



Site Services Supervisor

Reference:	EHS0309-0424
Salary:	£27,181 - £29,605 per annum, Grade 5, Points 19–22
Contract Type:	Permanent
Hours	Full Time (36.25 hours per week)
Location	Ormskirk
Accountable to:	Head of Estate Services
Reporting to:	Site Services Operational Manager



About Facilities Management

Facilities Management (FM) at Edge Hill is the largest support department at the University employing over 320 members of staff across 13 defined service areas. We provide hard and soft FM services to almost 12,000 full time equivalent (FTE) students and 2,000 FTE members of staff in addition to a significant number of visitors, partners and members of the public using the 160-acre campus. Our award-winning campus boasts over 120,000m² of built environment, including 2500 residential bedrooms. The departmental revenue budget is circa £17m per annum, with additional annual capital expenditure typically exceeding £2m. Our multi-award-winning FM team is recognised within and beyond the higher education sector, and at senior executive and board level, for our customer-centric culture, and our direct positive contribution to the core business – the attraction, recruitment and retention of students.

The FM **Mission** – *our purpose*

“To provide consistently high-quality environmental conditions and customer services that support and enable the provision of an outstanding student experience.”

The FM **Vision** – *our aspirations*

“To be recognized beyond the HE sector as a leading professional in-house FM service provider that adds tangible value and actively contributes to the core business – the attraction, recruitment and retention of students.”

The FM **Values** – *guiding our decisions and our behaviour.*

“All that we do is underpinned by our values. Our values are embedded in our structure, our decision making, our behaviours and our performance”.

- Put the customer first
- Be passionate about service
- Act as one team
- Demonstrate responsibility and ownership
- Be confident, receptive and willing to learn



About the Role

Reporting to the Site Services Operational Manager you will contribute significantly to the provisions of a high-quality service within the University. You 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 Cleaning, Portering and Warehouse services within the University in accordance with agreed specifications and standards.

About You

With a range of responsibilities, you will have demonstrable experience of supervising a large team with the ability to multitask effectively in a fast-paced, dynamic environment, and perform your duties in a manner that maximizes profits and achieve VFM. 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. You will be dedicated, competent and have strong leadership skills. You will be self-motivated with a drive for personal learning and development, identifying opportunities for enhancing your own skills and competencies.

Duties and Responsibilities

1. To line manage develop, support and motivate operational staff to ensure that excellent customer service is completely embedded into all aspects of service delivery
2. Encourage and role-model core competencies and behaviours within the Site Services Team that promote customer services excellence and a culture of teamwork, promoting staff inclusion, empowerment and ownership
3. Implement clear service level agreements in consultation with the FM Customer Services Team to ensure that standards are maintained, and expectations are managed
4. To actively monitor performance indicators and other formal measurements to monitor standards of cleanliness, service delivery on time and quality of work within the service
5. Proactively research potential customer service enhancements that can be implemented to enhance the customer experience and improve service efficiency
6. Undertake the recruitment and selection of staff, completing all necessary documentation in accordance with the University procedures





7. Implement an effective communication network within the department (team briefing etc) ensuring all staff are aware of the corporate and FM aims and their contribution they make in achieving these
8. Effectively manage staff attendance ensuring that appropriate action is taken in accordance with the University Absence Policy
9. To maximise individuals and team efficiency using a proactive performance review process and the Hera role descriptors, ensure staff realise their full potential
10. Conduct a comprehensive Training Need Analysis to ensure that the Site service remains highly competent and compliant
11. Carry out benchmarking exercises to demonstrate value for money and relative performance of services by reviewing performance data to measure productivity and identify areas requiring improvements
12. Effectively coordinate, review and renew supply contracts to ensure that the University obtains the best possible levels of service and excellent value for money

Financial Management

1. Ensure compliance and adherence to the University's Financial Regulations and procedures, by training, supervising, follow-up audits and hands on management
2. Manage the contracts, ensuring that expenditure is controlled. Negotiate contract variations and obtain produce a Business Case for additional funding where necessary. Prepare documents to for new tenders for contractors
3. Support the Site Services Operational Manager in the budget setting processes and contribute to the annual business plan for Site Services
4. Oversee the effective management of Site Services provided at both Aintree and St. James sites
5. Organise, facilitate and manage stock takes at regular intervals
6. Be responsible for ordering of supplies and equipment as necessary to maintain high standards of Site Services across campus



Safety Management

1. Keep abreast of legislation and regulatory developments so as to ensure the University remains compliant
2. 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
3. Ensure all chemicals are economically acceptable as is practicable and that COSHH data sheets are available in all areas
4. 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
5. Communicate all changes to health and safety procedures, policies working practice and legislation to all Site Services staff

Skills and Attributes

1. Ability to sustain and develop team working and team-based problem solving
2. Possess the ability to lead and motivate a team of people to succeed by utilising appropriate interpersonal styles including leading by example, setting objectives and defining responsibilities to give a clear sense of direction
3. Good understanding of customer deliverables and the impact of failure /cost of poor quality
4. Able to achieve results by setting high standards and committing to clear objectives
5. Excellent communication skills
6. Strong analytical and problem-solving skills and able to establish logical practical solutions
7. Strong people and performance management skills
8. Computer literate with good numeric skills



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
- g) Proactively consider accessibility and ensure appropriate quality assurance of templates, documents and published outputs using software such as Microsoft Accessibility checker and Blackboard Ally

Eligibility

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



Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/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 or commitment to achieve within the first 12 months	*		A
3.	BICs cleaning qualification or commitment to achieve within the first 12 months	*		A
Experience and Knowledge				
4.	Computer literate with experience using Microsoft Office applications including Excel, Word and Outlook	*		S/I
5.	Demonstrable experience of planning and managing resources to meet service delivery objectives	*		S/I
6.	Experience of budget preparation and management and knowledge and understanding of cost control	*		A/I/T
7.	Demonstrable knowledge and experience of effective safety management principles including undertaking risk assessment and development of standard operational procedures	*		S/I
8.	Experience of the implementation of quality management systems and key performance indicators	*		S/I
9.	Demonstrable experience of planning and managing resources to meet service delivery objectives	*		S/I
10.	Team Management and development experience	*		A
Abilities and Skills				
11.	Ability to analyse problems, develop opportunities and implement innovative solutions/approaches	*		S/I
12.	Ability to build professional partnerships and communicate effectively	*		I
13.	Ability to input, retrieve and analyse data	*		I



		Essential	Desirable	Method of assessment (A/S/I/T/P)
14.	Ability to build effective working relationships and influence colleagues and customers	*		S/I
15.	Outstanding leadership, organisational, multitasking and problem-solving skills	*		S/I
16.	High level of self-motivation	*		I
17.	Outstanding communication skills, both written and verbal	*		A/I

How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information, and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11.59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy, you may wish to contact: Joe Loyden, Site Services Operational Manager on loydenj@edgehill.ac.uk

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.

