



Facilities & Project Manager

At Regent's University London, we have a bold mission of reimagining education, and we're looking for talented and passionate people to help us do that. We're ambitious, collaborative and curious in how we approach our work, each other, and the education we give our students. Nestled in the heart of royal Regent's Park, Regent's offers a premium experience for staff and students. We champion an environment that cultivates possibility for everyone in our community.

Job description

Position details

Job title:

Facilities & Project Manager

Grade:

I

Department:

Estates & Facilities

Line Manager Job Title:

Director of Estates & Facilities

Job purpose

The Facilities & Project Manager is responsible for overseeing the delivery of high-quality, safe, and efficient facilities services across the University's estate.

The role ensures robust management of outsourced soft services contracts, provides leadership to the Hard Services Manager, and leads capital and lifecycle improvement projects from inception to completion.

The post-holder ensures compliance with statutory requirements, delivers excellent service standards, and fosters a culture of continuous improvement aligned with the Regent's Way and the University's strategic aims.

The role has two direct reports:

1. Hard Services Manager
2. Accommodation & Front of House Manager

The Regent's Way is a set of principles that guide our work and celebrate our unique offering – our strengths, our challenges and our commitment to continuous improvement.



We strive for excellence
We don't fear failure; we learn from it
We challenge ourselves



We're better together
We create synergy when we collaborate
We celebrate our successes



About people, cultures, ideas
We're inclusive and welcoming of new perspectives
We encourage learning and growth

Main responsibilities

- 1 Provide direct line management to the Hard Services Manager, supporting the compliance and effective delivery of planned and reactive maintenance across the estate
- 2 Provide direct line management to the Accommodation & Front of House Manager, supporting the compliance and delivery of activities essential to creating a great experience for residents
- 3 Manage key contracts including cleaning, security, portering, feminine hygiene and postal services, ensuring high standards of service, value for money, and contractor performance. Responsible for managing all associated budgets
- 4 Lead the delivery of capital improvement projects, refurbishments, and lifecycle works, including project scoping, budgeting, procurement, contract administration, and stakeholder coordination
- 5 Work with external consultants on improvement projects, including design, layouts and tenders
- 6 Oversee contractors and consultants working on campus, ensuring all activities are properly controlled, monitored, and compliant with University policies and statutory requirements
- 7 Submission of planning requests to the local council, and capital improvement requests to the landlord
- 8 Ensure all estates-related health & safety responsibilities are met, including risk assessments, method statements, incident reporting, contractor safety checks, and safe systems of work.
- 9 Maintain full compliance with statutory regulations and industry standards related to building services, fire safety, water hygiene, asbestos, electrical systems, and other regulated areas
- 10 Support the development of strategic maintenance and project plans, contributing to long-term asset management, sustainability goals, and budget planning
- 11 Monitor service delivery performance, KPIs, SLAs, and contract documentation, producing reports for senior leadership and relevant committees
- 12 Collaborate with the Systems & Space Manager to coordinate space alterations, minor works, and departmental fit-outs, ensuring they meet functional requirements, university standards, and budget parameters

- 13** Build strong working relationships with internal teams, external partners, and contractors to ensure seamless operation of facilities and successful project delivery
- 14** Work collaboratively with the Health, Safety & Accessibility Manager along with the Environmental & Sustainability Manager to ensure that all procedures are adhered to by internal teams, service providers and contractors
- 15** Support emergency planning, business continuity, and response to operational incidents, taking a lead role where required. Act as Duty Facilities Manager when required.
- 16** Promote continuous improvement across all facilities services, seeking opportunities to enhance efficiency, sustainability, and user experience
- 17** Actively seek to implement the University's health and safety policy and give due regard to the health and safety of themselves and others when carrying out duties.
- 18** Actively seek to implement the University's equal opportunities policy and promote equality of opportunity in relation to the duties of the post.
- 19** To undertake any other duties that may reasonably be requested appropriate to the grade and responsibilities of the post.

Person specification

1. Position details

Job title: Facilities & Project Manager
Grade: I
Department: Estates & Facilities
Line manager job title: Director of Estates & Facilities

2. Person requirements

Job requirements	Assessment criteria	
	(e)ssential	(d)esirable
Qualifications & training		
Relevant qualification in Facilities Management, Building Services, Construction, or related field	X	
CAD or other computer aided design software	X	
NEBOSH qualification	X	
Project management training or certification (PRINCE2, APM, etc.)	X	
Experience		
Experience managing facilities services in a multi-building or complex environment	X	
Experience managing soft services contracts such as cleaning, security, and waste	X	
Experience delivering capital projects or refurbishments	X	
Experience managing contractors and consultants	X	
Experience within Higher Education or a similar public-facing sector		X
Knowledge, skills & competencies		
Strong understanding of statutory compliance in estates and facilities	X	
Knowledge and demonstrable competency management of hard and soft FM service delivery	X	
Ability to interpret technical reports, drawings, and compliance documents	X	
Strong project management and organisational skills	X	
Excellent communication and stakeholder management skills	X	

Financial (both opex and capex) and contract management skills	x	
Understanding of sustainability principles in facilities and construction		x
General attributes & personal qualities		
Proactive, solution-focused, and committed to continuous improvement	x	
Ability to work effectively under pressure and manage competing priorities	x	
Collaborative team player with the ability to influence at all levels	x	
Other / special requirements		
Ability to respond to emergency situations on campus	x	