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**Duty Manager**

**GRADE 5**

**Job Purpose**

Highly effective delivery of customer focused facilities service across the Facilities Services Zones through professional management and day-to-day leadership of a team of Facilities Assistants and Facilities Cleaning Assistants. Ensure day-to-day cost-effective delivery of high-quality services that maximise service excellence and continuity to increase customer satisfaction and ensuring commitments to customers and stakeholders are met.

**Main Duties and Responsibilities**

1. Lead the one-team ethos of the day-to-day operation of buildings within the Facilities Services Zone by proactively ensuring that buildings and services are maintained, and customer queries are resolved by working closely with building users. Develop positive relationships with customers and staff by maintaining a high-profile presence in the Zone, and by working in partnership with Estates, Catering and Reach Out colleagues.
2. Management of a team of Facilities Assistants and Facilities Cleaning Assistants through managing attendance, conduct, annual leave and revision of rotas to maximise resources and improve the overall customer experience of the facilities on offer.
3. Participate in recruitment and selection, and induction of new team members. Manage and support probation and performance within teams to ensure appropriate standards are met and undertake Performance & Development Reviews to support a culture of continuous development.
4. Allocation of schedules of work, checking work schedules and making temporary adjustments to meet service needs whilst ensuring financial expenditure does not exceed allocated budget.
5. Make regular visits to buildings within the Zones and monitor levels of cleaning and facilities standards in accordance with specifications, ensuring effective handovers between workgroups through the operation of an incident log. Establish priorities and resolve conflicts/barriers which may prevent delivery of tasks, targets or deadlines.
6. Proactively contribute to continuous development of the service by using skills in an innovative manner and enhancing service provision.
7. Ensure efficient and best use of all resources i.e. staff, non-pay equipment, supplies, consumables and materials, and provide regular information, updates and reports to Facilities Managers.
8. Act as key liaison when planning and organising events in the Zone, through preparation and implementation of operational work plans for staff.
9. Ensure effective operational, COSHH and fire risk management across the Zone. Perform Area Fire Officer or Fire Warden duties as required.
10. Ensure compliance schedules, reports and project updates are provided to Facilities Managers and key customers, and that staff take a proactive approach to Health & Safety to keep the building in a compliant condition for building users.

**Qualifications**

Either: Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role.

Or: Scottish Credit and Qualification Framework level 7 (Higher / Scottish Vocational Qualification level 3, Higher National Certificate) or equivalent, and experience of personal development in a similar role.

**Knowledge, Skills and Experience**

* Knowledge of Manual Handling Regulations, COSHH, Fire Regulations, Health & Safety, First Aid, Equality & Diversity, and other policies relevant to the role.
* Supervisory and team leadership skills in a front line service.
* Experience of motivating and managing staff e.g. development, attendance, probation, performance, disciplinary.
* Interpersonal and communication skills.
* Customer service skills.
* Initiative and professional judgement to resolve problems independently and/or through a support team.
* Ability to understand and flexibly resolve operational and service requirements in an extremely busy environment and allocate staff resource appropriately.
* IT skills, such as MS Outlook, Word, Excel, PowerPoint and websites.
* Considerable working knowledge of University or Higher Education environment and culture.