

Assistant Facilities Operations Manager

Estates, Environment & Facilities

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April 2026

Job Description	
Job Title:	Assistant Facilities Operations Manager
Job Family:	Professional Services
Department:	Facilities Management
School:	Estates, Environment and Facilities
Grade:	6
Responsible to:	Facilities Operations Manager
Responsible for:	Facilities Operations Coordinators, Facilities Operations Assistants, Site Services personnel and reception services.

Job Purpose

Context

Estates, Environment and Facilities (EEF) is a busy operational department delivering a wide range of essential services to staff, students and visitors across multiple campuses. These services include Security, Facilities Management, Space Management, Engineering and Maintenance, Health & Safety Compliance, Capital Project Delivery and Administrative Operations.

The **Assistant Facilities Operations Manager** role sits within Estates, Environment & Facilities (EEF) and is responsible for delivering high-quality, cost-effective Soft FM services across multiple university campuses. The role coordinates a wide range of operational tasks — including maintaining systems and documentation, people management, service and contractor management — to ensure smooth and efficient operations delivery across the University estate. The post holder has direct budget management responsibility. The role requires proactive problem-solving skills, strong communication skills and the ability to collaborate effectively with colleagues, contractors and stakeholders.

The role acts as joint **deputy to the Facilities Operations Manager** in their absence, providing operational leadership, ensuring compliance, and maintaining excellent service standards and as part of a rolling rota, performs the role of Duty Manager for all 3 campuses making effective decisions to ensure the continuity of business and swift incident resolution or escalation as appropriate.

Core Purpose

- Delivers efficient, compliant, high-quality customer-focused FM services
- Leads and manages a team of Facilities staff and contractors
- Ensures safe, well-maintained, high-performing buildings
- Supports continuous service improvement and key stakeholder satisfaction

Key Responsibility Areas

- **Operations:** Oversees day-to-day FM services, inspections, and service delivery standards.
- **Security Operations: (Tooting only)** – Supports the Head of Security in overseeing security operations on the Tooting campus ensuring contractor performance, appropriate security coverage and adherence to procedures, efficient and effective access control and CCTV systems operations reporting and escalating any key issues and concerns to the Head of Security.
- **Staff Management:** Has direct line management responsibility for a range of personnel (which may vary depending on campus location) including Facilities Operations Coordinators, reception personnel, Site Services Officers, including performance management, absence management, appraisals, training, resourcing and indirect management of a team of Site Services personnel.

- **Contractor and Supplier Management:** Is responsible for the day-to-day management of a range of out-sourced contracts, managing contractor compliance and performance including the management of SLAs, and KPIs, ensuring performance standards are met. Conducting regular contract review meetings and driving service improvements. Supporting procurement and tendering processes for facilities services. Ensuring contractors comply with health, safety, and quality standards.
- **Premises Management:** Ensuring that all buildings are maintained to a high standard and that any issues or faults are identified and rectified in a timely fashion, coordinating building and maintenance works with the Engineering and Maintenance department as appropriate; maintaining open lines of communication with key stakeholders, feeding back updates on any issues or works and on progress.
- **Health & Safety:** Ensuring department and team adherence with statutory compliance, risk management and fire safety practices, and attending and supporting workplace inspections.
- **Financial Management:** Responsibility for managing a range of departmental budgets, identifying cost savings, and ensuring adequate financial controls are in place to ensure service delivery within budget limitations.
- **Customer & Stakeholder Engagement:** Maintaining open dialogue with key stakeholders, building strong relationships, resolving issues, identifying opportunities for service improvements and supporting service requests.
- **Reporting & Events:** Produce service reports, analyse and present data, and support university events and operations as appropriate.

Key Accountability Statements	
1. Being Student/Customer focused	• Act as primary point of contact for FM service delivery on campus • Resolve service issues, complaints, and service desk requests • Engage with academic departments to support teaching/research needs
2. Planning and organising	• Coordinate FM operations across multiple sites as required • Plan inspections, maintenance programmes, and service delivery schedules • Support event planning (exams, graduations, open days)
3. Interpersonal skills (including communicating and influencing)	• Build strong stakeholder relationships across Schools and departments • Liaise with contractors, landlords, and service providers • Lead meetings and communicate service performance
4. Problem solving and decision making (including initiative)	• Identify trends, faults, and recurring issues • Implement corrective actions and service improvements • Make operational decisions to maintain service continuity
5. Leadership and management (including teamwork)	• Line manages a range of Facilities personnel and support staff • Conduct appraisals, training, and performance management • Ensure adequate staffing, rotas, and team development
6. Taking Responsibility	• Deputise for the Facilities Operations Manager when required • Ensure delivery of high-quality, compliant FM services • Drive continuous improvement and operational excellence • Ensure compliance with H&S legislation and policies • Lead inspections, risk assessments and fire safety procedures • Manage contractor compliance and safe working practices
7. Budgetary/Financial Controls	• Manage a range of soft service budgets, and support financial planning • Identify cost efficiencies and sustainability initiatives • Support lifecycle planning of assets and services
8. Equality, Diversity and Inclusion	• Seek to improve equality, diversity, and inclusion in line with the University's Equality Act obligations and the public sector equality duty. • To ensure that inclusivity is a value that is embedded in our end-to-end processes.
9. Sustainability	• Embed sustainability values across all Estates, Environment & Facilities (EEF) activities by ensuring cost-effective practices, promoting value for money, and supporting the use of ethical and sustainable suppliers

Person Specification	
Job Title:	Assistant Facilities Operations Manager
Job Family:	Professional Services
Department:	Facilities Management
School:	Estates, Environment and Facilities (EEF)
Grade:	6
Professional Membership/Registration required (please specify):	No
DBS Check required (please specify):	No
Security Clearance Check required (please specify):	No
Eligible for Sponsorship SOC code (please specify):	No

Criteria	Essential (E) / Desirable (D)	Method of Assessment (Application (A) / Interview (I) Exercise (E))
Qualifications and Knowledge		
NEBOSH/IOSH certificate and knowledge of current Health & Safety legislation	D	A
Being Student/Customer focused		
Customer focused with a track record of delivering high quality customer service: responding well to service issues		
Planning and organising		
- Strong ability to plan, organise and prioritise own workload and that of others. - Experience of managing small- and large-scale projects. - Proven experience of move management and supporting major events and functions. - Proven ability to manage conflicting priorities and to work well under pressure.	E D D	A A/I A
Interpersonal Skills (including communicating and influencing)		
- Being flexible to the needs and demands of the team and organisation. - Highly motivated with, or with the potential to develop strong leadership and management skills. - Proven ability to work as part of a team and autonomously.	E E E	A/I A/I A

• Excellent communication skills, written and oral, with the ability to manage relationships at all levels. • Strong interpersonal and communication skills; including excellent negotiating, influencing and consensus building skills; a strong networker; good listening skills. • Excellent conflict management skills. • High professional standards and integrity.	E E E	A/I A/I A/I
Problem solving and decision-making (including initiative)		
• Sound judgement, problem-solving and decision-making skills; high degree of political awareness: tact, diplomacy and sensitivity to issues of organisational culture • Ability to demonstrate calm judgment and pragmatism, with resilience, flexibility and determination to resolve issues and incidents within a demanding and dynamic environment	E E	A/I A/I
Leadership and Management (including teamwork)		
• Highly motivated with strong leadership and management skills. • Proven ability to work as part of a team and autonomously. • People management experience including sickness and absence management, performance management, appraisals, objective setting and supporting staff development. • Strong resilience, excellent leadership skills and the ability to manage, inspire and motivate teams and others by creating an inclusive culture matching the university's values.	E E E E	A/I A/I A/I A/I
Taking Responsibility		
• Manage budgets and escalate finance queries or issues to the Facilities Operations Manager as necessary • Ensure compliance with financial regulations.	E E	A/I A/I
Budgetary/Financial Controls		
• Proven experience of managing budgets within set financial constraints and in line with the University's financial regulations.	E	A
Our Values		
We Care, We Learn, We Act • We Care – Demonstrate respect for others and works with integrity, building positive and supportive working relationships.	Applicable to all aspects of the role	
• We Learn – Show a strong commitment to continuous learning, personal accountability, and the sharing of knowledge. Upholding the EEF Management Charter.	Applicable to all aspects of the role	
• We Act: Demonstrate a commitment to applying lessons learned and taking proactive steps to improve services and outcomes.	Applicable to all aspects of the role	
Equality, Diversity and Inclusion		
• An understanding of the requirement to seek to improve equality, diversity, and inclusion in line with the University's Equality Act obligations and the public sector equality duty.	Applicable to all aspects of the role	
Sustainability		
• An understanding of how sustainability strategies can be supported at a local, operational level	Applicable to all aspects of the role	

**Special requirements
(if applicable)**

Estates, Environment & Facilities Charter

Solution-Focussed

Accountable

Individually and collectively, we take responsibility for our actions. When we make plans, we use data to support our views and evidence to demonstrate outputs. We never lose sight of our accountability to our students.

Results-driven

We're allowed to make mistakes, though we expect to learn from them. We're allowed to disagree, though we do this with evidence and courtesy. But ultimately, our focus is on successful delivery of departmental objectives over winning individual arguments.

Collective and Collaborative

We actively seek out opportunities for collaboration. Wherever possible we make departmental decisions collectively, informed by individual expertise. These decisions become our collective responsibility to support and promote.

Progressive

Forward-looking

We look positively to the future, embracing the changing operating landscape. This environment stretches beyond the institution, and we look expansively for inspiration, partnerships, and opportunities to make positive change. We look actively for development opportunities for ourselves and those we manage.

Open

We are part of a high-performing learning organisation and we are open to new ideas, practices and opportunities for reflection. We are receptive to each other's views. We are adaptive and agile.

Professional

Institutionally Aligned

We embody the values of our institution and model these in our interactions with others, never losing sight of the fact that our ultimate duty is to the mission of the University and our students.

Positive

We give feedback positively and take it in the same spirit. We approach new tasks with the expectation of success and see setbacks as opportunities to introduce creativity into our work.

Consistent

We communicate clearly our priorities, our challenges and requirements. We support this through reliable scheduled

	meetings and realistic deadline setting. We act fairly and with equal respect.
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Special requirements (if applicable)	
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