The Alan Turing Institute

Facilities and Operations Manager

THE ALAN TURING INSTITUTE

There has never been a more significant time to work in data science and AI. There is recognition of the importance of these technologies to our economic and social future: the so-called fourth industrial revolution. The technical challenge of keeping our data secure and private has grown in its urgency and importance. At the same time, voices from academia, industry, and government are coming together to debate how these technologies should be governed and managed.

The Alan Turing Institute, as the UK's national institute for data science and artificial intelligence, plays an important part in driving forward advances in these technologies in order to change the world for the better.

The Institute is named in honour of Alan Turing, whose pioneering work in theoretical and applied mathematics, engineering and computing is considered to have laid the foundations for modern-day data science and artificial intelligence. The Institute's purpose is to make great leaps in data science and AI research to change the world for the better. Its goals are to advance world-class research and apply it to national and global challenges, build skills for the future by contributing to training people across sectors and career stages, and drive an informed public conversation by providing balanced and evidence-based views on data science and AI.

After launching in 2015 with government funding from EPSRC and five founding universities, the Institute has grown an extensive network of university partners from across the UK and launched a number of major partnerships with industry, public and third sector. Today it is home to more than 500 researchers, a rapidly growing team of in-house research software engineers and data scientists and a business team.

BACKGROUND

The Operations Manager plays a crucial role in overseeing the facilities and operational services at The Alan Turing Institute. Reporting to the Director of Finance and Corporate Services and collaborating with the business team and external stakeholders, this role requires a professional, adaptable candidate ready to hit the ground running. The candidate will oversee a team of six, which includes line management of the Facilities Officer and three Facilities Coordinators, to manage logistics and ensure smooth day-to-day facilities operations.

ROLE PURPOSE

Each day brings fresh challenges, making it essential for the successful candidate to be highly motivated and possess exceptional organisational, time management skills and ability to work on their own initiative. They should have a deep understanding of facilities management, health and safety regulations and operational excellence, applying this knowledge effectively in the workplace. The candidate must also demonstrate the ability to lead and inspire the Facilities team, ensuring tasks are completed to the highest standards.

YOUR PROFILE

The ideal candidate will demonstrate outstanding skills in planning and problem-solving, always focusing on finding practical solutions. You will have the ability to liaise with a variety of stakeholders, and the ability to simplify processes and systems. They should possess flexibility, objectivity, and a deep understanding of workplace challenges, enabling them to translate these insights into effective strategies. You will lead and support the team to promote and maintain a culture of collaboration, efficiency and high standards.

The role would be perfect for a highly hands on and operational individual, willing to step in and support the team when required. The role requires at least 3 days in the office and occasionally weekend work.

DUTIES AND AREAS OF RESPONSIBILITY

- Act as the principal point of contact for all facilities management issues, monitoring and managing the performance of contracted services to ensure effective service delivery within Turing office space.
- Manage, motivate, and develop the Facilities team to foster productivity and engagement within the workplace. Report on operational performance and proactively suggest improvements. Ensure the provision and smooth running of the reception service during core office hours and act as the escalation point for the team in their day-to-day endeavours.
- As a charity, manage a significant budget covering procurement for all facilities and building management costs, including rent, service charges, business rates, etc. Oversee departmental credit card expenditures and the broader office budget.
- Assess workplace risk and embed Health & Safety legislation and best practices into all Institute policies and business processes. Oversee the Institute's Health & Safety Policy, prepare for the annual Health & Safety audit, chair bi-annual Health & Safety meetings, and produce the annual Health & Safety Report for the Audit Committee.
- Collaborate with HR to support employees requiring health and safety reasonable adjustments, both in the workplace and for home working set-ups. Manage the assessment process and source necessary equipment and adjustments to support a diverse workforce with varying needs.
- Lead on and manage facilities projects, including workspace enhancements such as office refurbishments, office refits, and space modifications, coordinating the efforts of contractors to ensure timely and satisfactory completion of work.
- Arrange and support with the annual insurance policy renewal and managing the insurance claim process. Act as the first point of contact for any risk or insurance related queries, ensuring that the Turing's assets and workers are safeguarded.
- Oversee the facilitation and management of internal onsite events and support the implementation and delivery of the external Turing events policy.
- Act as the primary liaison between the Turing Institute and the British Library, our landlord, ensuring a strong day-to-day relationship in accordance with the terms of our lease. Attend quarterly meetings to discuss building and facilities-related matters, emphasizing collaboration and effective communication.
- Ensure security and emergency procedures are robust and consistently followed. Respond promptly and effectively to emergencies or urgent issues, managing their consequences.
- To act as the primary point of contact between the Institute and its tenants, supporting their needs and demands by meeting regularly to address any issues, and serving as the main liaison for financial and license agreement terms.
- Provide first-line advice, support, and guidance to all employees on operational and facilities-related issues. Oversee the proactive management of the Facilities section on the Turing intranet site.
- Demonstrate an inclusive approach to facilities management and to embed the Turing Values into all activities undertaken.

Please note that job descriptions cannot be exhaustive, and the postholder may be required to undertake other duties, which are broadly in line with the above key responsibilities. This job description is written at a specific time and is subject to changes as the demands of the Institute and the role develop.

PERSON SPECIFICATION		
Skills and Requirements Post holders will be expected to demonstrate the following:	**Essential (E)** **Desirable (D)**	**Tested at application (a)** **Tested at interview (i)**
Education/Qualification		
IOSH or NEBOSH	E	A
Degree level/WIFM/CIPD qualification	D	A
Mental Health First Aid certification/First Aid certification	D	A,I
Knowledge and Experience		
Extensive experience in operations and facilities management	E	A,I
Significant people management experience	E	A,I
Comprehensive understanding of health and safety regulations	E	A,I
Experience in overseeing office refurbs and fitouts	E	A,I
Proven experience in managing substantial budgets, ensuring financial efficiency and accountability	E	A,I
Exceptional relationship-building skills both internally and externally	E	I
Proven Project Management experience	E	A,I
Communication		
Excellent verbal and written communication skills, with the ability to liaise with a range of stakeholders and a diverse audience	E	I
Team Development		
Experienced line manager, able to motivate a team and inspire efficiency. Experience in undertaking regular staff performance reviews and appraisals, setting clear (SMART) objectives.	E	A,I
Service Delivery		
Experience managing resources effectively; routinely monitoring and reviewing progress to ensure effectiveness of the service provided	E	A,I
Ensures adequate resources are in place to support The Turing stakeholders with quality service	E	I
Planning and Organising		
Deliver results with the ability to multitask and prioritising and delegating tasks accordingly	E	I
Ability to identify or develop suitable options when problem solving and demonstrate the ability to select suitable solutions	E	I
Ensures work is completed to expected standards, timeframes and budgets and in line with the service objectives.	E	A, I
Other Requirements		
Experience of application of reasonable adjustments and EDI principles in the work environment	E	I

OUR VALUES

The Alan Turing Institute is committed to equality diversity and inclusion and to eliminating discrimination. All employees are expected to embrace, follow and promote our EDI Principles and Our Values.

APPLICATION PROCEDURE

If you are interested in this opportunity, please click the apply button below. You will need to register on the applicant portal and complete the application form including your CV and covering letter. If you have questions about the role or would like to apply using a different format, please contact us on 020 3862 3536 or email recruitment@turing.ac.uk.

CLOSING DATE FOR APPLICATIONS: Sunday 11 August 2024 at 23:59.

TERMS AND CONDITIONS

This full-time post is offered on a fixed term basis (maternity cover) until January 2026. The start date for this position is 19 September 2024. The annual salary is £53,021 plus excellent benefits, including flexible working and family friendly policies, https://www.turing.ac.uk/work-turing/why-work-turing/employee-benefits

EQUALITY, DIVERSITY AND INCLUSION

The Alan Turing Institute is committed to creating an environment where diversity is valued and everyone is treated fairly. In accordance with the Equality Act, we welcome applications from anyone who meets the specific criteria of the post regardless of age, disability, ethnicity, gender reassignment, marital or civil partnership status, pregnancy and maternity, religion or belief, sex and sexual orientation.

We are committed to building a diverse community and would like our leadership team to reflect this. We therefore welcome applications from the broadest spectrum of backgrounds.

We are committed to making sure our recruitment process is accessible and inclusive. This includes making reasonable adjustments for candidates who have a disability or long-term condition. Please contact us at adjustments@turing.ac.uk to find out how we can assist you.

Please note all offers of employment are subject to obtaining and retaining the right to work in the UK and satisfactory pre-employment security screening which includes a DBS Check.

Full details on the pre-employment screening process can be requested from HR@turing.ac.uk.