

## Job Description

<b>Role Title:</b>	Head of FM & Property Services
<b>School / Dept:</b>	Estates & Facilities
<b>Directorate:</b>	Estates
<b>Reference:</b>	MPF4236
<b>Grade:</b>	Grade 9
<b>Full or Part time:</b>	Full time
<b>Hours:</b>	1.0 FTE / 36.25
<b>Reports to:</b>	Deputy Director, Estates & Facilities
<b>Responsible for:</b>	Team

## Overview

Estates & Facilities provides a comprehensive management service that underpins the University's core objectives in teaching, research, and delivering an exceptional student experience. We are responsible for the stewardship, maintenance, and development of a diverse and complex estate, ensuring a balance between immediate operational needs and long-term priorities such as asset performance, safety, sustainability, and compliance. Our estate is distinctive and reflects the unique character of the University of Salford. We take pride in preserving its heritage, enhancing its quality, and shaping it for future generations. Our commitment is to create outstanding facilities for researchers and provide inspiring, modern learning and teaching environments that empower the next generation of world changers.

The Head of FM & Property Services is responsible for the strategic leadership, operational management, and continuous development of the university facilities management activities and property portfolio. The role ensures that buildings, land, and infrastructure are safe,

compliant, sustainable, and fit for purpose, supporting the organisation's operational, academic, commercial, and community objectives. The Head of FM & Property Services will lead multi-disciplinary teams to deliver high quality customer focused facilities and property services, while ensuring value for money, regulatory compliance, health & safety, and excellent stakeholder engagement.

## **Role Purpose**

The purpose of the job role is: -

- Reporting to the Deputy Director of Estates & Facilities, the Head of FM & Property Services will lead to deliver consistently high-quality customer service across all facilities management functions
- The Head of FM & Property Services will hold direct line management responsibility for the Facilities Managers and Helpdesk Team Leader providing leadership, guidance, and support.
- The Head of FM & Property Services will work in close collaboration with the Head of Technical Services, who holds technical authority and reports separately to the Deputy Director of Estates & Facilities.
- Develop customer relationships, forging strong operational and strategic relationships with key internal and external stakeholders.
- Support the Deputy Director of Estates & Facilities in creating and delivering a customer first experience that aligns with, and supports, the Estates and Facilities strategy.

## **Principal Duties & Responsibilities**

- Provide leadership and development of hard and soft FM services, promoting high performance and professional standards. Ensure clear structures, roles, and accountability within the department, succession planning, training, and talent development.
- Oversee the day-to-day operation of all facilities and property services, ensuring buildings are safe, secure, and well maintained. Manage key services including facilities, cleaning, landscaping, maintenance and waste management.
- Ensure Facilities teams and contractors operate in accordance with approved technical standards, permits to work, and RAMS
- Working closely with the Compliance Manager to support the effective implementation of statutory and non-statutory compliance requirements through day-to-day FM operations
- Act as the operational interface between Facilities, H&S, Technical Services, and Compliance functions
- Use CMMS data and performance reporting to support assurance, audit readiness, and service improvement

- This structure ensures clear separation of technical authority and operational delivery, while maintaining strong coordination and accountability across the estate.
- Lead and develop the FM Helpdesk team to consistently meet and exceed service standards, embedding clear accountability, high quality customer service, and continuous improvement across all helpdesk operations.
- Build strong working relationships with internal stakeholders, including senior leaders, managers, staff, and service users.
- Manage the University property portfolio and be responsible for ensuring all existing third-party Leases, licenses for occupation and landlord/tenant responsibilities of university premises, are current and regularly reviewed, plus establishment of new leases and licenses as and when required, and to be point of contact with designated legal services and third-party legal services in this regard.
- To manage and be responsible for ensuring the estate is legally compliant in terms of adherence to all Land Registry documentation and including resolution of issues relating to boundary disputes and clarification of same.
- Promote a strong health & safety culture and ensure effective incident reporting and investigation. Ensure compliance with all relevant legislation, standards, and codes of practice.
- Develop and manage departmental budgets and support with financial processing for campus operations ensuring effective cost control and value for money. Identify opportunities for efficiency savings
- Lead procurement and contract management processes in line with organisational and regulatory requirements.
- Works with colleagues to ensure that monthly reporting is accurate for FM activity. Understand the contract suite of KPI's to ensure minimal or no failures month on month.
- Ensure business continuity and emergency preparedness arrangements are in place and tested for all areas and services.
- Critically review all processes, systems and methods of providing operational services; develop and implement improvements
- Ensure that all small work projects and contracted works represent value for money for the University and that appropriate and effective risk management, corporate governance and audit controls are in place.
- Continually review the services provided to end-users and customers to ensure service meets agreed service levels and requirements. Reporting to stakeholders on improved services and processes.
- Work with the Sustainability Manager on environmental and sustainability projects and support institutional carbon reduction and other sustainability targets and objectives, including policies and specifications for FM and other projects.
- Requirement to be on call and support out of hours in emergency situations.
- Perform any other duties appropriate 'to the grade' as may be required by the Deputy Director of the Estates Division
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy
- Engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute

to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role

- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with university policy
- To have access to and security of highly confidential information

## **Generic Duties**

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

## Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

### Qualifications

1. Proven track record delivering successfully in a similar role, holding a IWFM level 5 diploma or 5+ years' experience. (E)
2. Appropriate health and safety qualification e.g. National General NEBOSH Certificate, IOSH. (E)
3. This role requires the post holder to be qualified through membership of an appropriate professional body e.g. IWFM (E)
4. Have a background in engineering, supported by a recognised trade qualification, with the ability to operate credibly across Hard FM and technical environments (E)

### Background and Experience

5. Extensive demonstrable experience of leading hard and soft FM services with experience across a large portfolio (E)
6. Have leadership ability and experience, to effectively drive performance across all FM workstreams under your management. (E)
7. A strong background in managing and taking accountability for a multi-skilled facilities staff and external contractors/consultants (E)
8. A good understanding of current national FM policy and practice with an innovative mindset to ensure the delivery of exemplar FM services (E)
9. Demonstrable evidence of introducing change management leadership which improves efficiency and demonstrates value for money (E)
10. Extensive experience in creating successful workplace experience across all FM functions. Have a people focused leadership style and understand the core fundamentals of HR. (E)
11. Experience of developing, translating and implementing appropriate strategy and policy (E)
12. Evidence of successful financial management of budgets (E)

### Knowledge

13. Thorough knowledge and understanding of Health and Safety, and other appropriate legislation and statutory compliance (E)
14. Working knowledge of CMMS systems, reporting, and analysing data (E)
15. Highly experienced in all Microsoft office suite, MS Excel, MS Office, MS PPT (E)
16. A proven track record of contract management with the experience of procuring and mobilising contracts (E)

### **Skills and Competencies**

17. Excellent communication and interpersonal abilities with aptitude in fostering long term relationships. (E)
18. Highly effective levels of written and communication skills in both formal and information situations, able to explain complex information in an accessible manner. (E)
19. Strong interpersonal skills and proven ability to develop, maintain and enhance relationships with management and colleagues, in addition to external networks, and to gain an understanding of their needs and goals. (E)
20. Excellent analytical skills and attention to detail with the ability to resolve problems, develop opportunities and implement innovate solutions/approaches (E)
21. Flexible with the ability to overcome challenges whilst looking for continual improvements to service delivery. (E)
22. Be flexible in duties undertaken and to work outside normal working hours when required acting as first point of contact in emergencies. (E)