



**Operations Manager
Estates Office
Administrator III
Permanent**

Dublin City University

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.

Estates Office

The Estates Office is responsible for the management of the University's physical assets and the provision of operational services and capital development across a multi-campus environment. There is a requirement for an experienced Operations Manager to join the existing Estates team to manage a significant operational demand across a multi campus organisation now comprising 75 buildings across 5 campus locations extending to 250,000m² a further 45,000m² will be added following completion of the current Campus Development Plan. While this position is initially based on the St Patricks campus it is envisaged the post holder will be required to provide services across all University campuses including travel between campuses to carry out duties as the need arises.

Operations Manager

This position presents an exciting opportunity for a dynamic individual, with substantive experience of operations and change management, at a senior level, to make a significant contribution to the future of DCU as it enters its next stage of development. The Operations Manager will work closely with the Head of Estates as well as other senior stakeholders to implement a strategy which sets out a vision and plan

for the future development and operation of all DCU campuses in line with University strategic objectives defined in the University Strategic Plan 2017-2022 - Talent, Discovery and Transformation.

Reporting to the Head of Estates, the post-holder will have responsibility to oversee the day to day operations and management of all campuses, and to ensure that all campus activities and developments (minor works, facilities, services, operations and local campus activities) are implemented in accordance with the overall Estates strategy to support University objectives while ensuring continuous quality improvement leading to operational excellence.

The Operations Manager will provide leadership and assist the Head of Estates with the effective management of local Estates teams to ensure operational excellence through the efficient provision of services for estates planning, management and support of all campus activities. The role will form part of the senior team within the Estates Office and the successful candidate will work closely with other senior managers to achieve quality improvement, value for money and create an integrated approach to all work activities.

Duties and Responsibilities

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

- Responsible for centralising the operations and management of all DCU campuses and to ensure centralised structures and processes are established and implemented
- Oversee and manage the day to day operational arrangements and processes required to ensure the efficient running of all DCU campuses while ensuring a strategic focus is maintained on key operational activities such as business continuity, service excellence, value for money and compliance across all activities
- Work closely with the Head of Estates and other senior staff members to, develop and implement an agreed estates strategy to support university objectives and activities for all campuses.
- In conjunction with the Head of Estates and other senior stakeholders, devise and implement an Estates strategy which sets out a vision and plan for the future development and operations of all DCU campuses in line with the University's strategic objectives
- Responsible for setting an exemplary standard in relationship management by providing a strategic interface between stakeholders and technical specialists, advising and influencing project sponsors and senior managers on how best to achieve desired outcomes
- Work closely with senior stakeholders to deliver excellence in all aspects of the services provided by the Estates Office, actively drive the implementation of key processes for ongoing improvement.
- Support the Head of Estates to develop and implement change management, aligned reporting, governance and accountability processes in conjunction with the Office of the Chief Operations Officer, participate on relevant groups and committees and report as appropriate

- Devise and implement change management processes and methodologies; lead change management activities to support the adoption of the changes required across all campus operations
- Support the Head of Estates with the leadership and management of local Estates teams, manage and motivate, including setting clear performance targets and establishing a culture that is both focused on the delivery of service and accountability, in a broad range of campus activities
- S/he will be responsible for the development of Best Practice for Estates operational and technical teams, ensuring that a high level of technical competence is maintained through training, education and skills transfer. S/he will have specific responsibilities to support the Head of Estates in managing general administrative functions e.g. HR related functions and large scale budget management
- Identify resourcing needs including the recruitment and selection of appropriate staff in line with Estates Office requirements as well as identifying and implementing training needs as required
- Represent the University's interests with relevant bodies and with internal and external stakeholders.
- Liaise with estates energy and projects senior managers and teams to ensure the smooth delivery of projects and energy saving initiatives on an ongoing basis supporting strategic University sustainability objectives
- Ensure compliance with Health & Safety legislation, building regulations and procurement requirements in all aspects of Estates activities
- Whilst the foregoing list captures many of the tasks for which the post holder is responsible, it should not be regarded as exhaustive as it is envisaged additional responsibilities will be added to the role as the University develops into the future. Other duties will be assigned according to the needs of the Estates office and University. The post holder can be assigned to any campus in line with demand

Requirements/Qualifications

Applicants must hold a relevant primary degree and/or a post graduate degree (Master's degree or equivalent).

- A minimum of 10 years' professional experience with at least five to ten years senior operations management experience
- Applicants must demonstrate strength and quality of leadership and the personal skills required to assist, develop and lead an effective and motivated multi-disciplinary Estates team
- Applicants must demonstrate significant experience of playing a high-level support role in the implementation of organisational change
- Applicants must demonstrate significant practical experience working at a senior level, a strong customer service perspective and a thorough understanding of general operations management techniques in a large and complex organisation and diverse user communities
- Applicants must demonstrate extensive experience working at a senior level on in the areas of departmental training, recruitment, budget management, and HR related matters

- Applicants must demonstrate a comprehensive understanding of the building, and regulatory environment, including knowledge of listed buildings and a thorough understanding of general operations management techniques in a large and complex organisation
- Applicants must demonstrate the ability to work with a high degree of professional effectiveness including producing accurate reports, meeting deadlines, prioritising and delivering quality work.
- Applicants must demonstrate an ability to communicate information accurately and collaborate with various departments at different levels of the organisation
- Applicants must be able to work well within a broader team and demonstrate flexibility and responsiveness
- Excellent communication and conflict resolution skills are required as well as the ability to problem solve, brainstorm and to generate innovative ideas and solutions
- Excellent verbal and written communication skills are required as well as and an ability to positively interact with both internal and external stakeholders and the ability to be flexible and adaptable in responding to stakeholder needs

Salary Scale: €78,585 - €102,776*

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

Closing date: 23rd February 2018

Informal Enquiries:

Informal enquiries may be addressed to Mr. Gerard McEvoy, Head of Estates. Email: (gerard.mcevoy@dcu.ie). Please do not send applications to this email address, instead apply as described below.

Application Procedure

Application forms are available from the DCU Current Vacancies (Open Competitions) website at www.dcu.ie/vacancies/current.shtm 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 #775 Operations Manager.**

Applications should be submitted by email to hr.applications@dcu.ie or by post to the Human Resources Department, Dublin City University, Dublin 9.
Eircode: D09W6Y4

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