

Head of Facilities Management – Highlands College

Department: Children, Young People, Education and Skills

Section: Highlands College

Reports to: Deputy Principal – Business Services

JE Ref: CYP1197

Grade: CS12

JE Date: 02/01/2024

Job purpose

The Head of Facilities will be required to provide a professional, reliable and knowledgeable value adding service to all students, staff and stakeholders. The postholder will be responsible for the planning, co-ordination, service delivery and management of all cross college operational/business support on a daily basis. In addition, the postholder will implement and deliver services in line with the college strategic vision under the direction of the Deputy Principal will include, project delivery, procedural improvements, procurement and the development and training of an efficient business operations team delivering excellent service across the organisation.

The Head of Facilities will play a key role in the effective day-to-day running of the college. This includes buildings, engineering, plant, services, education equipment maintenance and minor works, to improve environments and health and safety for students, their parents/carers, staff and all visitors.

The College has a major impact on the Island and people of Jersey and is a complex organisation. Highlands College provides a wide range of full-time, part-time, Higher Education and Adult Education programmes and is the largest single provider of education on the Island with approximately 5,000 student enrolments in any one year.

Job specific outcomes

1. Provides technical leadership within Highlands College to ensure that buildings, associated plant, services and educational equipment are fit for purpose and maintained to enable the provision of effective and efficient and safe environments and support services for working and learning in an educational setting.
2. Develops, implements and monitors standards applicable to all areas of facilities management activity within The College to ensure that services are compliant with statutory and mandatory regulations, and departmental and central policies.
3. Act as the subject matter expert for facilities management in order to provide technical advice and support to senior stakeholders across the department and external organisations, including but not limited to senior leaders, contractors and consultants.
4. Leads, develops, implements and monitors plans for facilities and compliance activities, including a programme of works to improve the safety, quality and efficiency of services across the 12 buildings.
5. Assist with the identification and justification of revenue projects and production of Business Cases and project requests for submission to the department.

6. Provide professional and technical advice on facilities related issues to The College Leadership Team, Heads of Department and Officers within CYPES. Monitor and report on performance against agreed Key Performance Indicators (KPI's).
7. Play a key role in the procurement and contract management of third-party service providers across the estate to ensure effective service delivery and that the evolving demands and needs of Highlands College are identified and met.
8. Provide reporting on the performance of such service contracts and display the ability to manage external service providers to achieve desired results and deliver the stakeholders requirements.
9. The College lead for effective asset management through the GoJ Enterprise Asset Management programme. This will include the production and updating of the Asset Management Plan for Highlands College portfolio. From this, ensure that all relevant maintenance activities are identified against assets and ensure effective maintenance contract procurement, implementation, and on-going management of such contracts.
10. Develop guidance documents, implement solutions to improve services, and incident procedures across the estate. Particular emphasis on improving the control, delivery and evidencing of building occupier compliance activities, including but not limited to asbestos management, water management, fire safety and statutory inspections.
11. Ability to demonstrate continued professional development and undertake training as necessary to keep up to date with current legislation and industry best practice.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

<Delete the following statement if not applicable>

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

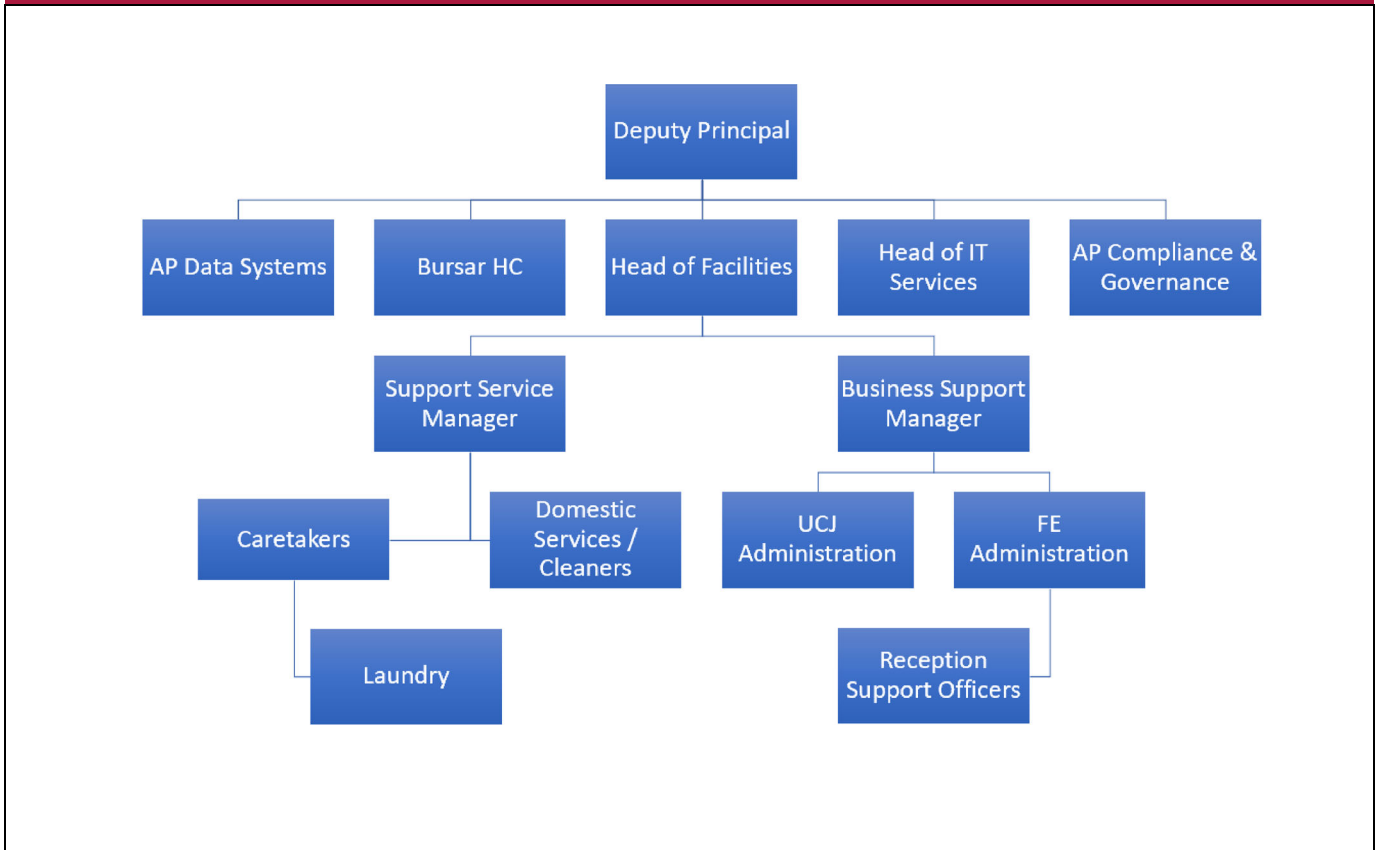
- *List the primary service areas that are accountable to the role*
- XX
- XX

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>A relevant degree and/or professional qualifications in Facilities Management or the built environment.</p> <p>Or demonstrate such a level of equivalent qualifications and experience.</p>	<p>Project Management e.g. PRAXIS or PRINCE 2.</p> <p>Level 3 Cert Health & Safety e.g. NEBOSH/IOSH</p> <p>A recognised level5 leadership qualification.</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Excellent understanding of the delivery of hard/soft facilities management services.</p> <p>Knowledge of business planning at both strategic and operational levels.</p> <p>Knowledge of health and safety legislation in relation to facilities management and work-related assessments.</p>	<p>Knowledge of States of Jersey financial processes and experience of managing budgets of circa £1m.</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Numerical skills and the ability to produce accurate management information.</p> <p>Knowledge of working with and managing third party service providers and applying contract and supplier management practices to develop solutions that best meet organisational needs.</p> <p>Ability to manage service provider performance and adequately assess and manage risk. Knowledge of software packages such as Microsoft Office, and specialist systems such as CAD and facilities management software.</p> <p>Must have an eye for detail, the ability to problem solve, to process work with accuracy and prioritise tasks.</p>	<p>Understanding of risk assessments and action planning.</p>

	A driving licence is a requirement of this post.	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Excellent oral communication to liaise with, persuade and influence senior leaders and those at all levels within the organisation and CYPES.</p> <p>Diplomatic and ability to handle and control difficult situations.</p> <p>Must have an eye for detail, the ability to problem solve, process work with accuracy and prioritise tasks.</p> <p>Ability to produce high quality, easy-to-understand written reports and presentations, which may include succinct summaries of highly complex situations which can include health and safety reports and incident investigations.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Recent and relevant management/supervisory experience in delivering facilities management service.</p> <p>Experience in preparing options appraisals and business cases for proposed maintenance/minor works.</p> <p>Experience in maintenance management and delivering minor works.</p> <p>Experience of effective stakeholder management and engagement.</p> <p>Experience of contract negotiation, management and administration.</p>	

Personal Attributes

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.