

JOB DESCRIPTION

This form summarises the purpose of the job and lists its key tasks.

It may be varied from time to time at the discretion of the College in consultation with the postholder.

Job Title: Facilities Manager	Job ref no:
Grade:	Department: RVC Business - LBIC
Accountable to: Director of Operations	Responsible for: LBIC Sterilisation Suite Technician (Apex); LBIC Waste Technician (McFadyean)

Job summary:

Manage the on-site operations of the London BioScience Innovation Centre (LBIC), ensuring the client companies are provided with a level of service expected from all aspects of the business, often requiring modifications to the service provision to ensure their needs are met. Monitor services to ensure alignment with the RVC's Environmental Sustainability Strategy and Environmental Policy.

Work with the Director of Operations to provide a 5-year planned preventative maintenance and upgrade plan with constant reviews and updates as required.

Provide support and advice to LBIC colleagues and clients on all Maintenance & Engineering and Estates issues.

Act as deputy for the LBIC Director of Operations, ensuring LBIC is represented at a senior level across a range of committees and forums within the college as well as at external events when required.

Take an active role in the onboarding process for all new clients, ensuring ancillary services are set up in a timely manner.

Work with the Head of Business Services and Events to ensure all protocols in place to comply with ISO accreditation requirements.

Take an active role in the development and implementation of Control of Contractors policy and other relevant building processes across all sites.

Competency: Communication

Key tasks:

- Deal with both face-to-face and telephone enquiries on a daily basis with senior representatives from client companies, including regular progress updates for active service requests.
- Communicate with potential new clients to the Centre, conducting tours of the facilities and promoting the service provision of LBIC and RVC Business.
- Communicate with service providers to negotiate service contracts for both LBIC and client companies, ensuring value for money and quality service provision.
- Regular face-to-face communication with RVC Senior Management with regards to service provision

- Handle all client complaints both in person and in writing, ensuring the complaint is handled in a timely manner and with a clear outcome.
- Responsible for written communication to service providers including feedback, both positive and negative, on the quality of their service provision.

Competency: Liaison and Networking

Key tasks:

- Liaise with managers of other UK based incubator sites to ensure the transfer of Best Practice across the forum of incubators.
- Liaise with LBIC senior leadership team and RVC departments to identify LBIC clients for use of RVC laboratory facilities.
- Represent LBIC and RVC Business at industry networking events.
- Attend Senior Leadership Team meetings by invitation to provide updates on operational aspects of the business.

Competency: Teamwork and motivation

Key tasks:

- Lead LBIC Operations and Support teams by providing clear and strategic aims and common goals to provide a high level of customer service.
- Deputise for LBIC Director of Operations when required including attendance at committee meetings and client visits.
- Actively line manage Sterilisation Suite Technician and Waste Technician, assessing performance against annual objectives.
- Work with Head of Business Services and Events to provide relevant details to populate the CRM (Customer Relationship Management) system. Ensuring all facilities aspects of the system are fit for purpose.

Competency: Service delivery

Key tasks:

- Set the standard for service delivery providing initial and ongoing support to all LBIC clients across all sites.
- Adapt and improve service delivery in line with feedback from both internal and external clients.
- Arrange and manage preventative maintenance contracts and reactive maintenance when required across all sites.
- Provide an immediate response to all urgent infrastructure problems, may require role holder to actively carry out maintenance/repair to rectify the issue.
- Tailor service provision to offer best possible deal to each client.
- Provide details of annual service contracts to the Operations Administrator for scheduling visits. Ensure all visits are conducted in accordance with Control of Contractors.
- Manage ISO 14001 and ISO 9001 compliance.

Competency: Initiative and problem solving

Key tasks:

- Act as first point of call for urgent problems requiring immediate attention, responding quickly and using initiative to resolve the issue as quickly and safely as possible.
- Prioritise and organise a diverse workload.
- Solve business critical problems for clients related to the service provision at LBIC.
- Implement improvements and innovative solutions to reduce the environmental impact of LBIC's operations and reduce resource consumption.

Competency: Sensory and physical demands

Key tasks:

- Responsible for assessing Method Statements and Risk Assessments for all contractors.
- Managing all contractors on site in accordance with Control of Contractors
- Often required to perform Manual Handling roles such as moving of equipment or helping in the Sterilisation suite.
- Provide out of hours support when required.

Flexibility: To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.