

Job Description

Facilities Supervisor

Salary:	Grade 5
Contract:	Full time, ongoing, 5/7 Mon-Sun (when required)
Location:	Canterbury Campus
Responsible to:	Facilities Services Manager
Responsible for:	FM Coordinators
Job family:	Administrative, professional and managerial

Job purpose

This role will supervise a small team of facilities staff ensuring the efficient and effective delivery of a range of services to the Templeman Library and surrounding buildings, ensuring a visible presence during core hours.

They will provide a vital link between users of some of our highest profile buildings and other delivery teams within Campus Services, undertaking regular tasks and ensuring issues are identified, reported, escalated and resolved promptly.

They will draw on support from the wider facilities team to ensure tasks are completed in a timely manner liaising with building users to understand requirements and planning workload with the Facilities Services Manager, within the resources available.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Line manage and provide effective supervision, coordination and planning for the FM Coordinators to ensure a range of facilities services are covered throughout core and extended hours, seven days a week. Working with the Facilities Services Manager to plug gaps and ensure sufficient resource for specific tasks which regularly present themselves throughout each week.
- Ensure the customer experience is at the heart of the services provided by the team. Develop and upskill the staff and seek to continually improve the facilities services.
- Help to ensure all areas of the library and surrounding buildings are safe, clean, accessible, operational and user-friendly. Monitor feedback, manage faults and issues and escalate as needed. Assist with the day-to-day collection of statistics via the CAFM system and monitor data to identify any emerging problems or trends.
- Safeguard the common interests of all customers by ensuring relevant regulations are followed when using learning spaces. Liaising with other teams, academic divisions and professional services departments to contribute to a seamless university-wide support network for students.
- Work closely with other Campus Services teams to ensure a seamless transition to new ways of working such that user experience is always maintained to the highest possible level.
- Support colleagues with the management of the Special Collections and Archives, arranging for valuable and sometimes fragile items to be moved safely within the library.

- Administer the SISO system, ensuring asset lists are updated and bookings are operating effectively, liaising with the providers customer support team to resolve issues and train colleagues in the use of the system.
- Coordinate and manage the positioning of temporary walls in key meeting rooms in the Library and surrounding buildings.
- Monitor outstanding facilities requests, analysing information and producing reports to highlight uncompleted work.
- Managing the facilities email accounts, responding to all customer enquiries in a prompt and professional manner.
- Assist with the processing of DHL orders for the post team during peak periods when required.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Work collaboratively to deliver a broad range of facilities services across a variety of buildings. Develop excellent working knowledge of the specialist software used for enabling facilities services and train the colleagues in their use.
- Develop and maintain a trusted partner relationship with teams throughout the University to ensure facilities in key study & social spaces are well maintained and accessible. Liaise with Student Support & Wellbeing and Campus Security to ensure students are well supported and rule compliance is managed.
- This is a varied and physically demanding post, requiring the team to occasionally move heavy items as well as covering all areas of a multi-floor building.

Facts & figures

The role of Facilities Supervisor carries 2-3 direct reports delivering a range of services to the Templeman Library and surrounding buildings.

There are specific NSS questions about direct service provision in the library and study spaces. Provision of these services form part of periodic academic programme reviews and form part of a number of accreditations held by the University.

Internal & external relationships

Internal: Staff, students and visitors, User Experience section teams Committees, user panels and ad hoc groups, Campus Services colleagues.

External: Other Universities, professional networks, Professional bodies , External contractors and suppliers, Customers including Library visitors

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Working at heights
- Prolonged physical/manual work/Manual handling (inc. human beings)
- Vocational driving on & off campus (includes use of cars, vans, ride-on mowers, buggies)

- Working in isolation
- Contact with Human fluids (blood, saliva etc)
- There may be a requirement to work evenings and weekends

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Educated to GCSE English and Maths at grade C or equivalent. (A)
- Experience providing a direct customer support service and the ability to suggest and deliver improvements including developing, interpreting and adapting working procedures. (A)
- Strong ability to support and develop staff. (A, I)
- Experience of working in a team environment. (A, I)
- Effective interpersonal skills and the ability to work confidently and diplomatically with all stakeholders, both in person, on the telephone and online. (I)
- Clear customer focus and commitment to delivering a high-quality service and improving the student experience. (A, I)
- Excellent oral and/or written communication skills, giving the post-holder the ability to deal confidentially with a range of people at all levels. (I)
- Excellent IT skills with experience of using Microsoft 365 or similar products and a willingness to learn new IT systems. (A, I)
- Highly organised with the ability to prioritise work and deliver to deadlines in a pressured environment. (A, I)
- Positive and approachable manner (I)
- Commitment to attend the buildings and be available remotely outside working hours and to take part in emergency cover as required (I)
- Pro-active and self-motivated with the ability to organise, prioritise and problem solve effectively (I)
- Able to work under pressure and remain calm (I)
- Full UK driving licence (you will be required to drive university vehicles to deliver equipment etc.) (A)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive. (I)

Desirable Criteria:

- Experience with CAFM systems and/or line management. (I)
- Experience in effective building management and security (I)
- A current health and safety qualification and/or experience in health and safety management (I)
- Some knowledge of library systems and technologies (I)
- Knowledge and experience of safe manual handling practices together with the ability to carry out manual handling tasks (I)
- Experience or knowledge of higher education settings (I)
- Experience of using HR procedures to help manage staff. (I)
- Experience of managing rule enforcement within shared spaces. (I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage