

## JOB DESCRIPTION

<b>Job Title:</b>	Building Manager
<b>Department / Unit:</b>	Estates
<b>Job type</b>	Professional Services
<b>Grade:</b>	RHUL 6
<b>Accountable to:</b>	Senior Building Manager
<b>Accountable for:</b>	N/A
<b>Purpose of the Post</b>	
<p>The postholder is responsible for the management of the Egham Estates non-residential buildings which are designated to them.</p> <p>This includes responsibility for the health and safety related elements of the common areas of the buildings (but not the Department spaces within them), control of contractors, review of risk assessments as appropriate, and liaison with the wider Estates with reference to maintenance of internal and external spaces.</p>	
<b>Key Tasks</b>	
1. To be familiar with the layout of the buildings they are managing including key operational elements such as M&E services, plant rooms, fire panels, lifts and access control	
2. Carry out regular inspections of the buildings, monitoring the condition of facilities such as bins, notice boards, signage, seating areas, centrally bookable rooms and communal areas taking action to rectify any issues and follow up to ensure that the appropriate actions have been taken.	
3. To be the primary contact for your designated buildings, interacting with staff, students and visitors, escalating or dealing directly any concerns or queries as and when they are raised.	
4. Make recommendations on a continuous improvement basis for more efficient ways of improving the FM service to the Egham estate.	
5. Liaise with Schools and Maintenance around prioritisation and management of infrastructure and M&E related elements of management of their spaces.	
6. Liaise with the Conferencing team, Students' Union (SU), and Schools to ensure that events run in their area of responsibility are appropriately managed.	
7. Liaise with the HSO to ensure the highest standards of health and safety within their areas of responsibilities.	
8. Assist with the review of Risk Assessments and Method Statements (RAMS) for Schools, the SU, and external parties to ensure they are appropriate. Escalate any concerns to the HSO.	
9. Work with the Contract Cleaning Manager to ensure that the buildings are cleaned to the appropriate standard.	
10. Ensure they understand the infrastructure and M&E related elements of their buildings	
11. Work with Maintenance to ensure effective and prioritised repair of any faults within their area of responsibility.	

12. Working with HSO to monitor the number and location of H&S support roles such as fire wardens and first aiders, as well as fulfilling these roles as required.
13. Produce reports and attend meetings as required, including School Managers
14. Liaise with other Building Managers to ensure effective and consistent management of the estate.
15. Identify and solve problems, conflicts, and issues as required through working with stakeholders or others.
16. Promote and support the university's environmental and sustainability focussed approach to estates and FM services.
17. Participate in the Estates Duty Manager Rota
18. As may be necessary, assist in emergency response or business continuity arrangements out of normal working hours, by the provision of advice or through attending in person.
<b>Other Duties</b>
The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.
<b>Internal and external relationships</b>
<p>The following list is not exhaustive, but the post holder will be required to liaise with:</p> <ul style="list-style-type: none"> <li>▪ Health &amp; Safety Office</li> <li>▪ Estates Department</li> <li>▪ Executive Deans</li> <li>▪ School Managers</li> <li>▪ External Space Business Partner</li> <li>▪ Members of the various Professional Services Departments, specifically those utilising the buildings they responsible for.</li> <li>▪ Academic members of staff within the various Schools, specifically those utilising the buildings there are responsible for.</li> <li>▪ Program and Project Boards (as required)</li> </ul>

## Job Description

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

**Job Title:** Building Manager (London)

**Department:** Estates

	Essential	Desirable	Tested by Application Form/Interview/Test
<b>Knowledge, Education, Qualifications and Training</b>			
A degree level or equivalent qualification in a property related professional service, or equivalent relevant proven experience in an FM/Estates related role	X		Application Form
A level 3 health and safety or fire safety qualification, such as NEBOSH or NCQ		X	Application Form
<b>Skills and Abilities</b>			
Excellent interpersonal skills including a professional approach and manner and ability to use tact and diplomacy.	X		Application Form / Interview
Pragmatism and the ability to understand an issue from both your own organisation and the customers' point of view	X		Application Form / Interview
An ability to work under pressure, prioritise conflicting demands.	X		Application Form / Interview
Flexibility and proven ability to respond effectively to changing requirements.	X		Application Form / Interview
Able to communicate effectively in person both informally and to committees or other groups,	X		Application Form / Interview
Able to take and maintain a strategic viewpoint while securing the implementation of detailed operations and services.	X		Application Form / Interview
Provide appropriate support to motivate colleagues to reach objectives with limited resources and to tight deadlines.	X		Application Form / Interview
Acknowledge and support the needs and interests of diverse staff, students, and external University clients.	X		Application Form / Interview
<b>Experience</b>			
A proven track record in a substantive supporting-edge customer focused service provision within a large and dynamic organisation	X		
Experience in contractor management	X		Application Form / Interview
Experience conducting audits or checks	X		Application Form / Interview

Experience in managing health and safety in an estates, or estates related area		X	Application Form / Interview
understanding of health and safety compliance, specifically fire safety requirements		X	Application Form / Interview
Experience of developing, building, and establishing working relationships with stakeholders	X		Application Form / Interview
<b>Other requirements</b>			
Committed to continuous personal development and a willingness to complete further training as required.	X		Application Form / Interview
Ability to work occasional weekends or late evenings	X		Application Form

Revised 13/07/23