

## Infrastructure & Critical Services Manager – 11042

### Job Summary

In conjunction with the Chief Infrastructure Engineer, provide senior appointed person level duties for high voltage network of the University of Birmingham. The network is managed under HTM 06 standards with some house rule differences.

To plan, manage and ensure delivery of efficient, effective and sustainable Infrastructure and Critical Services to the Estates Office operation. This includes strategic reviews and planning of all University wide infrastructure and critical services, providing investment plans for both capital and maintenance programmes and, providing specialist advice and support to all internal stakeholders and customers.

To include an inspection and repair service on planned maintenance works and responsive repairs delivered through performance management of a mix of directly employed labour and external contractors. All delivered services are based on identified and understood customer requirements and compliance with statutory requirements and industry best practice.

### Main Duties

#### Customers

To provide a service that understands the needs of the University and its customers. This will include:

- Ensuring that all internal and external customers' needs are understood and appropriately met.
- Developing a positive relationship and effective means of communication and feedback with all customers

#### Service Delivery

To provide an efficient, effective and sustainable Infrastructure and critical services which will include:

- Continuous review of key infrastructure and critical services, identifying key points of failure and resilience
- Development and implementation of infrastructure works and asset/investment plans, including life cycle analysis, funding sources in both short/long term
- The development and implementation of Planned Preventative Maintenance programmes based on modified SFG 20 standards, including Statutory and Non Statutory, across all infrastructure services
- Identifying and implementing continuous improvements to quality and efficiency of services
- Identify and implement innovations in process and technology
- Identify and implement resolution to recurrent service failures

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- Proactively managing and monitoring contracts for service delivery, quality, customer service and response to specified targets and performance, engendering an ethos of 'demanding client' and taking appropriate action where poor performance is evident
- Managing contract anomalies, deviations, purchasing and legal implications
- Implementing industry best practice and setting high standards of quality and professionalism for the operation
- Providing expert professional advice on all infrastructure services works, supporting the Projects section on major projects planning and implementation works, taking a proactive role in directing resource in support of capital projects and other operational teams
- Identifying and planning for future technical and compliance needs of the estate infrastructure, over both short and longer term.
- Act as lead responsible person for business contingency planning, risk management, disaster recovery situations and maintain and ensure the resilience of the infrastructure and critical services.
- Act as the University specialist advisor for all infrastructure items, including high/low voltage network and mechanical network.
- In the absence of the Chief Infrastructure Engineer, act as the lead High Voltage Authorised Person and the main contact point as the University's High voltage Authorising engineer.
- Collating maintenance information needed to inform and develop operational plans and strategies on infrastructure and critical services.
- Producing technical/other reports, where changes in policy or substantial investment may be required.
- Providing statutory compliance assurance reporting and evidencing, including establishing and managing against appropriate Key Performance Targets, identifying failures by exception and implementing corrective action plans.
- Working with the Estates Office Management Information and Systems Team (MIS) to develop and implement a systematic and evidenced statutory compliance database, reviewing existing information systems to ensure compatibility in accordance with the MIS Strategy for the Estates Office.

## **Our People**

The development of the capabilities required to serve and provide efficient and effective service: This will include:

- Ensure the highest personal and professional standards and a culture of 'service' and a 'can do attitude' that underpins efficient and effective service delivery within the Estates Office and across the University
- Provide input and assistance to development of technical competencies standards and skills training for relevant Estates and University staff

## **Resources**

To manage within the available budget and ensure the effective delivery of services that demonstrates best value. This will include:

- Establishing and reporting fully justified priorities for spend.
- Establishing a secure methodology of financial management for staff to follow, so that expenditure is prioritised, monitored and reported appropriately.
- Zero Based Budgets (ZBB), life cycle costs/options and cash flow forecasts.
- Ensuring University financial guidelines are followed.

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## Standards

Set the quality and professional standards to which the Estates Office and those under its instruction will work. Ensure that information and working methods support those standards. This will include:

- Ensure control and management of development and implementation of standard details/specifications ensuring effective and proactive resolution of emerging issues and problems of a technical and/or statutory nature, where necessary acting through others to achieve this.
- Identifying need, produce and or provide specialist advice for specifications, and manage or assist in tendering and awarding contracts in accordance with EU procurement, including establishing, regularly reviewing and monitoring a robust and pragmatic programme.
- Manage the written scheme process and regularly reviewing statutory insurance inspections to ensure all relevant systems and items of equipment are covered, and that inspection and repair is undertaken within legislative timescales.
- Investigating the effects of any proposed changes to policy or legislation affecting infrastructure and critical services and making recommendations.
- Ensuring that technical policies and procedures are developed, introduced and monitored regularly to ensure their effectiveness in all areas covering infrastructure and critical services.
- Provide input and assistance when involving Infrastructure and critical services to the process for projects integration of all O&M manuals, H&S files, Drawings and building log books, maintaining compliance and corrective action in accordance with legislation.
- Promoting a health & safety culture within the team by providing advice, instruction and training and ensuring that all relevant Health & Safety instruction and guidance is correctly followed.
- Implement internal audit process to maintain standards in accordance with industry best practise and legislation.

## Other

- **Participate in the Estates Office's 24-hour emergency service provision (HVAP or DSO), taking full managerial responsibility for the estate during periods of on-call cover (implementing escalation procedures and liaising with senior University staff during emergencies).**
- To be available out of hours for advice that may require on occasion attendance on site.
- To carry out such other duties as are required by the Director of Estates, the Director of Engineering and or the Chief Infrastructure Engineer.
- To adhere to the University and Estates Office Policies, Procedures

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## Person Specification

- Formal education to degree level or engineering equivalent, in a relevant discipline.
- Significant experience of Infrastructure services and statutory requirements for a large and diverse portfolio of buildings.
- Substantial experience of developing and managing infrastructure and investment plans for both statutory and non statutory work streams via technical staff across diverse technical backgrounds.
- Membership of a relevant professional body.
- Highly-developed knowledge of the principles and current best practice of infrastructure and critical services in public sector organisations, and an understanding and recommendations on future technological and process change and innovation.
- Knowledge of legal and operational contract principles and management.
- Well-developed knowledge of infrastructure and critical services activities inter-relate with other activities within a significant and diverse HE, Public Sector or Commercial property portfolio.
- A full and clean driving licence.

### *Skills*

- Ability to manage budgets, resources and funding.
- Ability to apply knowledge of infrastructure and technical services to the improvement and development of large estates.
- Excellent customer-relationship management skills and a commitment to excellence in service delivery.
- Effective communication skills, both written and oral, including the ability to negotiate at high level.
- Proven ability in project management, against the constraints of time, cost and quality, integrated with a high level of commercial acumen.
- Planning skills appropriate to the formulation of strategy, and to the translation of strategy into effective operational plans.
- Clear analytical skills: the ability to prioritise and to schedule work in the face of conflicting demands.

### *Personal qualities*

- Ability to motivate and generate enthusiasm in others and to work in a team environment with colleagues within the Estates Office and wider University from different professional backgrounds.
- Ability to generate innovative and imaginative solutions to problems, within available budget to implement them, and to encourage others to adopt them.
- Ability to recognise potential conflict, proactively address any issues and/or reactively manage issues to successful conclusion.

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