

College Head of Facilities

COLLEGE OF MVLS

MVLS COLLEGE OF MVLS ADMINISTRATION

Management Professional & Administrative - GRADE 10

Reports to: Director of Professional Services

Job Purpose

Responsible and accountable for the strategic oversight and leadership of effective and efficient facilities ranging from state-of-the-art technical infrastructure and expertise underpinning the College of Medical, Veterinary and Life Sciences' (MVLS) research to critical operational capacities including stores provision to our two main campuses. Developing and maintaining a commercial business development plan, including external engagement, project management and developing and delivery of related strategies and policies.

To provide visionary leadership in this area of strategic importance to the College, through shaping and developing College ambition, future operational shape and associated policy, business processes and practices. This will include the development and implementation of a College Facilities Strategy, in collaboration with the Director of Professional Services, College Deans for Research & Innovation and Research Technology and with input from the Facilities Oversight Board.

A significant part of the future shape in this regard will be the bringing together of a wide range of current specialist and local technical facilities and services into coordinated and, where appropriate, unified, services functions, with this post being key to the associated change leadership.

Main Duties and Responsibilities

1. To lead the multi-user facilities, shaping service structures and managing staff and resources to ensure efficient organisation, operation and sustainable development. Play a leading role in encouraging widespread, equitable and appropriate use and ensuring that the facilities become and remain cost-effective, both in terms of directly managed services and also through creating partnerships and matrix management arrangements for relevant capabilities across the College and University, and externally where appropriate. These facilities include a number of existing shared service units, plus a range of more distributed, and in some cases highly specialised, scientific and technical services.
2. Directly and through appropriate delegated and matrix structures, lead and drive a continuous improvement programmes, focus on ensuring that existing facilities/services meet requirements, are cost effective, and evolve and innovate their service provision arrangements. This leadership will include structured communications with key client groups, e.g. College and School management/executive bodies.
3. Provide senior leadership within the College and represent the College on matters relating to estates and facilities, with potential to cover broader remit as and when required.
4. Act on behalf of the College, as our key interface with University IT Services to ensure College IT service requirements are met, including resourcing, College IT project delivery and service improvements.
5. Workforce skills strategy and development: in line with the Technician Commitment, plan, develop and enhance the skills of a diverse community of technical, specialist and service staff; ensuring delegated leadership is in place with appropriate expert delivery capabilities; overseeing and championing an inclusive approach such the relevant staff from across the College (from both the directly managed staff and also teams from across the wider scientific/technical/services communities) are considered and included; making provision and recommendations as required in terms of structure and skills development planning to deliver future workforce profile needs.
6. Play a lead role in supporting the planning, delivery and implementation of new and often complex, operationally critical infrastructure and estates projects, including those which require close partnership with NHS GG&C.

7. Act as key partnership liaison point for matters relating to shared facilities and estates in respect of strategic partners such as NHS GG&C and the Beatson Institute.
8. Informed by the College strategic direction, priorities and operational needs, make a leading contribution to the development of the College's vision and strategy as it relates to our estates, core facilities and wider scientific/technical and operational services.
9. Have overall financial management responsibility of all relevant budgets (in excess of £1M) to ensure strict financial control in accordance with standing University financial instructions and facilitating value for money solutions, and establish appropriate delegated structures in this regard. Responsible for reporting on budgetary performance through the Director of Professional Services in line with the Strategic Planning Review cycle.
10. Promote good practice and ensure due compliance in all directly managed areas of the College in respect of health and safety, data protection, purchasing, financial and HR, equality and diversity. Establish appropriate delegated structures in line with University policies and relevant frameworks.
11. Promote a culture of collaboration and accountability, aligned with the University and College strategies and values.
12. In respect of the coordinated College Research Facilities plans:
 - a. Deliver the strategic direction of College Research Facilities including providing and sourcing specialist input into future investment proposals and ensuring facilities are developed in to a world-class resource.
 - b. Lead the transitional work and ongoing evolution required to implement the College's vision for coordinated research facilities including reviewing current provision and operations (at College, School and Service levels) with significant input into redesigning and developing the organisational model and the service to ensure efficient, cost effective, integrated and functional solutions aligned to College strategic priorities.
 - c. Responsible for effective management of the Research Facility Leads (c. 6 staff) and their teams (to be determined, but spanning shared staffing in the region of approximately 50 staff initially thereafter increasing as the central provision model evolves), building and leading effective and cohesive teams to ensure the provision of efficient cost effective services, implementing effective operational plans and ensuring the adoption of effective management practices in accordance with University policy.
 - d. Develop, consult, secure approval for and implement a costing and usage model that supports College cost recovery whilst enabling an appropriate mix of collaborative / explorative usage, UG/PG training opportunities alongside service provision. Ensuring mix is aligned to College and University requirements and supports the College strategies.
 - e. Develop and implement an internal funding model for external or commercial use of the facilities and to enact strategies aimed at enhancing overall income from such users.
 - f. Project oversight and coordination of the College's current and future research facility developments, including close partnership with University Estates & Buildings and Biological Services, relevant Schools, NHS Greater Glasgow & Clyde and other external partners to ensure successful delivery.
13. Act as senior project manager for specified projects.
14. Working with academic leads, funding agencies and College/University Finance and Research Management to develop proposals and secure funding for equipment and staffing.

Knowledge, Qualifications, Skills and Experience

Knowledge/Qualifications

Essential:

A1 Scottish Credit and Qualification Framework level 9,10 or 11 (Ordinary/Honours Degree, Post Graduate Qualification, Masters Degree), or equivalent, including being professionally qualified in relevant discipline, with a broad range of professional leadership experience in strategically important specialist areas, OR: Ability to demonstrate the necessary strategic competencies required to undertake the duties associated with this level of post having acquired the necessary professional knowledge and leadership experience in a similar or number of different specialist roles

A2 Extensive knowledge of and exposure to a broad range of functional areas including service operations, finance and IT, and evidence of effective cross-functional collaboration to deliver professional support services.

A3 Certification or training in project management and / or demonstrable experience of its formal application via structured projects to deliver effective solutions and positive results on a range of complex continuous improvement and/or transformational change initiatives.

A4 broad knowledge of the types of equipment used in contemporary biomedical research.

Desirable:

B1 PhD in a bioscience subject

B3 Broad understanding of legislative requirements relevant to the role.

B4 Understanding of and experience in a higher education institution and the challenges of delivering support services and implementing service improvements within an academic environment.

Skills

Essential:

C1 Ability to lead, manage, guide and support a diverse range of technical and operational facilities.

C2 Ability to be aware of likely effect of change in economic, social and governmental and technological environment.

C2 Ability to actively scan for, identify and prioritise projects and service development.

C3 Strong organisational skills with the ability to manage multiple high-value services and projects simultaneously in a matrixed organisation.

C4 Strong process management skills with the ability to deliver functional and cross-functional continuous and transformational service improvements.

C5 Strong customer service orientation and focus.

C6 Outstanding written and verbal communication skills, demonstrating clarity and focus and the ability to influence, guide and challenge.

C7 Strong negotiation and persuasion skills.

C8 Well-developed, experience-based commercial awareness and knowledge which can be appropriately applied in a higher education environment.

C9 Excellent people management skills (with direct responsibility for ~8 staff and indirect responsibility for ~50 staff) including motivation, job design and creating high performing teams.

C10 Have the gravitas and influencing skills necessary to proactively guide leadership and to drive a culture of continuous improvement.

Experience

Essential:

E1 Established track record of effective strategic leadership and operational management of complex business challenges involving cross-functional collaboration and the creation of innovative solutions that enhance service delivery and customer satisfaction.

E2 Extensive experience of service operations management and leadership, with proven involvement in influencing senior stakeholders and strategic decision making, successfully implementing strategic initiatives and engaging staff, both directly managed and also indirect reports.

E3 Significant experience of leading and managing change in a complex, matrixed organisation.

E4 Proven experience of managing large operational budgets to deliver cost-effective, value-adding services.

E5 Experience of identifying and delivering complex process improvements involving effective functional and cross-functional collaboration.

E6 Experience of leading and managing multiple complex projects using structured methodologies appropriate to their scale and complexity to deliver positive results.

E7 Experience of working in a biomedical laboratory environment.

E8 Experience of design, delivery and audit of a range of service standards covering; governance, operations, statutory and regulatory compliance and risk management.

Desirable:

F1 Operational experience in a corporate, non-University environment, with the ability to apply best practices in a higher education environment.

F2 Experience of working in a complex, geographically diverse, multi-site organisation.

Job Features

Planning and Organising

The postholder will develop operational plans in support of the College's strategy, and will be expected to deliver professional support services College-wide (1-2 year horizon initially, and beyond).

Will contribute to the annual budget setting process by planning for future resource requirements.

Decision Making

The postholder will regularly represent College, particularly on matters relating to College Research Facilities, and will have authority to make day-to-day decisions to improve support services in line with College strategy, and make recommendations via the College Executive Team with regard to longer term process improvements and resource requirements.

Internal/External Relationships

Line managed by Director of Professional Services

Senior management of the College, including Head of College, Deans, Heads of School, Director of Professional Services, Head of Finance, Head of HR, Heads of Professional Services

University Director of IT

University Director and Deputy Director of Estates

University Director of Biological Services

NHS Greater Glasgow & Clyde

Dimensions

This role is responsible not only for providing the infrastructure to support research, teaching and professional services activities across 8 schools and College administration functions equating to circa 2700 staff but also direct responsibility for the effective delivery of the strategic vision, management and operation of the new College Research Facilities comprising of highly skilled technical staff delivering a world leading cutting edge service in highly complex fields. This will require detailed understanding of commercial business models and the ability to translate future specialist technical requirement needs into a cost-effective deliverable service.

The postholder will have both direct and indirect responsibility for creating and contributing to strategy across the College and be required to provide specialist expertise. In addition, they will be required to manage conflicting demands and influence at senior levels both for internal and external stakeholders.

The Head of College Facilities will have 11 direct reports and circa 60 indirect reports. In addition, the College will operate a co-ordinated matrix structure for technical and operational staff and the postholder will also be in an indirect position of influence for a further 370 technical and operational staff.

The magnitude of financial responsibility has been quoted in the absence of definitive information as to the exact budgetary responsibility for. As the unified College Research Facilities evolves it is reasonably anticipated that budgetary responsibility will extend significantly beyond the £1M.

Standard Terms & Conditions

Terms & Conditions

Salary will be on the Management, Professional and Administrative Grade 10.

New entrants to the University will be required to serve a probationary period of 6 months.

The successful applicant will be eligible to join the Universities Superannuation Scheme. Further information regarding the scheme is available from the Superannuation Officer, who is also prepared to advise on questions relating to the transfer of superannuation benefits.