



<b>Job title</b>	Estates Operations Director	<b>Job family and level</b>	Administrative, Professional and Managerial Level 7
<b>School/ Department</b>	Estates & Facilities	<b>Location</b>	University Park Campus

## Purpose of role

To lead and have overall management accountability for all teams responsible for the University estate and facilities, including domestic services; security; maintenance services; grounds (including sports grounds); transport and logistics; the farm; engineering services, building services, compliance and customer service and performance, as well as teams responsible for the co-ordination of waste collection and recycling activities.

To develop and deliver strategic plans in support of the University’s overall strategy and to improve performance of all operational services teams across estates and facilities, ensuring that Individuals have the support they need and the capabilities to deliver.

To engage, collaborate and work in partnership with academic and professional services colleagues across the University to ensure compliance with health, safety and welfare pertaining to the estate and its operation.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	
1	<p><b>Strategic and business planning</b></p> <ul style="list-style-type: none"> <li>▪ Provide leadership and ensure the management and delivery of strategic projects and reviews initiated by the Director of Estates &amp; Facilities</li> <li>▪ Lead and deliver effective change programmes relating to operational delivery of all Estates services</li> <li>▪ Lead the development and maintenance of the estate’s operations plan, working in partnership with senior leads across the University, including key stakeholders at our overseas campuses to ensure strategic alignment</li> <li>▪ Develop and manage effective controls and organisation of the strategic and business planning processes, including strategic oversight of implementation, ensuring effective co-ordination and delivery</li> <li>▪ Lead the development of, and be accountable for, ensuring analysis and provision of accurate information and insights on performance and activities required for operational business planning</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Advise the Director of Estates and Facilities on operational impact from all strategic investments and decision making</li> </ul>	
2	<p><b>Operational delivery</b></p> <ul style="list-style-type: none"> <li>▪ Lead and have management accountability for the delivery of all estates and facilities operational services, including international campuses as and when required</li> <li>• Continually review strategic delivery plans and look for ways to improve services provided by domestic services; security; maintenance services; grounds and sports grounds teams; transport and logistics; the farm, engineering services; building services; compliance and customer service and performance teams, to ensure the provision of quality and efficiency to the University community</li> <li>• Manage external partnerships and address issues relating to environmental impact of waste management, to achieve the University's sustainability vision and goals</li> </ul>	
3	<p><b>Performance management</b></p> <ul style="list-style-type: none"> <li>▪ Work with the Director of Estates &amp; Facilities to manage, support and improve the performance of all operational delivery teams</li> <li>▪ Work with estates consultants and internal managers to develop frameworks to measure and monitor performance and drive forward strategic plans</li> <li>▪ Provide detailed analytics to help shape existing and future projects and reviews</li> <li>▪ Identify, agree and lead opportunities for enhancement or improvement of the University estate to ensure operational effectiveness</li> </ul>	
4	<p><b>Regulatory compliance and risk management</b></p> <ul style="list-style-type: none"> <li>▪ Ensure compliance with, and management of, all regulatory requirements, including statutory health, safety &amp; welfare regulations for staff, students, and visitors</li> <li>▪ Ensure that the major risks facing the operation of the estate are appropriately identified, reported, managed and monitored through effective processes</li> </ul>	
5	<p><b>Leadership, engagement and collaboration</b></p> <ul style="list-style-type: none"> <li>▪ Lead line managers to ensure that they support, engage and motivate their teams to continually improve their performance. Provide support to ensure performance related issues are dealt with expediently</li> <li>▪ Encourage collaboration and cross team working, fostering a culture of support and respect for each other</li> <li>▪ Build relationships with internal and external partners/key stakeholders and represent our estates office amongst relevant networks and public forums</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ As a member of the Estates directorate team provide leadership for the management and development of the University's estate, including preparation of reports and business cases as appropriate</li> <li>▪ Be an active member of appropriate University committees to provide professional support and advice in relation to the University's estate operations</li> </ul>	
6	<ul style="list-style-type: none"> <li>▪ Deputise for the Director of Estates &amp; Facilities, and undertake any other senior responsibilities as required</li> </ul>	

## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Professional and well developed interpersonal skills with the ability to influence and communicate with senior staff and colleagues, external organisations and individuals at all levels</li> <li>▪ The ability to prepare and produce concise written reports and business cases</li> <li>▪ Proven analytical skills, with the ability to identify issues and offer solutions to complex situations</li> <li>▪ Self-motivated and able to work on own initiative and liaise effectively with management and external stakeholders</li> <li>▪ Proven ability to make independent and robust decisions</li> <li>▪ An effective leader, with ability to motivate and inspire individuals to perform at their best</li> <li>▪ Proven ability to deliver complex and challenging objectives with competing demands</li> </ul>	
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Extensive and successful change management experience</li> <li>▪ Experience of leading strategic projects and programmes including risk management</li> <li>▪ Commercial awareness with experience in driving value and managing budgets</li> <li>▪ Significant experience of leading and delivering Estates Operations in a large and complex organisation.</li> <li>▪ Substantial experience of management and leadership of a diverse professional team,</li> </ul>	

	<p>creating a culture of high performance, collaboration and continuous improvement, and managing under-performance effectively</p> <ul style="list-style-type: none"> <li>▪ Experience of developing, implementing and achieving targets and KPIs across multiple teams</li> <li>▪ Operational planning experience</li> </ul>	
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ Educated to degree level (or equivalent) in a relevant area and have extensive experience of operating at a senior level in strategic management of estates and facilities operations</li> <li>▪ Member of recognised professional institution or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of continued professional development</li> <li>▪ Higher level degree (Masters or above)</li> <li>▪ Recognised management qualification</li> </ul>
<b>Statutory, legal or special requirements</b>	<ul style="list-style-type: none"> <li>▪ Extensive knowledge of all relevant Health &amp; Safety and Building Compliance Law and Regulations</li> </ul>	



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

## Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Role models the highest ethical standards to cultivate a collaborative workplace that develops talent and enhances wellbeing, whilst also balancing the needs of the various stakeholders.
- Taking ownership** Translates the vision into a strategy for own area, enabling people to take the right action for the wider organisation. Can resolve complex problems, balancing the needs of varied stakeholders.
- Forward thinking** Always has the overall strategic goal in mind, manages to stimulate agile and forward thinking in others, motivating them and giving them the confidence to drive for continuous improvement.
- Professional pride** Goal is to be best in class; ensuring this can be achieved in line with long term strategy regardless of short term challenges. Supports people to do what is best for both the organisation and the department.
- Always inclusive** Promotes how collaboration and positive partnerships are essential to success, constantly looking ahead to explore how to involve other potential stakeholders.

## Key relationships with others

This is a Smart Art diagram. Click on the boxes to enter the role holder's job title, line manager's job title and any direct reports (if applicable). If a role does not have any direct reports, remove this box by double clicking on it and pressing Delete.

**\*\*Please remove this paragraph of instructions before submitting the role profile\*\***

