

Context of the Project Manager

Our Vision is: *“Exceptional environments that enable talented and creative minds to grow”*

Falmouth Exeter Plus manages and delivers services at Falmouth, Penryn and Truro Campuses on behalf of Falmouth University and the University of Exeter. Working with the Falmouth & Exeter Students' Union (FXU) and the wider universities partnership, we support Higher Education learning and living and ensure that the interests of all campus users are at the heart of everything we do.

The Infrastructure Directorate continually strives to meet our vision through the provision the Built Estate and a wide range of Estates Services to our customers and site users.

The Estates Service focuses on ensuring that the built environment is safe, compliant, fit-for-purpose and inspiring for all site users; and delivers a consistent, high-quality and appropriately controlled range of services. Caring specifically for properties, infrastructure and a large Portfolio of improvement initiatives, this section provides specialist support to provide maintenance, repair and strategic maintenance. Compliance and H&S are the cornerstones of this section.

The Estates Service makes extensive use of management tools like CAFM (Planon) and contractor access control (Verature).

Overall purpose of the Project Manager

This role works with our customers to ensure that Estates projects are completed, on time and on budget, while meeting the business requirements to agreed quality expectations.

Working to concurrently, plan, co-ordinate and lead on the entire project lifecycle across multiple projects. Assigned projects will vary in size, complexity and type. The role holder will oversee and prepare detailed project documentation including specifications, plans, costs, highlights and end of project reports.

An excellent communicator, the Project Manager must build and maintain strong customer and stakeholder relationships ensuring all parties are informed and able to make and understand decisions.

A pragmatic technological thinker the role holder channels technical, process and commercial experience, through a consultative approach, to ensure overall customer satisfaction through the realisation of the desired project outcomes.

The role works closely with the Estate Development Manager and wider Estates Project Teams in the delivery of capital investment projects, backlog maintenance projects, minor works projects, and other estate projects related to the built environment.

Main Duties

- Leads the successful delivery of assigned Estates projects across the entire project lifecycle, from business case creation, through project initiation and the ongoing management of tasks and outcomes
- Establish, co-ordinate and facilitate effective project governance setting up and managing appropriate project boards and working groups
- Accountable for the creation, maintenance and quality of all project documentation
- Monitor and report on project health & performance (cost, timing, resources, deliverables and risks) in line with delivery methodology and project management processes
- Ensure dependencies between tasks within own, or other, projects and programmes are identified and managed appropriately
- Manage project finances, including the full procurement cycle and resource costing
- Identify and manage project dependencies and risks, instigating mitigating actions to ensure successful delivery of project outcomes
- Work across Estates and wider campus teams to ensure engagement occurs at appropriate points throughout the lifecycle of the projects and that acceptance into service is managed effectively
- Manage contractors and consultants / designers to ensure contractual commitments are met
- Consistently apply and enhance project management processes, ensuring methodology is aligned to the needs of the customer
- Facilitate effective communications across all key stakeholder groups, providing regular reports and maintaining visibility of the project

General Duties

- Contributes to delivering an Estate that fits the needs of a Higher Educational Institution with due respect to the diverse nature of the learning environment and national initiatives.
- Is vigilant with regards to H&S and leads by example by understanding risks inherent in Estates projects and reporting anything which could damage the reputation and systems of the universities.
- Maintains good records, documenting actions in appropriate systems.
- Embraces the principles and concepts of the frameworks and standards adopted by Estates, including procurement protocols, RIBA plan of Work stages, etc
- Delivers a level of customer service which meets and exceeds the expected standards. Ensures all people are dealt with efficiently and with appropriate regard to their needs.
- Undertakes reasonable duties which contribute to the success of the directorate and FX Plus as a whole.
- Agrees personal and team objectives and works to achieve them, developing both individually and collectively.
- Actively participates in required organisational processes, courses and activities, constantly maintaining the required conduct.
- Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

Skills required for the role

Skill (Level)	Skill Description	How we may assess
Portfolio management	Ensures that the programme or projects is properly controlled and managed under a portfolio approach, to ensure that they provide the appropriate information to agreed targets of timelines and accuracy. Produces reports as appropriate for portfolio governance, including making recommendations for changes to the portfolio.	Application; Interview; Assessment
Project management	Takes full responsibility for the definition, approach, facilitation and satisfactory completion of medium-scale projects (typically with direct business impact; firm deadlines and values upto £1m). Identifies, assesses and manages risks to the success of the project. Ensures that realistic project plans are maintained and ensures regular and accurate communication to stakeholders, consistent with the methods in use (agile, waterfall, etc). Ensures milestone reviews occur on schedule and according to procedure. Manages changes and variations, and ensures that project deliverables are completed within agreed cost, timescale and resource budgets, and are signed off.	Application; Interview; Assessment
Project process	Develops feasibility studies for projects and outline specifications during the design process. Tenders and issues contracts in accordance with FX Plus procurement policy; including engaging consultant teams, designers, contractors, etc. Manages all necessary risk assessments, method statements, permits to work and update appropriate operational manuals in accordance with all current safety and construction legislation, to ensure effective management of health and safety, avoiding any health and safety breaches.	Application; Interview; Assessment
Performance management	Monitors project and portfolio performance against approved cost/time/quality criteria and ensures that all stakeholders are informed and involved throughout any change programme.	Application; Interview; Assessment
Service acceptance	Engages with Estates Maintenance Teams to confirm that construction and refurbishment projects meet the service acceptance criteria and are to the required standard. Ensure that all required commissioning and handover documentation is provided on completion of projects, including all Operation and Maintenance Manuals, As-built drawings, Log books, H&S Files, Asset schedules and User Guides for statutory record keeping	Application; Interview; Assessment
Directorate Support	Delivers exceptional level of customer service which meets and exceeds the expected standards. Agrees personal and team objectives and work to achieve them, developing both individually and collectively. Actively participates in required organisational processes, courses and activities, constantly maintaining the required conduct. Administers payments and coding of invoices and tracking of cashflow. Maintain records of expenditure in order to control budgets and provide expenditure forecast. Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Inclusion	Application; Interview; Assessment

Skill (Level)	Skill Description	How we may assess
Relationship management	Identifies the communications needs of each stakeholder group before, during and upon completion of projects. Facilitates open communication and discussion between stakeholders, acting as a single point of contact for all stakeholders impacted by projects. Working closely with designers, contract administrators and consultants, appointing and conducting surveys for projects. Liaise with the Senior Management team and Estates Staff to provide information on work requests and detailed work schedules; provide updates on tasks by email or phone, ensuring all reports are accurate.	Application; Interview; Assessment

Person Specification

Importance	Personal attribute description	How we may assess
Qualifications & Certifications		
Essential	A Higher Educational qualification in an applicable subject or equivalent relevant experience	Application
Essential	Technical building and/ or engineering-based qualification	Application; Interview
Desirable	PRINCE2® Practitioner / AMP certification (or equivalent)	Application; Interview
Desirable	P405 Management of Asbestos in Buildings qualified	Application; Interview
Knowledge, Experience and Skills		
Essential	Detailed understanding of Project management methodologies.	Interview; Assessment
Essential	Significant experience of successfully managing complex buildings and infrastructure projects and services including demonstrable track-record of success and contributing to the specification, design and installation.	Application
Essential	Experience of using common Project Management tools (e.g. Planview, MS Project)	Application
Essential	Experience in the identification and proactive mitigation of risks , with significant experience in managing the H&S requirements related to property construction and refurbishment projects	Application
Essential	Strong written and verbal communication skills, demonstrating the ability to explain complex conceptual ideas to technical and non-technical stakeholders	Interview; Probation
Essential	Good problem-solving skills, taking a proactive, pragmatic, and positive approach to finding workable solutions and alternatives	Assessment; Probation
Essential	Strong ability to interact across teams and build ongoing relationships to ensure effective communications and exchange of information.	Assessment; Reference; Probation
Essential	Ability to prioritise and organise work of others and ensure effective use of	Assessment;

Importance	Personal attribute description	How we may assess
	resources within your own area to overcome conflicting demands.	Probation
Desirable	Experience of using Computer Aided Facilities Management (CAFM) systems and knowledge of engineering, quality and auditing management standards.	Interview; Assessment
Desirable	Understanding of Programme management methodologies.	Interview; Assessment
Desirable	Experience of working within an HE facilities/estates environment	Application
Personal Behaviours		
Essential	Respectful: Thinks of others before speaking or acting. Treats all persons equitably, fairly and justly, exhibiting good manners. Modifies style to fit the audience, interpreting difficult subjects to be understood by all.	Application; Interview; Probation
Essential	Cooperative: Develops and maintains good working relationships across the organisation and beyond. Approachable, good-natured, and easy to talk to, using various methods and tools to communicate effectively. Helps others to do or believe something, regardless of their level in the organisation.	Probation
Essential	Flexible: Creatively identifies and creates better ways of working. Thrives in an environment of change, being adaptable and open to; ideas, advice and guidance. Blends creative, problem-solving, and technical skills to develop new approaches. Seeks new opportunities both personally and organisationally.	Interview; Probation
Essential	Quality-focused: Strives for continuous personal and professional development. Always considers how to improve things. Confident in challenging existing work practices and driving improvement. Takes the time to do things right being thorough and following policy, process and procedure.	Application; Interview; Probation
Essential	Honest: Open and truthful whilst respecting confidentiality. Remains composed under pressure, using clear and sound reasoning to justify actions. Provides clear, calm and useful feedback to all levels of the organisation.	Interview; Probation
Essential	Organised: Deals with workload efficiently. Confidently plans, delegates and delivers what is required, using available resources effectively. Maintains good records, complying with established systems and processes.	Application; Probation