



Job Title: Head of Campus Operations

Unit/School: University Environments

Grade: 8A/B

HERA: UE15

Core purpose of role

The Head of Campus Operations will be responsible for the day to day operations of the Estate Services team, including operational management of in-house and contracted services and site liaison with building and maintenance contractors in order to ensure safe working procedures are maintained within a live campus environment.

The post will lead in the application of operational policies and procedures on a university wide basis and will be responsible for the management of operational budgets for contracted services.

The post holder will work collaboratively across Estates and wider University stakeholders, Schools and Units to ensure the delivery of an efficient and effective Estate service to end users. Placing student success at the heart of decision making and ensuring that works are planned, managed and delivered to minimise disruption and impact on students and the learning environment.

This role supports Cardiff Metropolitan University's Strategy 2030 and commitment to net zero carbon emissions by ensuring that Cleaning, Grounds and Waste management services are managed efficiently.

The post will drive efficiency of space use across the estate through implementation and effective use of digital estate technology to support efficient and effect allocation and management of space.

The post holder will lead on contractor performance management to ensure safe working environments are maintained, providing the estates team with visibility across the University estate in the management of contracted services.

The post holder will be part of a collaborative team and will be expected to work flexibly to support other related functions and priorities as required, including occasional out-of-hours work in response to emergency incidents or to mitigate the impact of works on core functions.

Particular emphasis will be placed on client relationships and the provision of a high quality environment for the delivery of academic courses and commercial activities, supporting the wider University Environments Directorate.



Key responsibilities and contributions

1. To oversee the efficient and effective service delivery of the Estate Services team to provide the best possible service for all students, staff and visitors to the University.
2. To manage all operational budgets for Cleaning, Waste, Grounds and related Campus operations service budgets.
3. To oversee and manage Service contracts including, but not limited to, Cleaning; Grounds (Hard and Soft Ground) and Waste Management.
4. To be responsible for client liaison with Schools, Units and contractors on campus, and to oversee and manage the safety of works ongoing within live environments on Campus.
5. To lead on contractor performance in respect of safety across the University estate, ensuring that a robust and documented system is maintained.
6. To ensure that there is a suite of suitable and sufficient risk assessments for all functions undertaken within the service, leading on the development and implementation of an annual Safety plan for the Estate functions.
7. To lead the University's Fire Risk Assessment programme, ensuring Fire Risk Assessments are carried out in accordance with the procedure described in the University's current Fire Safety Policy. To monitor, track and report upon progress of actions allocated to task owners including Schools; Units and Estates team colleagues.
8. To be responsible for the process of identification, organisation and monitoring of emergency and minor repairs and to liaise with the Estates Department, as necessary, in the safe and timely completion of works, performing a role in the pre and post measurement of all works.
9. To be responsible for the organisation and implementation of emergency evacuation procedures, and operating procedures in relation to fire alarms, security alarms, incoming services and service distribution and to assist in the provision of emergency manuals and completion of PEEPs.

Person specification

Essential qualifications / Professional memberships

- Degree in Facilities Management or a related discipline or equivalent.
- Chartered Membership (IWFEM, or equivalent) or be actively working towards achieving.



Essential experience, knowledge and skills

1. Demonstrable experience of operational resource management in a substantial customer orientated organisation.
2. Ability to manage service contracts efficiently and effectively, with particular emphasis on ensuring high standards of Safety are maintained.
3. Strong understanding and ability to clearly demonstrate the importance of ensuring statutory compliance across the University estate, supporting the Estates team in monitoring and managing contractors.
4. Extensive experience of scoping, specifying, procuring and leading programmes and projects undertaken by contractors and consultants to deliver works.
5. Strong organisational and project management skills.
6. Excellent communication and stakeholder engagement skills.
7. Proven ability to utilise digital estate systems to analyse data, inform strategic decision making, and prioritise resources whilst ensuring optimal use of space in supporting the creation of high quality environments for students, staff and visitors.
8. Strong commitment to customer service and student-centred service delivery.
9. A strong administrative background with a competent knowledge of computerised management systems, including use of a CAFM system for asset management and work tasking and planning.
10. Experience of managing Property and Facilities Management Maintenance contracts and Services.
11. A demonstrable commitment to continuing professional development.

Desirable

1. Experience of working in a higher education or large multi-site estates environment.
2. NEBOSH or IOSH Health & Safety qualification (or a commitment to undertaking the required training and assessment within the first 5 months of employment).

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.



Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post requires a basic DBS check.

Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University’s policies and procedures.