

Class No.:	Administration
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DIRECTOR, FACILITIES OPERATIONS

NATURE AND SCOPE OF WORK

The Director, Facilities Operations is responsible to ensure the University's facilities are well maintained, safe and that facilities operations are effective in supporting the University's requirements. The role includes responsibility for development and implementation of Deferred Maintenance planning, Energy Conservation, Fleet Management and the day-to-day operation and maintenance of the facilities.

With oversight from the Associate Vice President Facilities and Campus Planning, the Director, Facilities Operations is independently responsible for strategic leadership of the Facilities Operations team including the planning, scheduling and delivery of day to day operations and maintenance of the campus facilities; development and implementation of deferred maintenance plans; developing strategies, tracking and reporting on energy conservation, developing processes and protocols to support the opening of new campus buildings. The successful incumbent will foster strong collaborative relationships with a variety of internal and external stakeholders and continually monitor for process improvements.

Heavily centered on customer service, this position is responsible to ensure the university's buildings and grounds are well maintained, are safe and comfortable places to learn and work, and provide an appealing first impression.

This position reports to the Associate Vice President Facilities and Campus Planning. Reporting directly to this position are three managers of facility operations and indirectly, a multi-disciplinary team including Operations Assistant(s), DDA1, Facilities Supervisor(s), Energy & Technical Services Specialist, Trades personnel, Maintenance Workers, Groundskeepers, and Facilities Workers.

ILLUSTRATIVE EXAMPLES OF DUTIES

Planning and Strategy

- Develop in consultation with the Director Planning & Projects a strategic Multi-Year Deferred Maintenance Plan that prolongs the life of University buildings, grounds and underground infrastructure while optimizing opportunities created by renovation

and/or new construction projects. Accountable to update the plan and report out as required.

- Oversee the development of a Multi-Year Energy Conservation plan that advances the University's goals for environmental sustainability while optimizing the opportunities created by deferred maintenance and other capital projects to reduce energy consumption.
- Develop and oversee a Fleet Management Plan that ensures the University vehicles are safe, and well maintained while ensuring the fleet vehicles are the most environmentally responsible while supporting operational requirements.
- Establish key performance indicators.
- Establish and implement an annual review of service for area of responsibility.
- Ensure integration of service between the Facilities Operations team and all areas of the Facilities Services and Campus Planning department.
- Develop strategies and processes in consultation with representatives from the Planning & Projects team to ensure effective working relationships relative to areas of overlap between the Planning & Projects team and the Facilities Operations team.
- Identify and implement strategies to reduce overall ongoing operating costs without impacting quality of service.
- Ensure that the relevant plans within area of responsibility are developed, kept current and that appropriate training is conducted.
- Develop and administer a range of facilities services contracts (i.e., janitorial, confidential waste) ensuring service standards are based on industry standards, have measurable guidelines, are within budgetary resources and that the quality and performance standards are met.
- Identify gaps in service delivery and develop strategies to meet the needs.
- Plan and develop protocols, and complete regular reviews with a focus on ensuring that risks are mitigated and that campuses remain open and operational as scheduled with no disruption.

Campus and Facilities Operations

- Provide leadership and direction to the Facilities Operations team to be a service-oriented team that takes ownership of maintaining the buildings, grounds, and fleet to promote a safe, well-maintained and student focused learning environment.
- Ensure services provided are appropriate, integrated, and of high quality.
- Ensures the regular completion and documentation of building inspections to check on quality of workmanship, materials, and equipment including review to adherence to Occupational Health & Safety requirements; monitor ongoing maintenance activity to ensure service requests are appropriately executed and expected outcomes are achieved.
- Ensures the recording and reporting of energy use and conservation strategies.
- Accountable for the development of predictive and preventative maintenance programs and ensures compliance with industry and regulated standards including the maintenance of mechanical, electrical, life safety, and heating and ventilating systems.

- Review service contracts for operational efficiencies and opportunities for improvement including potential cost savings.
- Ensure that documentation is developed and updated to reflect modifications to buildings and/or grounds within area of responsibility.
- Provide immediate and effective responses to major building system failures, life safety events, damage to property, or other unsafe building and grounds conditions that may occur periodically.
- Ensure facilities and sites conform to current codes, regulations, by-laws, and ensure the University policies and department procedures are in alignment.
- Communicate with local authorities (e.g., District of North Vancouver Utilities, Engineering and Fire Departments) on compliance issues and matters concerning facilities and systems that connect with District facilities and systems (e.g., water mains).

People Management

- Manage and provide leadership to staff by coaching, guiding, and modeling key behaviors/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Mentor team members to define shared and individual goals, meet target dates and ensure alignment of team goals.
- Identifies staffing needs to develop people plans and consults with staff to plan and schedule workloads to meet University requirements.
- Mentor the Facilities Supervisors and any other personnel in assigned leadership roles as to how to best lead their teams by defining shared and individual goals, meeting target dates and ensuring alignment of team goals.
- Ensure staff receive appropriate safety and other training to effectively carry out their responsibilities.
- Develop a team structure that fosters an approach of collaboration and collective problem solving to assure the best possible customer service outcomes and models.
- Responsible to ensure scheduling of the workload is efficient and economical while meeting University requirements including consulting with staff to plan, evaluate and prioritize issues and workloads.
- In consultation with Human Resources, administer the collective agreement in relation to staff, including hiring, discipline as applicable, authorizing overtime, leaves, and other similar requests and representing management, where required, in the grievance process.
- Attract and retain staff by developing and implementing recruitment and selection strategies, providing training to staff, and ensuring a stimulating work environment. Monitor and assess performance and employ engagement strategies such as coaching and mentoring as appropriate to enhance performance.

General Administration

- Develop and implement strategic and operational plans and budgets, in consultation with the Associate Vice President Campus Planning & Development & Facilities Services for areas of responsibility and participate in the preparation of the Department's strategic and operational plans.

- Participate in developing, establishing, and administering departmental policies and procedures.
- Develop and administer the budget for area of responsibility.
- Ensure the development and administration of services contracts (i.e., janitorial) ensuring service standards are based on industry standards, have measurable guidelines, are within budgetary resources and that the quality and performance standards are met.
- Develops scope of work, and oversight for external consultants relative to area of responsibility.
- Ensure the development and maintenance of a records management system for areas of responsibility and ensure that proper records and documents are prepared, completed and retrievable for future reference.
- Represent the Department and/or the University on various committees on behalf of the Vice President
- Build and maintain collaborative relationships with internal and external stakeholders and peers within the University, post-secondary institutions, municipalities, federal and provincial agencies, and non-government organizations to maintain awareness of trends, best practices, etc. within area of responsibility and to ensure strong relationships are in place in case of a situation that will benefit from such connections.
- Continuously seek to stay current in areas of responsibility by monitoring relevant publications, attending seminars, and training sessions, maintaining professional certification, participating in conferences and professional organizations.
- Assume the duties of other management positions in the Facilities Services and Campus Planning department as and when required.
- Assume other related duties as assigned by the Associate Vice President.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Demonstrated ability to organize the work of a service-oriented team; plan, schedule, direct, coach, supervise, and evaluate the work of employees; oversee the work of consultants and trade contractors.
- Takes responsibility for own work. Feels personally committed and accountable to deliver results quickly, accurately, and effectively. Uses thoughtful judgment when responding to situations that are not going well and uses foresight to overcome obstacles.
- Knowledge of building maintenance, deferred maintenance, custodial maintenance, fire protection systems and programs, safety and security programs, fleet management, energy management, waste management, grounds maintenance, and recycling programs.
- Strong mentorship/coaching/training skills.
- Exceptional customer service focus.
- Personal style that builds a service-oriented team.
- Considerable knowledge of construction and maintenance trades, municipal bylaws, WorkSafeBC regulations, and Building and Fire Codes.
- Demonstrated ability to interpret drawings and specifications for work related to building and maintenance trades.

- Demonstrated knowledge of the budgeting process and ability to prepare and manage budgets.
- Strategic thinker with demonstrable ability to grasp and analyze complex problems and develop innovative and practical solutions that are effective.
- Proven experience in developing and improving processes, documentation, management and producing comprehensive plans and reports as well as manuals and checklists. Exceptional interpersonal, communications and conflict resolution skills with the ability to relate to a diverse range of people including the ability to relay complex and technical information in a clear and easily understood manner.
- Politically sensitive and able to work effectively and collaboratively with all levels of individuals within the University.
- Ability to remain calm and focused under pressure and provide exemplary leadership and directions during times of emergency sometimes outside of normal working hours.
- Ability to express views, ideas, and facts effectively and succinctly both orally and in preparing detailed written reports.
- Proficiency with standard office applications (Word, Excel, etc.) and various software relevant to facilities management and maintenance.
- Proven communication skills dealing with other University departments, employees, consultants, contractors, trades, and the public.
- Ability to establish and maintain effective working relationships with senior management, faculty, staff, students, government agencies, accreditation bodies, and members of the public.
- Excellent problem solving, analytical reasoning, and conflict resolutions skills.
- Ability to work effectively under pressure with time constraints and changing priorities and to meet deadlines and organizational requirements effectively.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a Post-Secondary Degree preferably at a master's level in Public Administration, Business Management, Engineering, Facilities Management, or equivalent.
- Seven or more years of recent related experience progressively more complex in facilities management including the direction of trades and/or construction personnel.
- Experience within a public sector union environment and within a post-secondary or other public institutional environment is preferred.
- Completion of a facilities management certificate or equivalent (APPA, BOMA, IFMA,) desirable.

REQUIRED CERTIFICATES, LICENCES AND REGISTRATIONS

- Holds and continually maintains a valid class 5 British Columbia driver's license.