



## **JOB DESCRIPTION**

### **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 254,000m<sup>2</sup>, a further 45,000m<sup>2</sup> 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**

The duties and responsibilities of the position include, but are not restricted to, the following:

- Accountable for the management and oversight of the Estates Office Operations team (5 direct reports, 35 wider in-house team, 175 full time contract team) and associated activities across all DCU campuses and to ensure associated budget monitoring and control, operations structures and processes are established and maintained
- Provide leadership and management to local Estates facilities and services 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
- Oversee and manage the day to day operational arrangements and processes required to ensure the efficient running of all DCU campuses while ensuring a focus is maintained on key operational activities including business continuity & emergency response planning, service excellence, and regulatory compliance across all operational activities

- In conjunction with the Director 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
- Work closely with the Director of Estates and other senior staff members to, develop and implement an agreed annual Estates Office operational plan, including setting annual Operations Team objectives, to assist university objectives and activities for all campuses
- Assist the Director of Estates to develop and implement change management, aligned reporting, governance and accountability processes as required, participate on relevant groups and committees and report as appropriate; lead agreed change management activities to assist the adoption of the changes across all campus operations
- Accountable 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, including providing necessary Estates assistance for campus events such as graduations, open days, Student Union events etc.
- The operations manager will be accountable for the development of Best Practice for Estates operational and facilities teams, which is stakeholder focused, ensuring that a high level of technical competence is maintained through training, education, and skills transfer.
- The operations manager will have specific responsibilities to assist the Director of Estates in managing general administrative functions relating to the Operations Team e.g. HR related functions and large scale budget monitoring, tracking, reporting and control
- Liaise with Estates Energy and Capital Projects senior managers and teams to ensure the smooth delivery and facilitation of projects and energy saving initiatives on an ongoing basis assisting strategic University sustainability objectives
- Ensure compliance with Health & Safety legislation, building regulations and procurement requirements in all aspects of Estates operations and facilities
- Represent the University's interests with relevant bodies and with internal and external stakeholders as appropriate
- 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

## **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