

JOB DESCRIPTION AND PERSON SPECIFICATION

Position:	Estate Facilities Manager
Employer:	Anglia Innovation Partnership LLP
Salary/FTE:	£38,000 to £42,000 depending upon experience. Full-time position
Application closing date:	Monday 22nd May 2023 (Interviews 25 th May and 1 st June)
Location:	Centrum, Norwich Research Park, Colney Lane, Norwich NR4 7UG
Contact	For further information about this position, please contact Dr Nick Goodwin, COO, nick.goodwin@norwichresearchpark.com to arrange a call.
Benefits:	27.5 days plus public holidays Flex-time scheme Contribution to company pension scheme Death in service scheme Free parking
Start date:	Immediate
Reports to:	Chief Operating Officer, Anglia Innovation Partnership LLP
Background to Norwich Research Park and Anglia Innovation Partnership	<p>Norwich Research Park, situated west of Norwich, is one of the largest single-site concentrations of research in food, genomics and health in Europe. The site hosts the John Innes Centre, The Sainsbury Laboratory, Earlham Institute, Quadram Institute, University of East Anglia and Norfolk and Norwich University Hospital, plus 40 companies based in either commercial laboratory and office accommodation, or as a virtual tenant.</p> <p>Anglia Innovation Partnership LLP (AIP) is the science park management company responsible for developing and maintaining commercial laboratory and office space for research and development intensive businesses. Buildings, totalling 100,000 sq ft, include the popular Centrum building that is open to the public and provides café/restaurant, meeting rooms; the Innovation Centre, and associated buildings and amenities including a nursery.</p> <p>AIP has exciting growth plans to construct over a million sq ft of new accommodation, including new laboratory and office buildings, over the next ten years. Two new laboratory and office buildings are currently in the design and planning phase.</p> <p>You will be working within a motivated in-house AIP team, based in the Centrum building, who cover finance, marketing, asset management, development management, facilities administration, and reception.</p> <p>A number of key contractors deliver specific facilities management and maintenance work based on estate and building service charges and planned preventative maintenance.</p>

	<p>Buildings under AIP management sit within a wider Norwich Research Park estate. AIP does not manage the estate or facilities relating to the research institutes, university or hospital.</p>
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<p>Main Purpose and Summary of Role:</p>	<p>The Estate Facilities Manager is a leading role to help deliver the AIP Business Strategy, managing the 100,000 sq ft of buildings and related estate.</p> <p>The Estate Facilities Manager is responsible for all related health and safety matters, reporting to the AIP CEO.</p> <p>The main purpose of the role is to effectively manage all aspects of Estate Facilities Management, for Norwich Research Park, as part of the AIP team.</p> <p>The role includes the setting and management of all building and estate service charges, and the management of all planned preventative maintenance, including budget setting and financial management, with the support of the AIP finance team.</p> <p>A key aspect of the role, therefore, is the management of all contractors delivering building and estate facilities services. This work includes the setting of KPIs and carrying out regular review meetings.</p> <p>The Estate Facilities Manager is also responsible for the management of staff running the main reception at the Centrum building.</p> <p>The Estate Facilities Manager will also be responsible for a range of other projects including the development of a sustainability strategy including energy, ecology and biodiversity, and attention to detail on all aspects of the presentation of the building and the estate now and as the campus grows.</p> <p>The Estate Facilities Manager will also be expected to interact with neighbouring organisations' estate and facilities teams, and external organisations, promoting the ethos of the Park.</p>
<p>Scope:</p>	<p>The Estate Facilities Manager is responsible for the current built estate of 100,000 sq ft, across nine buildings, let to third party tenants plus the related estate including entrances, car parks, landscaping, and utility connections.</p> <p>The park benefits from over 1 million sq ft of planning consent. With plans in place to build new properties and the park is built out, the responsibilities of the Estate Facilities Manager will extend to include all the new accommodation that is constructed, and the related estate.</p> <p>Norwich Research Park includes the John Innes Centre, The Sainsbury Laboratory, Earlham Institute, Quadram Institute, University of East Anglia and Norfolk and Norwich University Hospital. All with their own estate and facilities teams. The job holder will be required to liaise with main contacts as required.</p>

<p>Key Responsibilities:</p>	<p>The Estate Facilities Manager will be involved in both strategic planning with the Chief Operating Officer and ensure day-to-day operations meet service requirements, particularly in relation to the park estate, buildings, processes and procedures.</p> <p>Areas of responsibility include:</p> <ul style="list-style-type: none"> • To contract manage the services delivered for AIP through third parties, including (but not limited to): <ul style="list-style-type: none"> • on-site facilities management provider • grounds maintenance • catering • security • utilities • recycling and waste management • IT and telecommunications • pest control • To ensure that AIP complies with all the relevant statutory laws, regulations and national standards including estate management, health, safety and environment and maintains high standards of integrity and best practice. • Procurement and contract management for core facilities services • Management of minor capital projects e.g., refurbishment/upgrades/ long-term maintenance • Oversight of shared laboratory operation/management (experience desirable) • Service charge management – building and estate • Insurance – policy and claims • Estates/car parking • Tenant liaison, auditing, and inspection • Develop and manage travel plans and actions • Staff management, development, and training of (two) direct reports • Reception and meeting room operation and customer experience • Facilities budgeting and forecasting, e.g., utilities, contracts etc. <p>Work activities</p> <p>The Estate Facilities Manager will work with institute stakeholders, occupiers and other organisations on site. Typical tasks may include:</p> <ul style="list-style-type: none"> • Act as Duty Holder for <i>Legionella</i>, Responsible Person for fire systems and act as Technical Lead for building systems. • Prepare tender documents for site services contracts, manage tender exercise appraisal, appoint successful provider • Regularly review and test service charge costs to achieve best value for money • Work with the finance team to generate annual service charge budgets and issue to occupiers in a timely manner • Work with the Head of Development and Asset Management to integrate new building developments into the existing estate • Manage and lead to ensure minimum disruption to core activities • Liaising with tenants on facilities issues • Ensure the core building and occupier areas meet Health and Safety requirements and achieve statutory compliance
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	<ul style="list-style-type: none"> • Audit suppliers and contractors to ensure services and works are delivered satisfactorily and following up on any actions • Coordinate with other organisations across the park, encourage collaboration and sharing of best practice • Using performance management techniques to monitor and demonstrate achievement of agreed service levels and to lead on improvement • Develop and deliver robust business continuity plans, lead the response to emergencies and building incidents
General Responsibilities:	<ul style="list-style-type: none"> • To carry out responsibilities, commensurate with your position, as defined within company policies and procedures, e.g.: <ul style="list-style-type: none"> ○ Equal Opportunities ○ Health, Safety and Wellbeing ○ Data Protection ○ Risk Management • To undertake any other similar duties at this level as required by the Executive Team
Direct Reports:	Facilities Associate Community Hub Associate (Reception)
Key Relationships:	Wider AIP Team, neighbouring Norwich Research Park estates/development teams, Health and Safety Executive, consultants, service providers, contractors.
Right to work in the UK	Applicants must have the right to work in the UK as AIP LLP does not hold a Sponsorship Licence

Person Specification

Criteria	How Assessed? Application (A) Interview (I) Task (T)
Qualifications / Education / Training	
1. An appropriate professional qualification to degree level (e.g., in Estates or Facilities management).	A
2. NEBOSH / IOSH Certified	A
Experience	
1. Experience of managing an estate that includes specialist, facilities management teams (internal/external)	A, I
2. Experience of managing budgets efficiently and effectively making best use of resources available.	A, I
3. Evidence of management experience, using a recognised methodology.	A, I
4. Experience of researching, preparing and presenting management plans to senior executives.	A, I
5. Experience of negotiating and consulting with senior managers, contractors, and other stakeholders.	A, I
6. Experience of the conduct and management of the appointment of contractors including commercial negotiations through to final contracts.	A, I
Skills, Knowledge and Level of Competency	
1. A systematic, sensitive, and analytical approach to decision making and management.	A, I
2. Effective communication skills both verbal and written	A, I
3. Ability to achieve measurable results.	A, I
4. Knowledge and understanding of the use of ICT for communication, planning, monitoring of delivery, analysis of data and presentation to stakeholders.	A, I
5. The ability to establish effective working relationships at all levels internally and externally.	A, I
Personal Qualities	
1. A commitment to the delivery of high-quality service.	A, I
2. Negotiating and influencing skills	A, I
3. A commitment to the continuous improvement of standards of performance and services.	A, I
4. Ability to plan and organise personal workloads effectively to meet tight deadlines.	A, I
Other (e.g., constraints)	
1. Occasional weekend and evening work	I
2. Full driving licence.	A