

| Post Details | | Last Updated: 18/08/23 | | |
|---|--|------------------------|---|--|
| Faculty/Administrative/Service Department | E&FM Capital Projects (Planning & Development) | | | |
| Job Title | Built Environment Project Manager | | | |
| Job Family | Professional Services | Job Level | 5 | |
| Responsible to | Head of Built Environment | | | |
| Responsible for (Staff) | Project Managers (external) | | | |

Job Purpose Statement

The postholder will be accountable for the successful delivery and management of capital development projects within the built environment, including new builds and refurbishments. This role, embedded within the Estates and Facilities Management (E&FM) team, is primarily focused on supporting the Sustainability team, contributing directly to the achievement of sustainability and decarbonisation goals while ensuring that projects are completed on time, within budget, and to the required quality standards. The postholder will uphold all safety, regulatory, and institutional policies and procedures, providing effective leadership and guidance to project teams and stakeholders.

As a key client-side representative, the postholder will operate with a high degree of autonomy, maintaining a client-focused approach while acting as the primary point of contact and communication for project stakeholders. They will collaborate with senior E&FM leaders to manage stakeholder relationships across functions, ensuring that the needs of clients, sponsors, end users, and other key university stakeholders are identified, understood, and addressed throughout the project lifecycle.

Where applicable, the postholder will also oversee external Consultant Project Managers and design team members, ensuring alignment with project objectives, sustainability priorities, and university protocols.

Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)

1. Collaborate with colleagues and key stakeholders to develop comprehensive project plans, including scope, resource allocation, cost estimates, and timelines, ensuring alignment with the Project Managers toolkit.
2. Provide day-to-day management and oversight for multiple smaller projects or contribute to the delivery of larger, major projects, coordinating team members, supervising contractors, and maintaining communication with project sponsors and stakeholders.
3. Facilitate effective communication strategies across all phases of the project lifecycle, working closely with senior project managers and stakeholders to ensure alignment of objectives and timely delivery.
4. Partner with the Category Manager to oversee procurement processes, ensuring project objectives are met efficiently and cost-effectively while adhering to value-for-money principles.
5. Serve as the primary liaison for the Project Sponsor (primarily the Head of Sustainability), offering expert advice on programme schedules, budgets, quality standards, and communications, and monitoring project-specific goals and performance targets.
6. Promote collaborative and inclusive practices by offering strategic advice to stakeholders, proactively identifying innovative solutions to address challenges, and adapting plans as necessary.
7. Ensure adherence to university project processes by preparing and maintaining key project documentation, including Project Initiation Documents (PIDs), Project Execution Plans (PEPs), risk registers, schedules, cost projections, and communication plans.
8. With support from the Commercial Manager or Quantity Surveyor, propose and agree on project budgets with appropriate contingency allowances, maintaining strict budget control and managing changes using defined processes.

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.
- Undertake such other duties within the scope of the post and commensurate with their job level as may reasonably be requested by your Manager.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

Minor projects and tasks are allocated in response to requests from designated faculty and departmental representatives. Larger, major projects are typically initiated as part of strategic university priorities, requiring alignment with institutional objectives and sustainability goals working with the Programme and Projects team.

The postholder will operate in a proactive and independent manner to organize and prioritise their own workload and that of their team (including internal and external resources) to achieve the University's objectives and support the delivery aims of the department. This involves forward planning, resource scheduling, and managing dependencies to ensure projects are delivered on time and within budget.

Responsibility encompasses the safe, efficient, and effective delivery of a wide range of project management services, along with providing broader advice on construction and professional consultancy services. The postholder will lead and manage multiple minor projects, each with a value of up to £1m and durations of up to 12 months. Additionally, they may be required to deliver complex projects & specialist works worth hundreds of thousands to multi-million-pound capital projects with lead times extending to several years.

Problem Solving and Decision Making

The postholder will face a variety of challenges related to the delivery of minor and major projects within the built environment, requiring them to make informed and timely decisions that ensure project success. While guidance and support are available, particularly from senior members of the project team, the postholder is expected to exercise a high degree of independent judgment in developing and applying appropriate project management structures aligned with the University's governance framework.

The role involves determining the most effective strategies for organising, procuring, and managing resources to achieve project objectives. This includes the appointment of professional teams, as required, for minor projects, and engaging with external consultants, project managers, and design teams to develop and refine comprehensive design briefs. The postholder must ensure compliance with statutory obligations, procurement protocols, and institutional policies at all stages of project delivery.

Consultation and stakeholder engagement are critical, requiring the postholder to communicate proactively and collaboratively with internal and external stakeholders. They must utilize both formal and informal communication channels to resolve issues, align expectations, and facilitate decision-making throughout the project lifecycle. In cases where challenges exceed the postholder's level of authority or expertise, escalation to senior project managers or relevant governance bodies is expected.

The impact of incorrect decisions or judgments can range from financial losses and delays to reputational damage for the University. Therefore, the postholder must rigorously assess risks, seek expert advice where necessary, and adopt a structured approach to problem-solving. Continued professional development opportunities will be provided to enhance the postholder's capabilities and decision-making skills.

Continuous Improvement

The postholder is expected to take an active role in identifying opportunities for improvement within their area of responsibility, including enhancing processes, systems, and methodologies to ensure the efficient delivery of projects. They are encouraged to evaluate current working practices critically and suggest developments that align with best practices and the University's strategic objectives.

With the support and consultation of their line manager or the Head of Projects, the postholder will have the autonomy to implement approved changes, ensuring that improvements are sustainable and effectively integrated into the department's workflows. This may include initiating and managing smaller projects designed to improve the efficiency and quality of the design and delivery service offered by the department.

The postholder is also expected to remain informed about industry trends, emerging technologies, and innovative project management practices, using this knowledge to propose and trial enhancements that contribute to the University's goals, particularly in sustainability and decarbonisation. Their contributions to continuous improvement will play a pivotal role in maintaining and enhancing the quality of services delivered by the Estates and Facilities Management team.

Accountability

The postholder is expected to exercise significant autonomy and professional judgment in managing and planning their day-to-day activities, ensuring that work is prioritised effectively to meet key deadlines and deliverables. While operating within established University policies, procedures, and governance frameworks, the postholder has the discretion to make informed decisions and adapt approaches to address project-specific challenges.

The postholder will engage with external consultants, project managers, and design teams to develop and refine comprehensive design briefs. They are accountable for ensuring compliance with statutory obligations, including procurement regulations, design standards, construction practices, and project delivery requirements.

Decisions made by the postholder have the potential to significantly impact University operations. For minor projects, this may involve localized effects on specific campus facilities or departments. For larger projects, their actions can influence the broader University community, infrastructure, and reputation. Errors in judgment or failure to meet project objectives could result in financial losses, project delays, and reputational damage, underscoring the importance of sound decision-making and proactive risk management.

The postholder contributes directly to the effective planning and delivery of minor projects and provides critical support for major capital projects. They ensure these initiatives are completed on time, to the required quality standards, and within budget, safeguarding the University's strategic goals and operational efficiency.

Although this role does not involve direct line management, the postholder will work collaboratively as part of the Department's Project Team. They are responsible for directing and coordinating internal and external resources to achieve project outcomes, maintaining accountability for their contributions and the broader success of their assigned projects.

Dimensions of the role

The postholder will provide effective leadership and project management for multiple minor projects, each with a value of up to £500k and durations of up to 12 months. These projects will encompass a range of scopes and objectives, contributing directly to the University's operational and strategic goals.

The postholder will support in delivering complex projects with values ranging from hundreds of thousands for specialized works to multi-million-pound capital investments. These major projects often involve extended lead times of several years and require coordination across multiple stakeholders and resources.

The role does not involve direct line management responsibilities but requires the postholder to oversee and coordinate the work of internal team members and external consultants, ensuring alignment with project objectives. Financial responsibilities include managing project budgets, monitoring expenditures, and ensuring value for money across all projects.

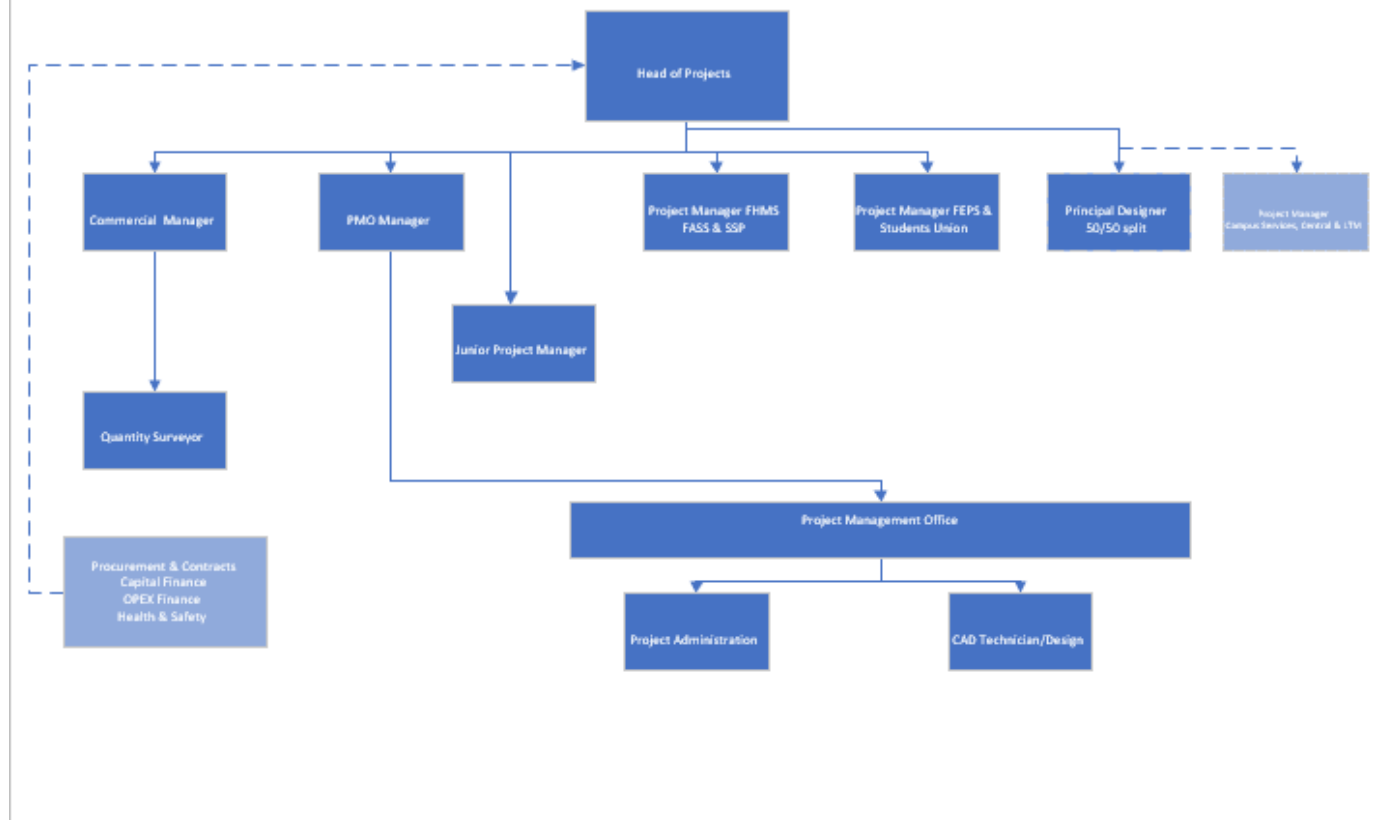
The postholder's work has a significant impact on the University community, including students, staff, and external stakeholders. By ensuring the successful delivery of projects, the postholder contributes to the enhancement of campus facilities, the achievement of sustainability goals, and the overall student and staff experience.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

| Qualifications and Professional Memberships | | Essential/ Desirable |
|---|-------------------------|-------------------------|
| <ul style="list-style-type: none">• Demonstrable vocational experience gained through a combination of structured training and significant on-the-job experience, showcasing progressive development through increasingly demanding and relevant roles.• Degree, HND, NVQ Level 4, or equivalent qualification in a relevant discipline such as Building, Architecture, Construction, or related fields. Formal training and practical experience in a similar or related role are highly desirable.• Membership of a relevant professional body, such as the Chartered Institute of Building (CIOB) or the Association for Project Management (APM), is essential or a demonstrable commitment to achieving chartered status within an agreed timeframe. | E | |
| | E | |
| | D | |
| Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed and the Job Families Booklet). | Essential/ Desirable | Level 1-3 |
| Demonstratable foundation experience and understanding of the built environment | E | 2 |
| Ability to communicate with a wide range of stakeholders | E | 2 |
| Detailed operational knowledge of systems relevant to own field of work in terms of functionality and capability and/or detailed knowledge of own service area and products/services available. | E | 2 |
| Some knowledge and understanding of the work practices, processes and procedures relevant to the role, which may include broader sector/commercial awareness. | E | 2 |
| Experience working with Microsoft Office and in particular SharePoint & Excel, Email, the internet and databases | E | 3 |
| Some knowledge of modern PM processes and management techniques | D | 2 |
| Special Requirements: | | Essential/ Desirable |
| Willingness to undertake necessary training on databases | | E |
| Ability to occasionally work outside regular hours | | E |
| Must be able to drive and hold a current full EU license or equivalent permanent licence | | E |

| Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). N/A (not applicable) should be placed, where the competency is not a requirement of the grade. | Level 1-3 |
|--|--|
| Communication Adaptability / Flexibility Customer/Client service and support Planning and Organising Teamwork Continuous Improvement Problem Solving and Decision-Making Skills Leadership / Management Creative and Analytical Thinking Influencing, Persuasion and Negotiation Skills Strategic Thinking Proactive | 3 3 3 3 3 3 3 2 2 2 2 3 |
| This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. | |
| Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose. | |
| <u>Organisational/Departmental Information & Key Relationships</u> | |
| <u>Background Information</u> EFCS Management is responsible for the planning, development and maintenance of the University Estate and provide Support Services to all faculties and departments in the University. The Estate is a key element of the marketability of the University. Estates & Facilities Management are responsible for the first impression of the organisation and managing the internal environment to ensure that staff, students and visitors have a positive experience. We also provide a variety of facilities related services to all University faculties and departments. | |

Department Structure Chart



Relationships

Internal

The post holder will have contact with a range of EFCS staff at all levels. Contact with the Faculty/Department FFMs and some contact with senior project stakeholders.

External

The post holder will have contact with contractors, finance departments of contractors/suppliers.