



**Dublin City University  
Estates Office  
General Services Manager  
Admin I  
Permanent**

**Background**

Dublin City University is widely recognised as a dynamic and innovative institution that is distinguished both by the quality and impact of its graduates and by its focus on the translation of knowledge into societal and economic benefit. Having grown its student population by more than 50% in the past five years, DCU is Ireland's fastest growing University and today hosts more than 17,000 students across its three academic campuses (DCU Glasnevin Campus; DCU St. Patrick's Campus; DCU All Hallows Campus). With five campuses in total (three focussed on Academic matters, one on Innovation, and one on Sports) in close proximity, DCU now has a substantial footprint in the Glasnevin-Drumcondra region of North Dublin.

The Estates Office is responsible for the operational management and capital development of the University's physical assets and the provision of facilities services in a multi-campus environment comprising 75 buildings (254,000m<sup>2</sup>) across 128 acres. There is a requirement for a General Services Manager to oversee and manage the effective and efficient delivery of a range of soft facilities management services and associated budget across all campuses as required. While this position is primarily based on the Glasnevin Campus it is envisaged the post holder will be required to provide services at any of the University campuses including travel between campuses, to carry out duties and training from time to time as the need arises.

**Role**

Reporting to the Head of Estates or his/her nominee, the post-holder will assist in all aspects of the management of the campus physical resources and the provision of the various support functions carried out by the Estates Office as required with a focus on using best business practice to improve efficiency, by reducing operating costs while increasing productivity. The successful post holder will have responsibility to implement the agreed strategy for a range soft facilities management services including commercial cleaning, waste management, pest control, environmental waste and recycling management,

biodiversity, grounds & landscaping as well as quality management, risk mitigation and budget management.

### **Duties and Responsibilities**

The main duties and responsibilities of this role will include but not be limited to the following:

1. Responsibility for the management, operation and delivery of a range of soft facilities services across all campuses including management of relevant staff and associated budgets
2. Oversee the day to day responsibilities of the Estates Office to ensure campus facilities achieve statutory compliance and are fit for purpose, whilst engaging and managing relevant third parties where necessary
3. Oversee the strategic preparation, alignment, implementation and procurement of cleaning, waste, recycling, grounds & landscaping, service contracts valued at €2.5m approx. as well as supporting University sustainability and biodiversity initiatives across all campuses
4. Lead, motivate, train and mentor the department's relevant teams in the provision of the best practice services
5. Supervision of 10 approx. in house reporting staff and 120 approx. contractors relating to day-to-day service delivery
6. Ensure appropriate business as usual (BAU) planning is in place to support and enable day to day University activity across all campuses as well as providing support for University strategic objectives in the areas of biodiversity and sustainability
7. Develop customer service standards and Service Level Agreements across campus operations to ensure professional delivery of services
8. Assist in the identification and implementation of proposals for systems and operational development within the department, including developing an effective communications structure to liaise with building end users, staff, students, and commercial campus companies
9. Provide support to the Estates Management Team to provide safe work plans, emergency response plans and mitigation plans, including business continuity and critical supplier identification and risk mitigation,
10. Ensure appropriate service plans are in place to enable progression of the current DCU Campus Development Plan, having input into design planning for post-handover operations ensuring appropriate service level agreements and resources are in place for new buildings and public spaces
11. Oversee the development and management of the associated budget in conjunction with senior management, produce regular reports to ensure service level agreements and contracts are being carried out in line with agreed budgets and standards.

12. Keep up-to-date of all changes and amendments to statutory legislation and mandatory requirements relating to the safe and effective operation of buildings and public spaces
13. Work with the wider Estates Management team to ensure Campus and Facilities compliance to include, Health and Safety, Risk Analysis, Policy Provision, Emergency Planning, Fire and access, and best practice associated with the management of Buildings and Facilities including listed buildings
14. Liaise with internal and external stakeholders, including local authorities to ensure operational requirements are included in all Estate planning.
15. Establish good working relations with university staff and senior stakeholders and to participate in user group meetings, committees and workshops as required
16. Whilst the foregoing list captures many of the tasks for which the post holder is responsible, it should not be regarded as exhaustive. Other duties will be assigned according to the needs of the office and University.

### **Requirements/Qualifications**

- Applicants must hold a minimum of a primary degree in an relevant area along with a minimum of 5 years relevant experience in a similar environment
- A comprehensive understanding of the waste, recycling, cleaning and environmental management regulatory environment is essential
- Demonstrable experience of developing and managing soft facilities services and large budget, with demonstrable success in implementing cost control and cost reporting strategies
- Proven experience of implementing facilities strategy in a large complex organisation, ensuring risk reduction and quality control measures are in place. Knowledge of delivering soft facilities management in listed buildings would be an advantage
- Experience of operating in a similar role within the public service, or an understanding of higher education and the wider public sector; is desirable
- Willingness to attend the University on an ad hoc basis in response to operational needs (this may fall outside of normal working hours)
- Proven experience of general services management including demonstrable experience of managing large service contracts, associated in house staff and providing leadership in a complex environment, with demonstrable success in a similar service environment
- Experience of general procurement processes is required
- Knowledge of Public Sector procurement is desirable

- Excellent financial, verbal and written Communication skills and an ability to positively interact with both internal and external stakeholders

**Salary Scale:** € 51,992- € 73,828 (Administrator 1)

\*Appointment will be commensurate with qualifications and experience, and will be made on the appropriate point of the above salary scale in line with current Government pay policy.

**Closing date:** 14<sup>th</sup> June 2019

**Informal Enquiries:**

Informal enquiries may be addressed to Mr. Stephen Toomey at [stephen.toomey@dcu.ie](mailto:stephen.toomey@dcu.ie), tel: +353 (01)7005174

**Application Procedure**

Application forms are available from the DCU Current Vacancies (open Competitions) website at <http://www.dcu.ie/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0) 1 7005149.

Please clearly state the role that you are applying for in your application and email subject line: Job Ref #BC0905 General Services Manager.

Applications should be submitted by email to [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie) or by Fax: +353 (0)1 7005500 or by post to the Human Resources Department, Dublin City University, Dublin 9. Human Resources Department, Dublin City University, Dublin 9. Tel: +353 1 700 5149; Fax: +353 1 700 5500 Email: Insert [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie)

***Dublin City University is an equal opportunities employer***