

JOB DESCRIPTION

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| Job Title | Head of Campus Services | | |
| Reports to | Executive Director of Estates and Campus Services | | |
| Department | Estates and Campus Services | | |
| Job Family | Business Services | Level | 5 |

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

Estate & Campus Services has responsibility for leading and creating the strategic and operational plans that deliver high quality service and a consistent customer experience to all the School's stakeholders, including students, participants, faculty, staff, alumni and visitors to the School. This includes:

- Strategic and operational planning to deliver the estates masterplan.
- Strategic and operational planning for space optimisation as the School continues to grow.
- Effective management of the property portfolio including office moves, space timetabling room bookings, and catering services.
- The management of the school's property portfolio and the development of all sites including Sussex Place, Sammy Ofer Centre, Taunton Place and the North Building.
- Development of a Planned Preventative Maintenance Programme & effective reactive building services

- The ongoing maintenance of the estate, including the delivery of the schools 5 year Capital projects plan.
- The planning and delivery of redecoration, renewal, and refurbishments.
- Retail and hospitality catering
- Reception, security and switchboard.
- The provision of cleaning, porters and post services.
- The Fitness and Wellbeing Centre.
- The Operational running of the Shop.

Job Purpose

The Head of Campus Services is responsible for the delivery of an excellent customer experience to all our stakeholders. Working in partnership with stakeholders, suppliers and customers to ensure coordinated service delivery and an outstanding experience.

This role has the responsibility for the provision of a safe, clean and secure environment on Campus, along with other contracted services i.e. Fitness Centre.

The role will be responsible for providing strategic leadership for the Security Services which includes, Security Operations, Fire and Access Control Strategies, Car Parking and acting as the key point of contact for incidents and accidents.

The Head of Campus Services will also lead on all issues relating to Health and Safety for the school, acting as the key point of contact for Health and Safety consultants and the Company Secretary's department.

The Head of Campus Services is also responsible for the implementation of the strategic direction for Cleaning Operations on site, developing the operating model, enhancing cleaning regimes and introducing technology to drive efficiency at the same time support the school's sustainability objectives.

The role is required to influence, represent and manage customer requirements, proactively identifying, championing and analysing business and customer needs and presenting effective strategies and solutions to promote continuous improvement. At the same time foster close working relationships with all department heads to ensure that collectively we are delivery an excellent experience for all our campus users

This role also works closely with the Head of Customer Experience to ensure that collectively the Estates & Campus Services teams deliver, high quality, co-ordinated services across a wide range of stakeholders.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

The role is accountable for:

Strategy and Planning

- Contribute to the development of a vision/strategy for a department /division to enable the realisation of the London Business School vision.
- Develop and lead the implementation of plans for an area/department to support the achievement of wider departmental/organisational goals.
- Lead the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

Partnering and Service Delivery

- Ensure successful service delivery of the security contract ensuring 100% compliance with all elements of the contract and SLA.
- Responsible for the delivery of all elements of the London Business School Fire & Access Control Strategies
- Specify the requirements for and responsibility for all ad hoc contracts pertaining to security, equipment, access control, fire maintenance, systems and licenses.
- Act as key point of contact for all accidents and incidents.
- Ensure that the contracted companies provide a safe environment for all buildings
- Drive service delivery of the cleaning contract ensuring 100% compliance with all elements within the contract.
- Responsible for the overall provision of the additional services that underpin the quality of our cleaning and space standards, landscaping, recycling, waste, pest control, window cleaning etc.
- Collaborate with the Head of Customer Experience to deliver a customer centric experience that is consistent across all Campus buildings.
- Engage and consult with the Head of Customer Experience on projects, developments and operational issues from inception to delivery in order to drive a high quality seamless experience.
- Lead and encourage cross-collaboration at all levels throughout campus services and customer experience to minimise operational risks, enhance business continuity and delight our stakeholders.
- Engage with internal stakeholders to understand their needs and expectations and develop meeting frameworks in order to build strong relationship partnerships that will aid the delivery operational excellence
- Partner with relevant area to understand their strategic goals and provide subject matter expertise to support and facilitate effective decision-making.
- Provide technical guidance and recommendations as a subject matter expert in order to support the resolution of the most complex issues from all stakeholders, and develop precedents to improve service delivery within own specialist area.
- Provide professional advice and guidance to senior management, sharing expertise and information to support effective decision-making.

Analysis and Reporting

- Analyse key themes from a wide range of data sources in order to identify issues and how different scenarios may impact upon London Business School and the delivery of its services.
- Produce reports, or oversee the production of reports in own area of specialism, to be used by senior management in the decision-making process.

Health & Safety & Compliance

- Lead on all issues relating to Health and Safety for the Campus Services, acting as the key point of contact for Health and Safety consultants and the Deputy School Secretary.
- Work with the Deputy School Secretary to review and develop all aspects of the schools Health and Safety policy and activity and ensure its implemented consistently across the school.
- Ensure that rigorous risk assessments and incident management systems are in place and followed by the school.
- Work with the Deputy School Secretary and the Deans office to ensure compliance requirements are being controlled, documented and maintain in accordance with regulations and guidelines.
- Lead the creation of policies and procedures for own area and help embed them across the School.
- Quality-assure the drafting of key policy documents to ensure full compliance with internal/external rules, regulations and legislation governing the delivery of business services and/or business/academic education.

Supplier/Contractor Management

- Manage the tendering process to select contracts for the delivery of services, and provide ongoing oversight to, and engagement with large suppliers/contractors to ensure the School gets maximum value for money.
- To actively lead the negotiation and management of external procurement and contracting arrangements for Estates and Campus Services , includes but not limited too, Security, Cleaning ,Fitness Centre, Office Stationary and other service contracts.
- Design and develop effective KPI's that will drive the service of the contracted cleaning company & associated providers to exceed the expectations of our customers and stakeholders

Collaboration and Relationship Management

- Develop and manage ongoing relationships with key stakeholders to identify and deliver solutions that benefit all parties across London Business School.
- Establish networks across organisational peer groups and outside of London Business School to gather and share information to ensure that professional services are delivered in line with industry best practice.

- Take the lead on and/or represent the area/department in cross-departmental initiatives to enable London Business School to better meet its strategic goals.

Project Management

- May manage projects in own area of specialism, or contribute to cross-School projects, providing subject matter expertise to help achieve projects objectives.
- Provide subject matter expertise to strategic, complex and/or high-impact projects to support their successful delivery.

Financial Management

- Financial responsibility for the Security, Cleaning , Fitness Centre contract and accountable for all elements of Contract Management budget.
- Contribute to the development of budgets for the department.
- Lead the control of relevant budgets to ensure well planned, value for money and cost control.

Process Improvement

- Use management information to recommend new/enhanced policies to support business improvement.
- Contribute to the development of new/enhanced policies, processes, solutions and systems, and lead on the implementation of improvements in a defined area of Business Services.

People Management

- Recruit the right talent for the Customer Experience team, considering current and future needs.
- Create and nurture an inclusive team that respects and values diversity, in which all members feel they belong.
- Engage the Customer Experience team through effective two-way communication and inform them of what is happening in and beyond the school.
- Have meaningful development conversations with my team and support them to achieve their personal development and career aspirations.
- Take ownership and proactively manage issues that arise in the Customer Experience team,

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, develop and communicate plans to ensure change is successfully implemented within own division/ department.
- Partner with the business to identify opportunities for positive, service enhancing change, and develop strategies to ensure the change is successfully implemented and the benefits are realised.

KPIs:

- Well defined, clearly communicated and executed strategies and/or plans for area of work.
- Trusted adviser relationships developed with key stakeholders.
- Excellent stakeholder feedback.
- Development of high-quality policies and processes.
- Smooth operation of reporting cycle in own area producing highly-accurate data which informs decision making.
- Contribution to cross-School initiatives.
- 100% compliance in Health & Safety
- Projects delivered on time, on budget and to quality standards.
- Accurate budgets developed, no overspend and value for money demonstrated.
- Contribution to continuous improvement in School rankings.
- High-quality work delivered by contractors and agencies.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience appropriate to senior manager FM role.
- Security Industry Qualification at certificate or higher level
- Member of an appropriate professional body
- Previous experience of the policy formulation, strategic planning and management of a portfolio of Security Services and Operations at a senior management level across a multi-site estate to deliver continuous improvement to excellent standards
- Risk management experience, ideally within the HE Sector including maintenance of risk registers and supporting departments in the management of risks
- Experience of dealing with high profile, potentially high-risk events and successful liaison with high ranking internal and external agencies
- Experience of invitation to tender and successful contract monitoring against SLA's and KPI's
- Proven management and leadership skills and the ability to motivate and manage a multi- disciplinary team of staff
- Conflict management and negotiation
- Experience of managing internal relationships at all levels.
- Demonstrable credibility and a network of contacts in an area of expertise.
- Subject matter expert in legislation, policies, tools or systems applicable to own area of specialism.
- Ability to scan the horizon, identify industry best practice and translate this into future planning for own area of specialism.
- Proven financial management skills and commercial acumen.

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| Staff | 100 - Contracted Staff |
| Budgets | £10 million + |
| Date Updated | November 2022 |