

Job Description

Post/Job Title:	Facilities Delivery Officer
Ref:	0005113
Location including building:	Talbot or Lansdowne Campus
Professional Service:	Estates & Facilities
Group/Section:	Campus Operations
Normal hours per week:	37 Hours (Some flexibility will be required to ensure that key time scales and deadlines are met).
Grade:	Grade 5
Responsible to:	Campus Operations Manager

Job Purpose

To implement and manage operations of a wide range of key service suppliers ensuring best value for money is achieved alongside efficient and satisfactory supplier operational performance. The postholder should be able to liaise with both in-house and contract staff in an effective and diplomatic manner, ensuring service level agreement and key performance targets are met or exceeded. Strong facilities and budget management experience are key requirements of this post.

The role includes the following direct responsibilities.

- Day to day management and coordination of the supplier services of cleaning, security, waste disposal, interior plants, furniture, postal/courier services and sanitation.
- To help identify short to medium term operational issues, working in conjunction with the Campus Operations Manager.
- With regard to Security contracts, to liaise with the Security Operations Officer to escalate performance issues to the appropriate personnel.
- To direct and manage the supplier teams and all their operations.
- To work within the budget constraints as determined by the Campus Operations Manager

Main Responsibilities

To liaise with the Campus Operations Manager and all appropriate contractors to ensure the University meets its obligations in respect of operational supply service requirements, Facilities operational tasks relating to campus and service delivery.

Operational Delivery management

Ensure delivery of all operational contract suppliers raising any performance issues to the Campus Operations Manager. In conjunction with the Campus Operations Manager have overall responsibility performance management in accordance with agreed budgets and compliance against agreed service levels and key performance indicators. To assist the Campus Operations Manager with regards to control changes to contract requirements.

Daily contact with onsite Contract Cleaning Manager to ensure performance standards met, maintained and resolving any issues

Regular contact with contract personnel to rectify/resolve site issues ie. changes to delivery requirements or frequencies for services

Provide support and guidance as appropriate to schools/faculties for service requirements including disposal of clinical and/or hazardous items and/or future services as may be required.

Maintain on-going monitoring of operational performance, ensuring timely feedback resolution and corrective actions on all identified variances for range of supply contracts including carry out regular cleaning and service audits across all disciplines on a rolling basis ensuring that standards are met and where possible exceeded.

Overseeing and working with Campus service teams relating to campus signage and changes to campus signage when required

Responding proactively to service issues and complaints, where necessary, in conjunction with the supplier to provide a pragmatic solution to the highlighted issue.

To represent BU at SCAG meetings to ensure ongoing service levels are met for the waste contract and that BU's needs are considered in all decision making.

To be a lead participant in waste audits and actively support and encourage the recycling of waste, working with both the Facilities teams and contract cleaning company to help to achieve challenging targets in this area.

Mobilise facilities services at service commencement ensuring services are implemented in accordance with output specifications and performance standards. Ensuring all services are established in line with to university policy requirements, including H&S, and be implemented within agreed timescales to support the successful delivery and implementation of Campus Operations contracts.

Attend weekly and monthly operational meetings (Quarterly reviews)

Furniture Management

To undertake periodic furniture audits to assess stock condition and input into furniture budget forecasting.

To liaise with the Campus Services Co-ordinator in assessing surplus furniture stock and plan disposal route in conjunction with local partners.

Operational Budget Management

To provide specific analysis of budgetary spend against forecast as part of the annual budget planning activities.

To undertake analysis and report on future operational expenditure based of anticipated service requirements for key contracts in order to inform contract renewal and tendering exercises.

To manage all operational contract budgets to ensure the University receives value for money. In conjunction with Campus Operations manager and contractors potential cost savings measures to reduce costs whilst maintaining, and ideally, increasing efficiency of service

In conjunction with Campus Operations Manager review operational costs against projected spend and provide input on future spend and budget planning based on operational knowledge.

Utilise BU Procurement systems to raise, where necessary approve orders and to interrogate system for financial and contract information to assist with contract and financial management.

Raising of orders on BU systems and process and approval of invoices Rego in accordance with university financial regulations and to enable EMR reporting

To Liaise with supply partners and university finance team to resolve invoicing queries

To authorise expenditure within university approval levels

To implement policy and control the provision of protective clothing to member of Estates staff

Organisation Chart

1. *Head of Development & Facilities*
2. *Campus Operations Manager*
3. *Facilities Delivery Officer*

Dimensions

Budget management/oversight of contracts to value of circa £3.7m

Contacts *(Internal and external, including level)*

Internal:

Campus Operations Manager
Security Operations Officer
Campus Services Co-ordinator
Financial Services
Staff at all levels within the University, including senior management.
Students and visitors

External:

University suppliers, Contractors, Local Councils, Local Charities, Local Residents and other education establishments.

Challenges

- To ensure the smooth running of the University's Campuses with regard to supplier operations
- To monitor the performance of contractors and ensure that they give best possible value for money and operate and maintain standards to the required University specifications.
- To compile statistics or reports as required
- To annually review all service contracts in conjunction with the Campus Operations Manager.
- To liaise with Faculties and Professional Services in respect of the performance of service contractors and report any major discrepancies in performance to the Campus Operations Manager and Head of Development & Facilities
- To recommend any changes in the University's procedures necessary to ensure an effective and efficient service is maintained.

NB: The purpose of the job description is to indicate the general level of responsibility of the position. The duties may vary from time to time without changing their general character or level of responsibility.

Bournemouth University is a No-Smoking Environment.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Equality & Diversity Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

August 2025

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Professional Service: Estates & Facilities		Date: May 25
SELECTION CRITERIA		Essential/ Desirable
Knowledge (including experience and qualifications)		
HND, Degree or equivalent qualification in a relevant subject or appropriate level of intellectual capacity		E
Relevant professional qualification, membership of relevant professional association (IWIFM) and evidence of continuing professional development or equivalent experience		E
Knowledge of Facilities Management in respect of Facilities Management processes		E
Knowledge and experience of management techniques for achieving process and quality improvements		E
Knowledge and application of employment and people related policies		E
Experience of working preferably in an HE environment within a facilities Management environment		D
Skills		
Highly developed interpersonal, negotiation and influencing skills		E
Excellent IT capabilities relevant to FM activities, (notably use of CAFM systems)		E
Excellent verbal and written communication skills with the ability to interact effectively with a range of stakeholders including staff at all levels, students and external organisations		E
Ability to challenge and manage poor contract performance		E
Able manage large budgets with attention to detail and a high level of accuracy		E
Ability to prioritise in very challenging circumstances		E
Ability to work on own initiative and to meet sometimes challenging deadlines		E
Ability to provide solutions to operational queries from a wide cross section of stakeholders and deal robustly where necessary		E
Attributes		
Innate customer service (service excellence) attitude		E
Able to handle pressure and deal effectively with emergency situations and to diffuse confrontation		E
Motivated to achieve the requirements and demands of the role		E
Able manage complex contracts through developing relationships, partnership and applying a broad collaborative approach		E
Appreciation and understanding of situations requiring tact, diplomacy and discretion		E