities administration team, cleaning teams and Security Staff.
4. Development of a strong customer-focused service, ensuring quality of services provided are continually improved and exceed customer expectations.
5. A proactive source of advice and information to the Client on all matters affecting the building, its facilities and ways of working, inspiring confidence in the service provided by the Facilities Team as a proactive team.
6. Ensure effective and efficient administrative procedures are maintained, producing appropriate records, reports, financial and statistical information, in compliance with the Facilities Department Service Level Agreement, College policies and guidelines on confidentiality and practices
7. Manage the budget allocated, within the parameters of the role and assigned by the Group Head of Infrastructure, Facilities and Estates.
8. Responsible for the completion of minor projects/refurbishments ensuring compliance with best practice in all aspects of ongoing projects.
9. Deputise in the absence of Group Head of Infrastructure, Facilities and Estates or when requested to do so.
10. Ensure that the Staff Development/Training Plan is current and meets the requirements of the respective roles within the team.
11. Identify energy saving opportunities and ensure that cost effectiveness is achieved through Utilities monitoring.
12. Deliver client satisfaction, manage issue resolution and escalate as required.
13. Liaison with respective Landlord(s); demonstrate familiarity with lease to ensure landlord responsibilities are completed at no cost to client.
14. Manage and develop the FM team to enable them to carry out their responsibilities in line with best practice.
15. Develop and maintain a Facilities Department Operation Manual.
16. Responsible for performing Facilities Management audits and assisting auditors as required.
17. Stakeholder management, particularly management of expectations.
18. To carry out emergency procedures in the event of fire, floor, intruders, accident or major damage and to undertake and be responsible for the undertaking Fire Drills under the direction of the Health & Safety Officer.
19. To take an active part in Committee meetings and working groups as requested by the Group Head of Infrastructure, Facilities & Estates.
20. To be a key holder for the College in the event of any incident on the College premises during the hours when then College is closed.
21. To promote the development of the Equal Opportunities Policy throughout all aspects of employment.
22. To develop and maintain quality standards appropriate to the post.
23. To maintain professional standards and expertise by undertaking relevant professional development.
24. To conform with the Health & Safety requirements to the post.
25. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

**Note: This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.**

**Lincoln college CORPORATE SUPPORT SOLUTIONS LTD**

**PERSON SPECIFICATION FORM**

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| --- | --- | --- | --- |
| **Post Title:** | Operations Officer | **Grade:** | CSS Scale 8/9 |
|  |  |  |  |
| **Post No:** | CS0470P | **Date:** | September 2017 |
|  |  |  |  |
| **Directorate:** |  | **Unit/School:** | Infrastructure, Facilities & Estate |

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| --- | --- | --- | --- |
| **No.** | **Requirement** |  | **Proposed****Selection****Method \*** |
|  | **Knowledge** |  |  |
| 1 | Minimum of an NVQ Level 5 or equivalent in a relevant discipline i.e. Facilities Management. |  | A/I |
| 2 | Membership of a relevant professional body. |  | A/I |
|  | **Skills/Abilities – Interpersonal** |  |  |
| 3 | The ability to work in a non discriminatory manner. |  | A/I |
| 4 | The ability to work as part of a team. |  | A/I |
| 5 | Good written and oral communication skills. |  | A/I |
|  |  |  |  |
|  | **Experience** |  |  |
| 6 | Recent relevant experience of managing a team within a Infrastructure, Facilities & Estate environment. |  | A/I/T |
| 7 | Recent experience of working in an educational establishment. |  | A/I |
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|  | **Work Related Circumstances** |  |  |
| 8 | The ability and willingness to undertake relevant staff development. |  | A/I |
| 9 | The willingness to work flexibly, across the Lincoln College Group |  | A/I |
| 10 | **Skills/Abilities – Other**Good literacy, numerical and organisational skills. |  | A/I/T |
| 11 | Appropriate level of IT skills to undertake relevant duties, i.e. Word and Excel or the willingness and ability to undertake relevant training. |  | A/I |
| 12 | Responsibility for safeguarding and promoting the welfare of children wherever applicable. |  | A/I |
| 13 | The ability to be able to travel to various geographical locations |  | A/I |
| **Prepared By:****Designation:** | Rachel NewtonGroup Head of Infrastructure, Facilities & Estates | **Date:** Aug 2016 |
| **\* A = Application Form I = Interview T = Test** |