

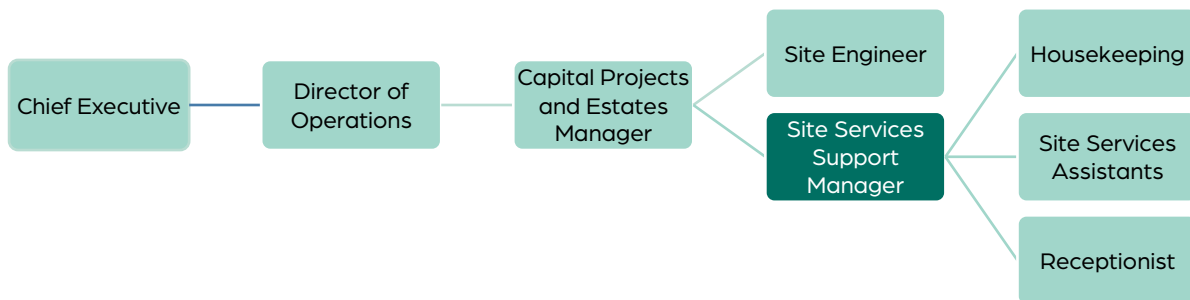
## JOB DESCRIPTION

**JOB ROLE:** SITE SERVICES SUPPORT MANAGER

**JOB HOLDER:** TBA

**JOB PURPOSE:** As part of the Operations Directorate you will support the Capital Projects and Estates Manager and work alongside the Site Engineer and Health and Safety Advisor to ensure the safe and effective operation of both hard and soft facilities at MBA locations. You will be a key point of contact and build relationships across functions and with other managers to ensure effective and efficient site services delivery where our locations are welcoming, safe and secure for all staff, students and visitors.

### ACCOUNTABILITY:



### Essential experience/skills/qualifications:

- Experience of supplier and contractor management
- Demonstrable experience of successfully managing teams, scheduling/allocating work and monitoring standards
- Developed people management skills with experience of HR policy and procedures such as appraisals, attendance management and disciplinary investigations
- Experience of working in a customer facing environment providing a high standard of customer services
- Sound understanding of health, safety and environmental issues
- Experience of undertaking risk assessments and developing and training others in safe systems of work
- Experience of building relationships in an organisation and/or a customer environment
- Ability to organise and prioritise own and others' work with competing and changing priorities
- Proven communication skills both written and verbal
- IT skills including use of Microsoft packages and ability to learn other systems
- Physical ability to undertake a range of premises related activities such as waste management and office moves involving lifting/carrying and use of equipment
- Full driving licence

**Desirable experience/skills/qualifications:**

- Management training/qualifications
- Building compliance or facilities management knowledge/certification
- Health and safety training/qualifications such NEBOSH General Certificate (or willingness to undertake training)
- Knowledge of sustainability principles and waste management
- Experience of budget monitoring
- Working in a laboratory or similar controlled environment
- Full driving license
- Willingness to undertake relevant training and development for the role

**Key responsibilities**

- Act as a point of contact internally and externally regarding site services and ensure appropriate timely communication of activities impacting users
- Line manage staff including training and development
- Schedule/allocate work and monitor standards
- Oversee day to day site services delivery with your teams (reception, housekeeping, site services assistants) and by third parties
- Ensure MBA locations and research facilities are welcoming, safe and efficient through implementation and monitoring of relevant health and safety and sustainability policies and regulations
- Build relationships and an understanding of business needs from the site services function across teams and departments
- Ensure site security and safe working practices of staff and contractors through risk assessment and training/induction
- Manage quality and standards of delivery for site services in your area of responsibility
- Coordinate and manage subcontractors to deliver goods and services against expectations and contracts
- Support the implementation and monitoring of relevant projects both short term and long term
- Support the Site Engineer in planned and responsive works on hard facilities
- Support the Health and Safety Advisor in health and safety reporting/investigation/inspection/induction
- Support effective stores provision
- Undertake administrative and financial tasks using relevant systems as required
- Support budget monitoring
- Be a proactive member of MBA community, working across teams and boundaries to achieve MBA aims
- Flexibility to undertake on call duties, work alternative or unsocial hours on occasion to support business needs
- Undertake ad hoc duties within job holder's capabilities and grading of post