

**THE UNIVERSITY OF MANCHESTER**

**PARTICULARS OF APPOINTMENT**

**PROFESSIONAL SERVICES**

**DIRECTORATE OF ESTATES AND FACILITIES**

**FACILITIES MAINTENANCE AND COMPLIANCE**

**DEPUTY HEAD OF COMPLIANCE-CONTRACTS**

**VACANCY REF: PSX-030131**

**Salary:** Grade 7 47,389 to £58,225 per annum, depending on relevant experience

**Hours:** Full Time

**Duration:** Permanent

**Location:** Oxford Road, Manchester

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**Enquiries about the vacancy, shortlisting and interviews:**

Name: FMC Operational Services

Email: [FMCOperationalServices@manchester.ac.uk](mailto:FMCOperationalServices@manchester.ac.uk)

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**Overall Purpose of the Job:**

To provide strategic and operational leadership for the delivery of specialist compliance and maintenance contracts across the University estate. The Deputy Head of Compliance (Contracts) will ensure statutory compliance, service excellence, and value for money in the management of complex building systems and specialist services delivered through external suppliers and internal teams.

The post-holder will oversee a team of Contracts Managers and other direct reports, ensuring effective contract governance, supplier performance, and integration of contracted services into the wider maintenance and compliance strategy. This role is key to maintaining a safe, sustainable, and legally compliant environment for students, staff, and visitors.

**Key Responsibilities, Accountabilities or Duties:**

- Lead, manage, and develop a team of Contracts Managers and other specialist compliance staff, providing direction, support, and performance management.
- Oversee the management of a portfolio of specialist contracts (e.g., mechanical, electrical, fire safety, security, vertical transportation, automatic access, building services).

- Ensure statutory and regulatory compliance across all areas of responsibility, maintaining robust governance frameworks and audit trails.
- Develop and implement contract strategies, KPIs, and service-level agreements that drive performance, continuous improvement, and value for money.
- Lead major contract procurement and re-tendering exercises, working closely with Procurement to ensure transparent, competitive, and compliant processes.
- Chair high-level supplier performance meetings, escalating and resolving issues, negotiating solutions, and ensuring contractor accountability.
- Provide expert advice to senior management on contract performance, risk, statutory compliance, and emerging legislative requirements.
- Monitor budgets across multiple contracts, ensuring accurate forecasting, cost control, and identification of efficiencies and savings opportunities.
- Collaborate with Estates colleagues (maintenance, projects, compliance, and operational teams) to ensure seamless service delivery and minimal disruption to University operations.
- Contribute to strategic planning, policy development, and compliance initiatives within the Facilities Maintenance and Compliance function.
- Promote health, safety, and wellbeing as a core priority, ensuring safe systems of work, contractor compliance with legislation (e.g., CDM, HSAWA, PUWER, LOLER), and proactive risk management.
- Support the University's environmental sustainability, carbon reduction, and social responsibility objectives through effective contract and supply chain engagement.
- Act as deputy to the Head of Compliance and Maintenance as required.

## **PERSON SPECIFICATION**

### **Essential Knowledge, Skills and Experience:**

- Proven leadership and management experience within estates, facilities, or engineering environments, managing both internal teams and external suppliers.
- Strong background in contract management, including procurement, performance monitoring, and governance frameworks.
- Extensive knowledge of statutory compliance requirements across multiple building systems and services.
- Demonstrated ability to manage budgets across multiple contracts, with strong financial acumen.
- Experience leading high-value, high-profile contracts in a large, complex organisation.
- Excellent organisational, analytical, and decision-making skills, with the ability to manage competing priorities.

- Strong interpersonal and communication skills, with the ability to influence at senior levels and build effective working relationships internally and externally.
- Comprehensive understanding of health and safety legislation and its application to estates operations and contract management.
- Educated to HND/HNC level (or equivalent) in an engineering, facilities, or building services discipline, or able to demonstrate equivalent knowledge and experience gained through practical learning.

**Desirable:**

- NEBOSH or IOSH Health & Safety qualification.
- Membership of a relevant professional body (e.g., IWFM, CIBSE, IFE, CIPS).
- Experience within higher education or a large public-sector estate.
- Knowledge of public procurement regulations and best practice frameworks (e.g., SFG20, HTM).
- Evidence of progressive professional development in estates, facilities, or contract management.

**Key Relationships**

- Internal: Head of Compliance and Maintenance, other FMC senior staff, Maintenance Engineers, Projects, Procurement, Finance, Health & Safety Services, building users, and senior University stakeholders.
- External: Specialist contractors, consultants, statutory authorities, professional bodies, and suppliers.

**Working Environment**

The post-holder will operate across the University's diverse and complex estate, which includes teaching, research, residential, and specialist laboratory environments. The role will involve a mix of office-based, site-based, and meeting-based work, including attendance at contractor premises, audits, and inspections.

**Context of the Role**

This leadership role is critical to ensuring that all specialist compliance contracts operate effectively, safely, and sustainably, maintaining the operational resilience of the University estate. The Deputy Head of Compliance (Contracts) will set standards, provide direction, and ensure that compliance activities align with the strategic aims of the Directorate of Estates and Facilities.

### **Values and Behaviours**

All colleagues are expected to display a commitment to the University's values and behaviours, which include:

- **Openness, honesty, and responsibility** in all professional dealings.
- **Mutual respect** and positive working relationships across the University community.
- **Commitment to continuous improvement**, innovation, and service excellence.
- **Engagement in professional development** to enhance skills and knowledge.
- **Promotion of a safe, healthy, and inclusive working environment** for staff, students, and visitors.

### **Equality, Diversity and Inclusion**

The University of Manchester is fully committed to equality, diversity and inclusion. All staff are expected to:

- Treat all colleagues and stakeholders with fairness, dignity, and respect.
- Actively support the University's EDI policies and initiatives.
- Contribute to an inclusive environment that celebrates diversity and challenges discrimination.

### **Sustainability**

As part of the University's commitment to social responsibility and sustainability, all colleagues are expected to:

- Consider the environmental impact of their work.
- Contribute to the University's carbon reduction, waste reduction, and energy efficiency objectives.
- Support sustainable procurement and contractor engagement practices.