



## **Facilities Officer**

### **Senior Administrative Assistant II**

#### **Estates Office**

#### **Permanent**

### **Dublin City University**

Dublin City University [www.DCU.ie](http://www.DCU.ie) 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 and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students 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 creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

### **Estates Office**

The Estates Office is responsible for the management of the University's physical assets and the provision of facilities services in a multi-campus environment. There is a requirement for a Facilities Officer to oversee the day to day management of all facilities maintenance services (hard FM) and associated budget for the Glasnevin Campus 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 any other duties and/or training from time to time as the need arises.

### **Role Profile**

Reporting to the Head of Estates or nominee, the post-holder will assist in all aspects of Facilities Management of the University's physical resources and the provision of the various support functions carried out by the Estates Office, across all Campuses, 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 current facilities maintenance strategy with an emphasis on strategic planning, quality management, risk mitigation and budget & staff management.

### **Principle Duties and Responsibilities**

- The main duties and responsibilities of this role will include but not be limited to the following:
- Oversee the day to day responsibilities of the Estates Office to ensure campus facilities are fit for purpose in the areas of Maintenance, Campus Infrastructure, Life Safety Systems and Utilities.
- Assist with the planning and implementation of the current maintenance model with particular emphasis, on quality management, lifecycle asset investment, risk reduction, budget management and providing leadership as required
- Coordinate all day-to-day maintenance activities with particular emphasis on strategic planning of planned preventative maintenance activity & reactive maintenance plans
- Provide leadership and management a team of 5 personnel including Maintenance Supervisors, ensuring work is carried out efficiently while maintaining required standards and adequate resourcing plans are in place to meet the new demand of a multi campus University
- Assist the Estates Team to review and implement a strategy to ensure appropriate plans are in place to reduce organisational risk and increase resilience in the area of facilities and maintenance management in line with overall University objectives
- Provide input into the specification writing and the tendering process as the need arises and to subsequently manage the delivery of the agreed services provided by FM Contractors and their subcontractors, with particular emphasis on ensuring KPI's are tracked, reported and complied with and service level agreement obligations are achieved

- Assist with the development of an annual maintenance budget for approval by the Estates Management Team and subsequent day to day management and tracking of a multi-million euro facilities and maintenance expenditure which includes obtaining quotations, signing off invoices and monthly budget reporting in line with procurement requirements
- Continuously monitor expenditure ensuring cost control and reporting measures are in place to ensure all third party service providers are delivering in line with the requirements of the multi-campus strategy for facilities and maintenance
- Provide Facilities Management control and assistance on identified contract(s) ensuring efficient and effective implementation to achieve and maintain full contractual compliance
- Ensure appropriate Contract(s) administration and record keeping is maintained and to audit records with the FM Providers during regular site visits.
- Ensure effective programming of planned preventative maintenance and lifecycle asset and plant investment plans
- Liaise with the Estates Management Team on procurement, variations and contract changes within the allocated FM Contract(s) to maximise value for money and ensuring compliance with procurement obligations
- Assist the Estates Management Team in planning and management of minor works and projects from initial briefing to final handover
- Regularly review controls with the FM Contractors and Maintenance staff to ensure appropriate action is taken where required, e.g. statutory compliance, Health & Safety inspections etc.
- Management of the University Permit to Work System to ensure risk assessments are completed & maintained and to oversee the supervision of contractors or sub-contractors with regards to standard of work & Health & Safety ensuring compliance with relevant Quality, Safety, Health & Environmental standards at all times
- Work closely with the Estates Projects Team, having input into new building designs to ensure consistency and appropriate standards are tabled for design consideration
- Accept handover of new buildings and refurbishments from the Estates Project Team to ensure seamless operation and business continuity
- Work with Estates Management 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
- Maintain existing and oversee the implementation of new University campus signage when required

- Oversee Energy Related Works and input into Utilities Procurement Contracts.
- Accountable for all teaching and learning space requirements, providing assistance to other University departments, such as ISS, to ensure University standards for teaching facilities are achieved.
- 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.

### **Qualifications and Experience**

**Essential:** Candidates must have a Primary Degree or equivalent (NFQ Level 7) in an appropriate area plus 3 years' relevant experience in a similar environment.

In addition to the above the ideal candidate will have:

- Demonstrable experience of developing and managing a comprehensive facilities and maintenance budget, with demonstrable success in implementing cost control and cost reporting strategies
- Proven experience of implementing facilities and maintenance strategy in a large complex organisation, ensuring risk reduction and quality control measures are in place
- Proven experience of facilities and maintenance management including demonstrable experience of managing large facilities and maintenance output specification contracts, and associated in house staff and providing leadership in a highly complex environment, with demonstrable success in a similar service environment
- Experience of maintenance and fault finding on building fabric and a variety of plant and equipment including;
  - Boiler plant, HVAC, pumps, generators, switchgear, wiring & cabling, Batteries, small power & lighting
- Willingness to attend the University outside of normal working hours on an ad hoc basis in order to meet operational needs when required.
- A comprehensive understanding of the facilities and the associated regulatory environment
- Sound experience and working knowledge of CAFM and BMS Systems
- Excellent financial, verbal and written Communication skills and an ability to positively interact with both internal and external stakeholders

## **Mandatory Training**

The post holder will be required to undertake the following mandatory compliance training: Orientation, Health and Safety, Research Integrity and Intellectual Property and Data Protection training. Other training may need to be undertaken when required.