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**Job Description**

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| **Job title:** | **Sports Facility Manager** |
| **Department/School:** | **Sports Development and Recreation** |
| **Grade:** | **7** |
| **Location:** | **Sports Training Village** |

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| **Job purpose** |
| The postholder will be responsible for;   * all aspects of sports building maintenance and refurbishment and shall devise and implement effective and cost-efficient maintenance strategies for the University’s Sports Department. These will include both reactive maintenance and Planned Preventative Maintenance (PPM) programmes to meet customers’ expectations whilst taking account of both life cycle maintenance and the University’s Estates Strategy. * keeping abreast of all new guidelines for Health and Safety and implementing them in consultation with the University and Department Health and Safety Officer. Ensure all work on the Sports facilities is fully compliant in all Health and Safety matters in accordance with HSE legislation and guidelines, University Health and Safety Policy, and Sport England guidelines. * the efficient, effective and economic delivery of cleaning services within the Sports Department, ensuring the sports facilities and associated areas are cleaned and maintained to the highest standards. * working closely with the Sports Operations Manager to ensure a close link between operations and maintenance in order to maximise the customer experience and ensuring that all users of the sports facilities do so in safety and there is strict adherence to all statutory and regulatory facility requirements at all times. |

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| **Source and nature of management provided** |
| Line managed by the Director of Sport; Technical advice from the Director of Estates Operations |

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| **Staff management responsibility** |
| Line Management responsibilities for Maintenance Assistant and Cleaning Team Leader. |

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| **Special conditions** |
| The post holder will be expected to work flexible hours to manage the demands of the role, working an average of 36.5 hours per week. |

| **Main duties and responsibilities** |
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| *Sports Building Maintenance and Refurbishment*   * Assist the Director of Sport with any new projects and facility plans, including associated business planning. * Accountable for the Sports Maintenance budget to include PPM for both Building and M&E contracts * Manage the resources and costs for the upkeep, maintenance and refurbishment of the facilities and seek ways to limit expenditure. * Represent the Department with any new projects by liaising with Estates, external companies, Governing Bodies and essential contacts within the Department and University as required. * Develop and implement a long-term maintenance programme (10-year rolling programme) in conjunction with the Sports Operations Manager, through utilisation of condition surveys and inspections. * Facilitate the reactive and planned maintenance of the sports facilities using both internal and external contractors and direct labour teams/systems ensuring compliance with Estates policy. * Work with the Electrical and Mechanical Services Engineer (Estates) to plan and implement cost effective planned and reactive maintenance strategies to cover all services managed by the Department of Estates. * Using both in-house teams and external contractors, develop realistic and achievable Service Level Agreements for both in-house repairs and outsourced maintenance, ensuring that maintenance work meets these requirements and complies with the Estates Department’s policies and guidance. * Work with the Estates Department to maintain an updated Condition Survey relating to all sports facilities. * Responsible for the procurement of service parts and materials in accordance with the University’s procurement processes. * Prepare suitable contract documentation for maintenance and service works ensuring competitive tendering via approved contractors to ensure adherence to University of Bath financial regulations as well as obtaining value for money. * Monitor the performance of all contractors and in-house resources via a regular inspection programme and monitoring system to ensure productiveness at all times. * Responsible for the upkeep and maintenance of the swimming pool and associated areas including the pool plant rooms and changing rooms. * Responsible for the maintenance, repair and upkeep of all sports facilities, grounds and associated equipment. Ensure that all maintenance works are carried out in compliance with current H&S and DDA statutory regulations. This will include ensuring RAMS (risk assessments and method statements) are in place and all works are appropriately monitored and controlled. |
| *Health and Safety Compliance*   * Undertake formal audits and inspections of premises and ensure compliance with all statutory legislation and lease obligations to include risk assessments, permits to work and conduct 'Fire Risk Assessments' on all sports buildings. * Ensure all facilities-related work on-site is undertaken with strict adherence to all statutory and regulatory requirements at all times. * Work with the Electrical and Mechanical Services Engineer (Estates) to ensure all mechanical and electrical appliances and services are compliant with Estates policy and guidance is effective and consistent. This includes responsibility for the management of the Legionella compliance strategy, in line with legislation, across the sports facilities, utilising in-house, specialist contractors and external consultants, with regard to ventilations systems, water regulations and gas services. * Review procedures and maintain records for pool plant duties as recommended by current Health and Safety legislation and statuary requirements, including use of Chemicals, PPE and COSHH * Establish and manage a policy to ensure the security of the premises at all times, liaising with Security for CCTV issues, Estates for fire door compliance and the Head Receptionist for turnstile control. * Review maintenance strategies on a regular basis to ensure compliance with statutory requirements and good practice. |
| *Cleaning Services Delivery*   * Act as line manager to the Cleaning Team Leader and Maintenance Assistant, providing SDPR and professional development with ongoing training and assessment. * Regularly review and monitor all cleaning procedures, routines, policies and risk assessments to ensure all activities are Health and Safety compliant and that all cleaning staff are following the correct methods of cleaning for the relevant areas. * Accountable for the cleaning budget and for providing monthly progress reports of spend and forecasts of future requirements. * Manage the cleaning resources and costs and seek ways to limit expenditure. * Ensure all cleaning routines are COSHH compliant and staff are using and storing all chemicals in the correct manner in compliance with the manufacturer’s guidance, ensuring PPE is worn where applicable. * Oversee the ordering, distribution and safe handling of all pool chemicals and cleaning materials, working within the constraints of the budget. * Responsible for the ordering and budget control of all relevant cleaning equipment, chemicals and consumables. * Monitor chemical and material usage to ensure effective and economic use of material. * Ensure all cleaning equipment is maintained in good condition, faulty equipment is removed from service immediately, there is a system in place for reporting faults, and repairs are organised through the relevant channels. Co-ordinate and manage all cleaning machine maintenance contracts, and call outs, to include management of the machine maintenance budget. |
| *Link with Sports Operations Manager*   * Working closely with the Energy Manager (Estates) and Sports Operations Manager, ensure that the Department meets its carbon reduction targets. Promote the minimising of energy consumption and maximising of recycling opportunities, and attend training courses on environmental awareness as and when required. * Meet on a monthly basis with Head of Gardeners and Head Groundsman to ensure that financial management and time tabling of outdoor facilities is co-ordinated in a professional manner and within budget. * Meet Sports Operations Manager regularly to ensure working processes deliver an excellent customer experience in an environment compliant with all health and safety legislation. |
| Any other duties as required by the Director of Sport |

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**Person Specification**

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| IWFM level 4 – 6 or BIFM or equivalent qualification in Facility Management.  Facilities ManagementBSc (Hons) or equivalent related degree  Management/Leadership Qualification *(ILM Level 4 or equivalent)* Either completed or have a willingness to complete the qualification within 12 months  Pool Plant Operators Certificate  HNC/OND Building Services or equivalent qualification in a relevant subject area.  Health and Safety Certificate  NEBOSH or IOSH Managing Safely  COSHH Training | ✓  ✓  ✓ | ✓  ✓  ✓  ✓  ✓ |
| **Experience/Knowledge** |  |  |
| Experience in a similar role  Experience working in Sports Facilities Management  Knowledge and experience in developing and using project and maintenance plans and strategies  Knowledge and experience of developing budgets and having responsibility for meeting budget targets  Experience of procurement processes  Extensive experience of using computer systems to manage communications and plans (i.e. e-mail, Windows Office, | ✓  ✓  ✓  ✓ | ✓  ✓ |
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| Knowledge of relevant, good customer service standards including effective communication | ✓ |  |
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| Have a basic day-to-day knowledge of HR-related issues in respect of the staff reporting to them, including conducting SDPRs, authorising absence, initiating and conducting disciplinary processes etc. | ✓ |  |
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| Experience working in Plant rooms  Experience of working with cleaning machinery | ✓  ✓ |  |
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| **Skills and Attributes** |  |  |
| A responsible and flexible approach to communicate effectively with students, staff and the general public | ✓ |  |
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| Flexible, cooperative and helpful | ✓ |  |
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| Ability to lead a team and to motivate and develop staff  Effective communication skills, both written and verbal  Positive customer service skills  To be thorough and pay attention to detail  Patience and the ability to remain calm in stressful situations  The ability to accept and deliver constructive criticism  Able to work under pressure, handle multiple priorities and meet deadlines.  The ability to work well with all staff and partners  Empathy for the demands and pressures of a full-time training programme in an educational establishment  Enthusiasm and motivation to achieve tasks and improve efficiency within the department.  Willingness to undertake training related to continual professional development  Strives for continuous improvement leading to excellent performance | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓ |  |

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| **Effective Behaviours Framework**  The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**  Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**  Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**  Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. |
| **Embracing change:**  Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**  Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**  Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**  Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**  Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**  Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria. |