

JOB DESCRIPTION

Job Title: Soft Services Manager

Department: Works

Reports to: Director of Works

Responsible for: General Maintenance and Decorating Teams

Key accountabilities

1. Improve and maintain the décor and environment of internal spaces for occupants of the College by communicating with the College community to assess project requirements, manage expectations in relation to the outcomes and timings, provide solutions to issues which arise, provide on-going communication throughout the project, maintaining excellent customer relations at all times.
2. Develop the scope and scale of General Maintenance services outputs, to support a focus on the least things that matter the most, in providing first class services, to Fellows, students and staff, making best use of TABS, Booker and other organisational tools.
3. Provide line management support to the maintenance and decorating teams, assessing the skills, schedules and work timescales discussing the details of projects involving reactive maintenance service, including general maintenance support for room moves, room reallocation, room set and event support. to ensure full understanding and visibility by all parties in order to achieve a high quality service, liaising with the wider Works teams where required. Nurture, coach and develop team members to help them achieve agreed objectives, promoting a productive and rewarding environment.
4. Work with sub-contractors appointed for specific projects, discussing the scope of the project, the expectations, standards, quality, programme of works and timelines to ensure that there is full and clear understanding by all parties to achieve a high quality service. The sub-contractors will also be informed of the College protocols, levels of behaviour and compliance to ensure a productive working relationship whilst on site.
5. Oversee and inspect the progress of each general maintenance project by conducting site visits and on-going communication with the internal and/or external workers, dealing positively with any issues or changes which arise, liaising with the senior management and business administration team as appropriate, reporting progress to the regular Works Department and project meetings.
6. Ensure compliance with relevant risk assessments, method statements and other site compliance by the internal and external works teams working on each general maintenance project by receiving feedback and inspecting the workplace, reminding workers and staff of their obligations, if necessary or reporting any irregular behaviour of sub-contractors to the contracting management. Working alongside the Business Management team, support the safe management of sub-contractors. This may from time to time involve the issues and approval permits to work for activities allocated a higher risk profile

7. Forecast and agree relevant annual budgets to deliver a planned refurbishment programme in response to condition report results, damage reports and minor refurbishment programme to maintain good standards for occupants to live and work in throughout the year. Be accountable for the management of costs in these areas.
8. Plan, organise and capture records for relevant site compliance as part of supporting the wider development of the CAFM TABS' system.
9. Organising annual and periodic training of staff to ensure are up to date with legislation, regulations, and best practices. Regular engagement with Cascade (HR Information System).

Any other reasonable duties that may be required and are compatible with the nature of the job.

The role holder may be required to provide overnight management support for the reactive maintenance during May Ball (once a year).

The role holder will be required to work additional hours on a rota basis to respond to emergencies occurring outside normal working hours.

PERSON SPECIFICATION

Criteria	Description
Experience	E - Experience providing operational leadership to a multi-skilled team within a facility management role. E – Excellent IT skills, experience in using databases, excel, word, adobe and CAFM programs. E - Demonstrate understanding of maintenance of health and safety records and compliance records for the department for audit and HSE inspections.
Skills	Exceptional organisational skills, with the ability to plan, prioritise, multi-task and work quickly and efficiently, ensuring deadlines are met, irrespective of conflicting priorities, working calmly whilst under pressure Attention to detail and problem-solving Ability to deal confidently with enquiries from senior managers, colleagues and College members Excellent interpersonal and communication skills. Ability to establish strong working relationships with colleagues Diplomatic, with the ability to deal with confidential matters discreetly A polite, punctual and professional manner Enthusiasm, willingness, flexibility and versatility Common sense and patience
Qualifications	Minimum of 6 GCSE including Maths and a science or minimum of 2 A levels or a degree in any subject. D – level 3 WIFM award or a willingness to work toward this qualification D - IOSH or NEBOSH D - Prince2 Foundation or practitioner
Additional requirements	Ability to demonstrate a positive attitude. Hardworking and dependable. Able to work outside normal working hours as required. On-call provision for out-of-hours on a rota basis.

EMPLOYMENT DETAILS

Rate of Pay:	In the range of £45,000 - £50,000 per annum
Hours:	39 hours per week. Mon-Thurs 8am-5pm Fri 8am-4pm.
Holiday:	25 working days plus 8 public holidays.
Meals:	Free lunch is provided for staff whose duties cover this period.
Probationary Period:	Six months.
Pension Scheme:	A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.
Employee Assistance:	The Employee Assistance Programme is a free and confidential telephone and web-based information and support service providing staff with access to caring and professional consultants and counsellors.
Gym:	Membership of the College gym is available for a modest fee. Inductions are compulsory.
Sports & Social Club:	The Trinity College Staff Sports and Social Club, run by a committee of staff who organise events and outings.
Access to College:	The College is unable to provide parking on site for its entire staff. Access to and parking in the City Centre is becoming increasingly difficult. The City Council has provided several Park and Ride sites around the city outskirts, with regular bus services. A number of members of staff cycle to work, and the College may be able to provide covered cycle parking.
Private Health Care:	The College provides private health care and membership of a dental care scheme. Staff are able to join the schemes after successful completion of their probationary period, subject to certain limitations. This is a taxable benefit.
Cycle to Work Scheme:	There is a tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it. Staff are able to apply for this scheme after successful completion of their probationary period. Maximum limits apply.
College Punts:	Use of College punts at a subsidised rate.

The work includes climbing staircases, accessing awkward areas and walking/cycling between areas across the extensive site. The job holder will have the use a cycle (provided) to transport themselves around College and its surrounding sites.