

It is important to note that this job description 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.

Job description for the post of:

Site Services Supervisor EHS0064-0820

Reporting to: Site Services Assistant Manager

Responsible for: FM Site Services Operatives

About Facilities Management

Facilities Management (FM) is a multi-award-winning support department; the largest support team at the University employing circa 320+ members of staff across 9 service teams. We believe that the physical campus environment, the supporting infrastructure, and the support services provided by FM, form an essential part of the Edge Hill University experience. Our customer profile includes students, staff, visitors, business partners, commercial clients and the wider community. At Edge Hill University, FM is overtly recognised for its positive contribution to the core business-the attraction, recruitment and retention of our students – and for making a real difference to the entire learning and living experience.

About the Role

As a FM Site Services Supervisor, you will be responsible for the management of services and processes that support the core business of the department. You will ensure that best practices are followed for maximum efficiency and that the most suitable working environment is attained for all Site Services Operatives and their activities.

This role will contribute significantly to the provisions of a high-quality service within the University. The role holder will plan and organise staffing resources, manage and monitor the procurement and performance of suppliers and contractors, and direct and co-ordinate the daily operation of site services team within the University in accordance with agreed specifications, standards and SLA's.

About You

This is a diverse field with a range of responsibilities, which demonstrable experience is desirable. Experience can be particularly useful in areas such as:

- Cleaning
- Portering
- Working within a warehouse
- Administration
- Management

You will demonstrate a positive, proactive and flexible approach to meeting customer needs.

You will have great interpersonal skills, be passionate about customer service and strive for continuous improvement through our 'Making a Difference' brand.

You will be self-motivated with a drive for personal learning and development, identifying opportunities for enhancing your own skills and competencies.

FM Mission

"Our FM mission is to maintain a beautiful campus for the enjoyment of all. In doing so we strive for excellence in all that we do, to create a safe and vibrant place to study, live and work".

Our FM Values:

1. We are Welcoming and Inclusive
2. We Act with Integrity, Respect and Openness
3. We are Passionate, Engaged and Proactive
4. We Take Ownership

Specific Duties and Responsibilities

1. Coordinate and lead one or more teams to cover various areas of responsibility
2. Plan, develop, monitor and implement cleaning, portering and warehouse specifications (incorporating service level agreements) across campus
3. Ensure that cleaning, portering and warehouse quality standards information and data are collated, and quarterly management reports are completed
4. Review workload and staff deployment within Site Service function, explore opportunities for achieving a more efficient and cost-effective deployment of staff
5. Keep up to date with new technology within each of the services industry, assessing and implementing new systems of working where proven to be advantageous to the cost effectiveness of the service delivery
6. Oversee the effective management of Site Services provided at both Aintree and St. James sites
7. Compile specifications and SLA's for external contractors such as Waste Management, Feminine Hygiene, Laundry Services, monitor and lead regular contract review meetings to ensure the effective management of contracted service providers. Provide monthly performance data re. suppliers and service providers to the Head of Facilities Management
8. Ensure regular reviews of staff working practices take place and ensuring they meet current and future legislation and guidelines in relation to: Skills Training, Quality Control, Health and Safety
9. Manage and lead change to ensure minimum disruption to core activities
10. Complete and maintain accurate records as required to ensure compliance with Student Accommodation Code (SAC)
11. Provide effective management and support to the Site Services Operatives
12. Undertake the recruitment and selection of staff, completing all necessary documentation in accordance with the University procedures
13. Make efficient and effective use of staffing resources ensuring arrangements meet the requirements of all service users

14. Effectively manage staff attendance ensuring that appropriate action is taken in accordance with the University Absence Policy
15. Manage and monitor the staffing and non-staffing budgets of the Site Services ensuring the efficient use of resources at all times
16. Organise, facilitate and manage stock takes at regular intervals
17. Be responsible for ordering of supplies and equipment as necessary to maintain high standards of Site Services across campus
18. Manage the contracts, ensuring that expenditure is controlled. Negotiate contract variations and produce a Business Case for additional funding where necessary. Prepare documents to put out tenders for contractors
19. Support the Site Services Manager in the budget setting processes and contribute to the annual business plan for Site Services
20. Manage the available resources so as to deliver value for money (VFM) Site Services, providing the best possible support for the core activities of the University
21. Keep abreast of legislation and regulatory developments so as to ensure the University remains compliant
22. Ensure risk assessments are prepared for all Site Services tasks and reviewed at least annually and ensure that actions are carried out in a timely manner
23. Ensure all chemicals are economically acceptable as is practicable and that COSHH data sheets are available in all areas
24. Monitor use of risk assessment procedures and safe systems of work across all contracts via a set of KPI's including incident and accident reporting and monitor the Health and Safety performance of all contractors
25. Communicate all changes to health and safety procedures, policies working practice and legislation to all Site Services staff

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

Salary: Grade 4, Points 15-18
£21,414 - £23,334 per annum

Hours: 36.25 hours per week

Candidates should note that they will be short listed based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification form attached.

PERSON SPECIFICATION

Site Services Supervisor EHS0064-0820

CRITERIA:

Applicants should provide evidence of their ability to meet the following criteria:

		Essential	Desirable	*Method of assessment (I/A/S/T/P)
Qualifications				
1	Good general standard of education (to include GCSE Mathematics and English or equivalent)	*		A
2	Relevant safety management qualification e.g. IOSH or equivalent		*	A
3	ECDL/IBT 2 or equivalent experience	*		A
4	BICs cleaning qualification		*	A
Experience and Knowledge				
5	Team management and development experience	*		S, I
6	Ability to analyse problems analytically, develop opportunities and implement innovative solutions/approaches	*		S, I
7	Ability to build professional partnerships and communicate effectively	*		S, I
8	Reviewing work schedules and monitoring of all cleaning and portering activities	*		S, I
9	Previous Experience of supervising a Facilities team	*		S, I
10	Demonstrable experience of planning and managing resources to meet service delivery objectives	*		S, I
Abilities/Skills				
11	Ability to build and maintain effective working relationships.	*		S, I
12	Ability to act on own initiative, demonstrating a high level of self-motivation	*		S, I
13	Ability to work effectively as part of a team	*		S, I
14	Flexible approach to the role	*		I
15	Able to successfully implement change		*	I

*Method of Assessment

(I-Interview, A-Application, S-Supporting Statement, T-Test, P-Presentation)

Please note that applications will be assessed against the Person Specification using this criteria.