



Applications are invited from suitably qualified candidates for the following position

**Operations Manager
Professional 8
Estates Office
Permanent**

Dublin City University

Dublin City University (DCU) is a young, ambitious and vibrant university, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise', DCU is a values-based institution, committed to the delivery of impact for the public good. DCU was named Sunday Times Irish University of the Year 2021.

DCU is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. More than 18,000 students are enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education.

DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on delivering a transformative student experience, and its positive social and economic impact. The university continues to develop innovative programmes in collaboration with industry, such as the DCU Futures suite of degrees, which are designed to equip graduates with the skills and knowledge required in a rapidly evolving economy.

DCU's pursuit of excellence has led to its current ranking among the top 2% of universities globally. It is also one of the world's Top Young Universities (QS Top 100 Under 50, Times Higher Top 150 Under 100). In the Times Higher Education University Impact Rankings 2021, DCU ranked 23rd in the world for its approach to widening participation in higher education and its ongoing commitment to eradicating poverty, while it ranks 38th globally for its work in reducing inequality and 89th globally for gender equality.

The university is ranked 23rd in the world and first in Ireland for its graduate employment rate, according to the 2020 QS Graduate Employability Rankings. Over the past decade, DCU has been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

Overview of the department

The Estates Office is responsible for the management of the University's physical assets and the provision of Estates Services, Capital Development and Energy Performance across a multi-campus environment.

There is a requirement for an experienced Operations Manager to join the existing Estates team to manage a significant demand across a multi-campus Organisation now comprising 150 Acres and 75 buildings across 6 campus locations extending to 254,000m², a further 45,000m² will be added following completion of the current Campus Development Plan. While this position is based on the Glasnevin Campus, it is envisaged the post holder will be required to provide assistance across all University campuses including travel between campuses to carry out duties as required.

Role Profile

This position presents an exciting opportunity for a dynamic individual, with substantive experience of operations and facilities 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 Director 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.

Reporting to the Director of Estates, the post-holder will have the duty to oversee the day to day Estates operations and management of all campuses, and to ensure that all campus activities and facilities services (minor works & maintenance, facilities, security services, grounds & landscaping, cleaning & waste and local campus activities & events) are implemented in accordance with the overall Estates strategy, to assist University objectives, while ensuring business continuity and emergency planning measures, and associated health & safety requirements, are in place.

The Operations Manager will provide leadership and oversight of the Estates facilities & services teams and associated operations budget monitoring and control of €7m annual approx. and to ensure operational excellence through the efficient provision of services for estates planning, management and assistance of all campus activities and planned campus events. 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 provide leadership and management with a focus on achieving continuous quality improvement, value for money and an integrated approach to service delivery across all Estates activities.

Duties and Responsibilities

Please refer to the job description for a list of duties and responsibilities associated with this role.

Qualifications and Experience

Essential

- A relevant primary degree and/or a relevant post graduate degree (Master's degree or equivalent).
- A minimum of 10 years' professional experience with at least five to ten years senior operations and facilities management experience

The candidate should also:

- Demonstrate strength and quality of leadership and the personal skills required to assist, develop, and lead an effective and motivated multi-disciplinary Estates Operations Team

- Demonstrate significant experience of playing a high-level assisting role in the implementation of organisational change
- Demonstrate significant practical experience working at a senior level, a strong customer service perspective and a thorough understanding of general operations and facilities management techniques in a large and complex organisation and diverse user communities
- Demonstrate extensive experience working at a senior level on in the areas of training, recruitment, budget management, and HR related matters
- Demonstrate a comprehensive understanding of the building, and regulatory environment, including knowledge of listed buildings and a thorough understanding of general operations and facilities management techniques in a large and complex organisation
- Demonstrate the ability to work with a high degree of professional effectiveness including producing accurate reports, meeting deadlines, prioritising and delivering quality work.
- Demonstrate an ability to communicate information accurately and collaborate with various departments at different levels of the organisation
- 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

Essential Training

The postholder will be required to undertake the following essential compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.

Salary Scale:

Professional 8 - €84,551.00 - €111,390.00

Appointment will be commensurate with qualifications and experience and in line with current Government pay policy

Closing date: 16th November 2022

For more information on DCU and benefits, please visit [Why work at DCU?](#)

Informal Enquiries in relation to this role should be directed to:

Mr. Gerard McEvoy, Director of Estates, Estates Office, Department, Dublin City University.

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 website at <https://www.dcu.ie/hr/vacancies-current-vacancies-external-applicants>

Applications should be submitted by e-mail with your completed application form to hr.applications@dcu.ie

**Please clearly state the role that you are applying for in your application and email subject line:
#BC221002 Operations Manager**

Dublin City University is an equal opportunities employer.

In line with the Employment Equality Acts 1998 – 2015, the University is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes.

The University's Athena SWAN Bronze Award signifies the University's commitment to promoting gender equality and addressing any gender pay gaps. Information on a range of university policies aimed at creating a supportive and flexible work environment are available in the [DCU Policy Starter Packs](#)