

VISION STATEMENT:

To be the leading dual-sector transformative university predicated on inclusiveness, innovation and accessibility for Fiji and the Pacific.

MISSION STATEMENT:

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnerships enhances excellence and provides education and skills that promote sustainability through research with real-world impact and contribute to self-development.

1. POSITION DETAILS

Position	: Deputy Director Operations
Incumbent	: New Position
Division	: Estates and Facilities
Department	: Estates and Facilities
Location	: Derrick Campus
Reports to	: <u>Director Estates & Facilities</u>

2. PURPOSE

The Deputy Director Operations oversees the management of physical assets, including buildings, grounds, and equipment. The incumbent works closely with the Director of Estates and Facilities to develop and implement strategies for effectively and efficiently operating these assets. The incumbent is required to develop strategic initiatives to accomplish the organization's goals and objectives for performance improvement and service development through collaboration with relevant divisions and colleges. The Deputy Director shall assist in developing the Division's planning framework and guidance to support Facility Management and administration services. He/she will manage the integrated long-term resource planning develops the strategic asset management framework for the Division and implement short and long-term Facility investment plans for the University.

3. ORGANISATION CHART

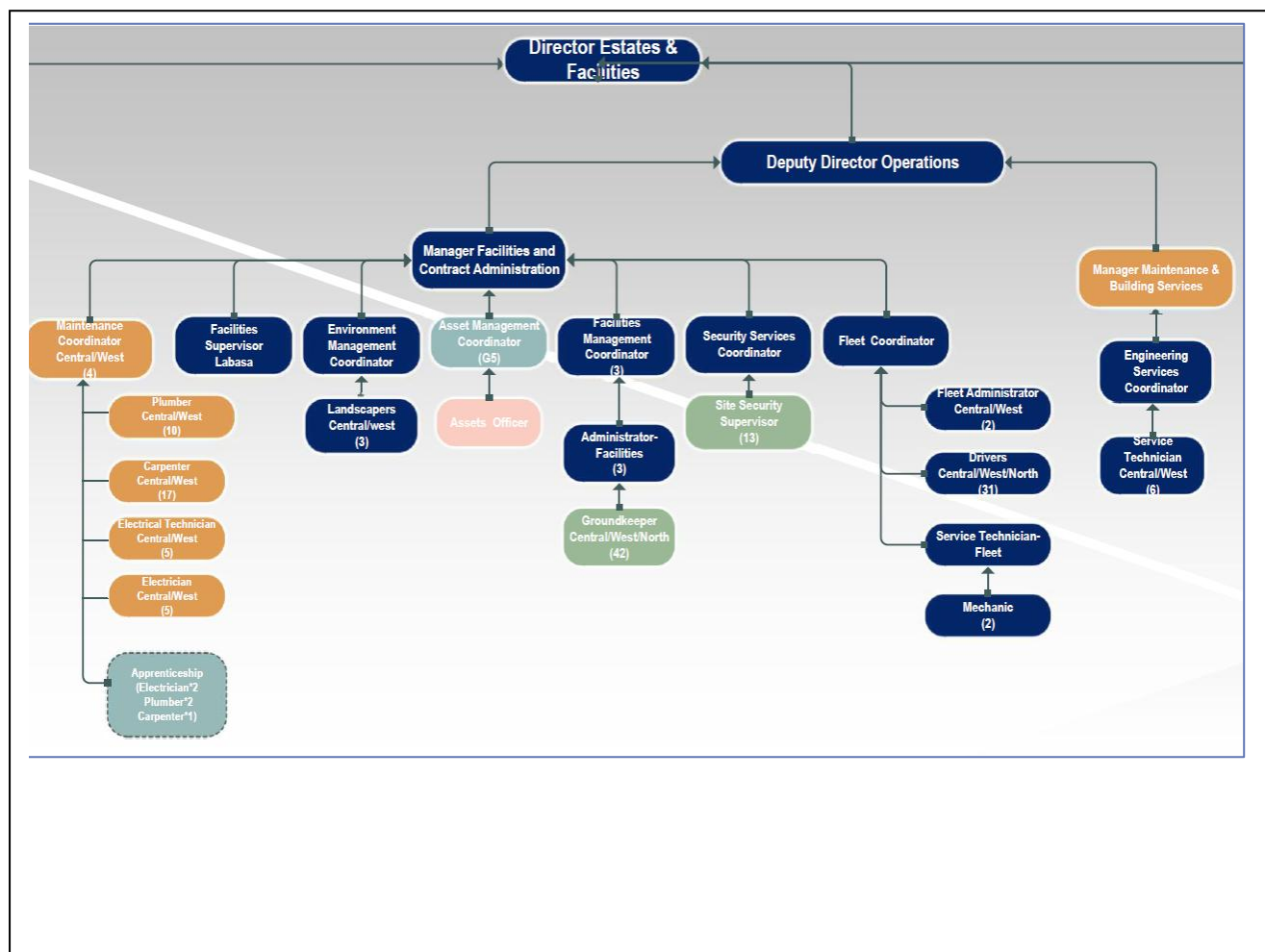
Position of Your Immediate Supervisor: **Director Estates & Facilities**

In the table below write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

FIJI NATIONAL UNIVERSITY JOB DESCRIPTION



Positions Reporting to You	No Staff Reporting To Them
Manager Facilities and Contract Administration	Manager Facilities and Contract Administration - 147
Manager Maintenance & Building Services	Manager OHS and Emergency Management- 7
(Total: 2)	(Total:154)



4. KEY ACCOUNTABILITIES

The Deputy Director Operations shall deputize for the Director of Estates and Facilities as required, taking responsibility for reporting to and leading the Estates and Facilities Department, and developing, and maintaining relationships with internal and external stakeholders. The incumbent shall Support the Director in developing, delivering, and periodically reviewing the Estates Strategy, as well as reporting KPIs, and responsible for preparing, monitoring, and delivering annual department budgets, including Capital, Maintenance, and Facilities investment plans and forecasts, along with key performance indicators. He/she Leads and takes overall responsibility for conducting conditional assessment of the built Infrastructure, Space Utilization programs and audits, and the provision of data, including the establishment of Facility Investment plans for each campus.

Some of the key responsibilities of a Deputy Director of Operations may include:

1. Assist in developing and implementing strategic plans for facilities management, oversee the implementation of all Facilities projects and new initiatives, and ensure compliance with health and safety regulations.
2. Oversee all the service level agreements - managing contracts, and facilities operations and resources, including the execution of annual plans and KPIs. Monitor, measure, and report on operational issues, opportunities, development plans, and performance achievements.
3. Review and Implement Estates and Facilities-related programs, lead events and assist the Director of Estates and Facilities in developing strategic initiatives to accomplish the division's goals and objectives and management of the budget and resources effectively.
4. Ensure compliance with all policies, procedures, and standard operating procedures, and recommend actions for continuous improvement. This also includes leadership in conducting risk audits at respective campuses and meeting statutory compliance and standards required by local regulatory authorities.
5. Develop and maintain effective collaboration with students and staff, fostering a learning-based environment and enhancement of student experience that ensures optimal customer service delivery, with close collaboration with stakeholders and local communities.
6. To promote, develop, and sustain a team-working culture within Facilities Management departments, promoting staff inclusion, empowerment, and ownership. Leading the delivery of excellent services facilities management by effectively using management information, data, and performance indicators to enhance processes, performance, and service levels.
7. To ensure robust financial management systems and controls are implemented and maintained to proactively manage and monitor expenditure following the Financial Regulations & Procedures, ensuring value for money.
8. To ensure robust safety management systems and controls are implemented and maintained to proactively manage and monitor the performance and compliance of in-house staff, suppliers, and contractors.
9. Ensure that staffing resources are deployed to achieve the most effective outputs, with clear expectations and objectives, and consistent performance. Lead the Environmental sustainability initiatives as part of the green campus initiatives.

10. Take a lead role in reviewing, managing, planning, and implementing all major facilities initiatives and projects, including the formulation of tender evaluation papers and leading presentations where required.
11. Advise and report to the Director of Estates and Facilities on strategic and operational matters related to administration and classroom space, delivery of space programs planning utilisation and audits process. The management of facilities operations including fleet services, and security operations and recommending improvement strategies.
12. Monitor and facilitate policy guidance, contract administration, monitoring of contractor performance and process changes to improve service delivery and monitor outcomes.
13. Contribute to the preparation of business cases, and feasibility studies related to new development projects, and formulating analysis related to tender documentation by working closely with the Director of Estates & Facilities, ensuring approvals are managed in line with the agreed process and expectations.
14. Drive a safety-first culture with departmental staff, suppliers, and contractors to ensure the delivery of a safe, healthy, and secure environment for students, staff, and visitors.
15. Ensure that all projects, service level agreements, and contracted works represent value for money for the University and that appropriate standard guidelines, risk management plans, and audit controls are in place.
16. Periodically lead the facilities audits process identify and assess risks and implement action plans to mitigate all risks.
17. Lead the overall campus improvement initiatives by implementing strategies for campus beautification and landscape development, and work in close collaboration with all internal and external stakeholders ensuring the university's compliance with the local regulatory authority is met.
18. Other duties and responsibilities as assigned by the Director of Estates and Facilities.

Leadership and Management

- Assist in providing strategic leadership and managerial control of the division by ensuring all the departments within Estates and Facilities work in a collaborative and integrated way towards the achievement of common goals.
- To manage the budgetary and staffing issues within the Estates and Facilities departments.
- Ensure effective risk management procedures and protocols are developed and implemented for all aspects of the Estate, its plant, and general facilities.
- To contribute effectively- to the strategic and corporate planning processes, with specific reference to the environmental and physical resources strategy needed to support the University's teaching, research, residential and other business activities.

- To report to the Director Estates & Facilities and advise promptly on strategic and operational Estates and Facilities Management matters.
- To provide technical advice on the appointment of relevant professional services and the determination of procurement activities and associated costs by the University's financial regulations.

Service Delivery

- Responsible for overseeing the University's Maintenance and Building Service and facility services operations and ensuring that there are effective key performance indicators and service level agreements in place.
- To provide a range of high-quality services for university staff, students and other clients across the various University sites.
- To provide, procure and develop effective and efficient facilities management services based upon the highest professional and business standards.
- To establish and maintain service level agreements with external suppliers and internal customers receiving Estates and Facilities Management service provision.

Planning and Organising Resources

- To be responsible for the planning, and management of resources, both physical and financial, to ensure that all essential functions and services related to estates and facilities management within the University operate effectively and efficiently. These responsibilities link directly to the implementation of the University's estates and facilities strategy, requiring long-term planning and deployment of substantial resources to ensure that the strategic objectives for the development of the estate are met.
- To prepare and manage the budgets within the Department and properly administer the funds allocated following the University's Financial Regulations.
- To monitor the progress of all service contracts and ensure that all specifications are met within an agreed time, budget, and quality requirements.
- Assist in preparing, producing, and presenting an annual operating plan for the Estates and Facilities Department.
- To assist in maintaining the University's playing fields, grounds, sports, and recreational facilities.
- To ensure that newly built and refurbishment works meet current best practice building standards and environmental sustainability requirements.

Compliance

- To be responsible for all statutory compliance matters concerning health and safety and to ensure that the University adheres to all relevant health and safety and environmental legislation, and that the University implements working practices that minimize risk to staff, students, and visitors.

- To advise and implement best practices on matters relating to environmental management across the University.

Communication

- To liaise with senior staff in the planning and consultation processes relating to strategic and operational developments within Estates and Facilities and to communicate these plans and activities in a range of university forums.
- To keep under review developments at national and international levels relating to Estates and Facilities Management, to assess their implication for the University, and disseminate information and ideas within the University as appropriate.
- To contribute to the dissemination and sharing of best practices on estates and facilities management within the University.
- To represent the University on relevant national committees and contribute to the work of regional networks and national professional bodies as appropriate.
- To be responsible for the Estates and Facilities Department's engagement with external professional consultants and practitioners in the delivery of effective and cost-efficient services to the University.

General Duties and Responsibilities

- Administrative Duties relating to all matters that the membership of a university entails, including School Division/University-wide activities.
- General Responsibility to undertake all other duties as directed by the Director Estates & Facilities.

5. KEY CHALLENGES

This challenging leadership role requires extensive managerial and leadership experience and the ability to lead and respond strategically to the changing Fiji and global tertiary education environment. The successful candidate will be able to demonstrate a commitment to building an organizational culture that encourages innovation, customer-centred responsiveness to national and regional stakeholder needs and integrity and trust.

The position requires a change management approach, and leadership skills with exceptional abilities to produce papers to Director Estates & Facilities on the new strategies and implementation, guiding the relevant section to be result-oriented and setting benchmarks. Furthermore, the incumbent will also be required to ensure relevant training and development plans are established for the skills enhancement of the division. Regularly monitor the audit reports and action items, together with the compliance of the facilities and built structures as per the regulatory requirements and drive the safety culture and continuous service improvement for the division.

Decision Making

- To provide strategic leadership and managerial control of each department to achieve a common goal.

- To select and recruit competent people and manage the procurement of items/equipment and contracted services, and the approval of purchase orders and tender documents.
- To manage the department budgets closely liaising with Finance division and the staffing within the Division.
- Effectively manage risks and implementation of risk response strategies for the divisions to effectively mitigate all risks promptly.
- To contribute to the development of the Division's annual plans, and corporate planning processes to support the university's core functions and business activities.
- To promptly report to the Director Estates & Facilities on all departmental operational matters and performance.

6. AUTHORITY LEVEL

- Operating Expenditure : approval limit of 30k and as per the Scheme of Financial Delegation Policy
- Capital Expenditure : approval limit of 30k and as per the Scheme of Financial Delegation Policy
- Others : approval limit of 30k and as per the Scheme of Financial Delegation Policy

7. QUALIFICATION AND EXPERIENCE

Essential

- The incumbent should have at least a Bachelor's degree in a relevant Engineering discipline (Civil/ Architecture) or Electrical Mechanical or Property/Land Management, or Management qualification or equivalent qualification with 15 years of progressively responsible experience in the field of Facilities and Asset Management.
- Or a Postgraduate qualification in a relevant Engineering discipline (Civil Engineering), Property/Land Management, Occupational Health and Safety or Business Administration qualification or equivalent qualification with 14 years of progressively responsible experience in the field of Facilities and Asset Management.
- Or a higher qualification preferably Master level or equivalent in the relevant field (Civil Engineering), Property/Land Management, Occupational Health and Safety or Business Administration qualification or equivalent qualification with 10 years of progressively responsible experience in the field of Facilities and Asset Management.

Desirable

- Certification in the relevant field with membership of a recognized body would be an advantage.
- Demonstrable experience in providing outstanding organizational leadership and management including:
- The capacity to develop and implement strategy and to initiate and implement change in a complex, multicultural environment.
- The ability to identify and assess appropriate opportunities and partnerships to strengthen the resource base and reputation of the University.
- Experience in effective management of financial and human resources, including staff planning, recruitment and performance management and a sound knowledge of business principles.
- Experience in formulating high-level documents and presentation skills.

8. KNOWLEDGE & SKILLS

Leadership style, empowering others, making decisions: Demonstrates an effective, culturally sensitive leadership style that addresses the challenges of the role whilst promoting the value and culture of Higher Education institutions—evidence of the ability to mentor and empower direct reports and make informed, evidence-based decisions.

Planning and managing for results: Experience in developing strategic and operational plans and demonstrable success in implementing such plans, with evidence of evaluation and corrective action as necessary.

Influencing and networking skills: Demonstrable ability to influence the decisions, actions, or perceptions of others. The ability to build collaborative networks and deep collaborative links with key stakeholder groups in a multicultural environment.

Communication skills: The ability to organize and present information, views, and concepts in a concise, understandable, interesting, and culturally aware format for a variety of audiences, in a way which ensures that staff and stakeholders are consulted and well-informed.

Knowledge of tertiary education: An understanding of contemporary tertiary education issues and the implications of these on portfolio responsibilities and more broadly for the management of universities. An awareness of the context of tertiary education in a developing region including the Pacific is an advantage. A demonstrable commitment to the importance of both post-secondary technical and vocational education, as well as higher education.

9. WORKING RELATIONSHIP

INTERNAL	Frequency
DE&F	Daily
Dept. Managers	Fortnightly
SLT Members	As & when required
Vice Chancellor	As & when required
Deans/Director/Managers (Non-departmental)/Students	As & when required.

EXTERNAL	Frequency
Government Authorities	As & when required
Contractors/Vendors	As & when required

10. JOB DESCRIPTION AND VARIATION TO EMPLOYMENT CONDITIONS:

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.