



Job description

Facilities & Site Operations Director

18th December 2020

Company context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched 21 partnerships with 19 universities in Europe, North America and Asia. We have enrolled over 50,000 students from 166 countries and now have about 1600 employees, based round the world.

Our website <http://www.intoglobal.com/> has details of how we are organised and our outstanding achievements so far.

Role context

The role sits within INTO's UK Operations Team and will be take overall responsibility for the management of facilities and site operations at INTO's properties in London and Brighton. The role is located at INTO's teaching building in London but will involve regular travel to other sites.

Reporting line

The role reports to the SVP UK Operations and Partnerships.

Salary Band

Band F: £56,983 - £77.096 (includes London Weighting)

Job purpose

The Facilities & Site Operations Director takes responsibility for all aspects of INTO's properties and related site operations in London and Brighton, including the effective management and development of services and the provision of safe, high quality academic and office environments which optimise the student and staff experience. There will be a substantial liaison function with internal and external stakeholders.

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Key accountabilities and duties

- To take overall responsibility for all aspects of premises and site operations across INTO's properties initially in Brighton and London including all related facilities, services and resources in line with INTO's strategic objectives.
- To take responsibility for the management of all on site operations and hard and soft services provided at both sites, both in house and outsourced. To include catering, events, maintenance, post, timetabling, space management, cleaning, reception, security and overseeing the office management and reception functions
- Manage the relationship with the buildings' landlord and service provider, escalating service issues to the landlord's management team
- Ensure site activities and services meet with and integrate with organisational requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care.
- Oversee the business continuity teams, leading regular meetings and keeping business continuity/disaster recovery plans and risk assessments up to date
- Promote and deliver the customer promise – 'the quality student experience'.
- Build effective relationships with key internal and external stakeholders. Work effectively with the entities co-located in Middlesex St, and with key functional leads in IUP to ensure that facilities and services are optimised to support business priorities and the optimum student and staff experience.
- To take responsibility for all Health and Safety related matters at both sites, ensuring all compliance regulations are adhered to including but not restricted to health and safety regulations including monitoring systems, the collection of data for carbon reporting requirements, procedures and policies, permits, fire procedures and first aid provision;
- To lead on major incident and business continuity planning for both sites leading regular meetings and keeping business continuity/disaster recovery plans and risk assessments up to date.
- To manage and organise facilities and services efficiently and effectively to enhance the student experience and ensure the provision of a safe and pleasant working and learning environment.
- To ensure effective utilisation of resources in line with INTO's objectives, deploying them effectively in line with budget constraints. Seek efficiency in spending in order to maximise profits whilst maintaining quality.
- Lead on the preparation and implementation of the maintenance plan and replacement programme; Manage the facilities budget and liaise with INTO's Finance team and other key stakeholders in the preparation and oversight of the annual budget.
- To manage the utilisation of space, in consultation with key stakeholders and in line with INTO's strategic objectives. Oversee the timetabling service, in Middlesex Street, ensuring INTO's commitment to the timely delivery of a student focussed timetable which optimises the effective utilisation of space and teaching resource and supports strategic objectives.
- To advise INTO senior management on the regulatory environment, risk levels and management with respect to facilities related matters region wide.
- To collate and report on our performance UK wide with respect to key performance indicators, regulatory requirements and compliance indicators and to implement processes and systems which provide early warning e.g. health and safety requirements, energy efficiency.

- Support INTO senior management with facilities and health and safety related matters at other INTO sites as required.
- Be responsible for the procurement of facilities related items and other large resource contracts, seeking value for money at all times. Implement shared purchasing arrangements across sites, where appropriate.
- To lead on the development and review of INTO policies in relation to facilities and site operations.
- Promote best practice in all aspects of work, championing role model behaviour and delivery to maximise customer service.
- Recruit, retain, develop and deploy staff appropriately and assist in managing their workload to achieve organisational goals. Provide a performance management culture which promotes the attraction, retention and development of quality employees.
- To liaise with and support the Centre Directors and facilities leads at all UK Centres as appropriate, chairing and facilitating regular cross-Centre functional meetings to share best practice across the network.
- Be committed and responsible for promoting and safeguarding the welfare of children and young adults, acting as Designated Safeguarding Lead for INTO London MDX St. Maintain levels of training accordingly.
- Support key strategic initiatives, planning and implementing building developments and changes in collaboration with key stakeholders. Plan and implement future building developments in line with strategic objectives.
- Facilitate employees returning to the buildings by working with the Brighton and Middlesex Street business continuity team to make the office COVID-19 secure whilst following up-to-date Government guidelines
- Work closely with the People team to support employee engagement activities impacted by the working environment
- Work out of hours from time to time as required. Act as emergency contact for all properties and depending on location act as keyholder.

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

The post is based in Middlesex Street, London. Travel within the UK and abroad may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Please see the next page for person specification...

Person specification

	Essential	Desirable
Legal status	<ul style="list-style-type: none"> • Appropriate CRB disclosure will be required prior to confirmation of appointment. • Eligibility to work and travel freely to and from UK. 	<ul style="list-style-type: none"> •
Education/ qualifications	<ul style="list-style-type: none"> • A minimum of 5 years senior leadership experience in Estates & Facilities Management and/or the management of major Capital Projects • Relevant Health and safety qualification 	<ul style="list-style-type: none"> • A relevant Real Estate, Construction or Facilities Management degree
Experience/skills	<ul style="list-style-type: none"> • Knowledge and understanding of Facilities Management. • Experience of managing an internal maintenance team • Experience of being responsible for significant size budgets • Experience in the strategic planning of capital development programmes and/or project management. • Knowledge of the regulatory environment • Competency to lead the design, delivery and operation of facilities and infrastructure. • Commercially astute, with the ability to reconcile the twin imperatives of delivering quality whilst maximising efficiency • Experience of financial planning and management. • The ability to deploy and manage resources effectively with effective priority and time management • Experience and evidence of effective leadership and management with a participative and inclusive style • Experience of managing the work of multidisciplinary teams to agreed outcomes. • Able to work effectively as a part of a team demonstrating a hands-on, energetic style with a 'can do, will do' attitude. • Excellent communication and stakeholder management skills • The ability to negotiate with and influence key stakeholders • An ability to understand complex relationships and deal effectively and tactfully with sensitive issues • Competent IT and analytical skills • Committed and responsible for promoting and safeguarding the welfare of children and young adults 	<ul style="list-style-type: none"> • Relevant experience of working in the UK HE/FE sector in a senior, leadership position with a record of achievement • Experience of managing and implementing major change initiatives