

Dear Applicant

Facilities and Corporate Services Manager

Thank you for your interest in working for The Royal College of Ophthalmologists.

RCOphth acts as the voice of the profession and champions excellence in the practice of ophthalmology. We work collaboratively with government, health departments, charities and eye health organisations, developing policy to influence eye care services in the UK, including workforce planning.

We are the only professional membership body for medically qualified ophthalmologists and for those who are undergoing specialist training to become ophthalmologists, with 4,000 members worldwide. We set the curriculum and examinations for trainee ophthalmologists, provide training in eye surgery, maintain standards in the practice of ophthalmology, and promote research and advance science in the specialty. Ophthalmologists are at the forefront of eye health services because of their extensive training and experience in the area.

### **How to apply**

To apply, please submit your CV and a covering letter of no more than 2 pages to [staff.vacancies@rcophth.ac.uk](mailto:staff.vacancies@rcophth.ac.uk). Your covering letter should explain how you meet the person specification as well as how your personal values align with the values of the College. Please also highlight your salary expectations. A covering letter is an important part of our application process so we encourage you to submit one, as your application may not be shortlisted if you do not.

We are currently running interviews in person, but this may change to a remote format. If you envisage any issues with accessing a computer, webcam or a sufficient internet connection for a video call, then please do highlight this in your covering letter. We will do all we can to ensure you

have the best experience in applying to work with us.

As part of the selection process you will have a panel interview with the Head of Finance and Operations, the HR Manager and the current Facilities and Corporate Services Manager.

Please indicate if you are likely to need any reasonable adjustments to successfully complete this interview.

An offer of employment will be conditional upon the candidate's right to work within the UK. Only shortlisted candidates will be contacted.

**The closing date for applications is 5.00pm Monday 1<sup>st</sup> August 2022. We will be holding interviews as and when suitable candidates apply.**

If you would like to speak to someone about the role, please contact Thandi Mtetwa, Head of Finance and Operations, via email to [staff.vacancies@rcophth.ac.uk](mailto:staff.vacancies@rcophth.ac.uk).

I look forward to receiving your application.

Yours faithfully

Thandi Mtetwa  
Head of Finance and Operations

## **Working for the RCOphth**

We offer a supportive working environment in friendly, modern offices in a central London location with excellent transport links. We are pleased to offer the following benefits to employees:

### **Hybrid Working**

The College is committed to promoting flexible working to all members of staff and has adopted a hybrid working model where staff have the flexibility and autonomy to work part of their time at the College's premises and part of their time from home. Working in the office is based on operational and management requirements so staff are not required to come into the office on set days or for a minimum number of days per week.

It is important to recognise that some roles may require a member of staff to be in the office for more days than others, due to the nature of the work, and in some cases, hybrid working may not be operationally feasible at all

### **Flexi-time**

The College operates a flexi-time process for eligible employees. The standard flexi-time band starts at 7.30am and ends at 6.00pm with core hours being 10.00am-4.00pm

### **Annual Leave**

We offer 25 days annual leave, or the pro rata equivalent for part time staff. Annual leave increases by one day for each complete year of service up to a maximum of 30 days.

Statutory Holidays and College closure days

Public holidays, when the office is closed, are recognised as statutory holidays with pay. The College is also closed between Christmas and New Year. These days are in addition to your annual leave entitlement and are therefore not deducted from your leave balance.

### **Moving day**

Staff are given 1 day of leave to move to a new house which is not deducted from your annual leave balance.

## **Pension**

The College offers a very competitive pension scheme administered by the Superannuation Arrangements of the University of London (SAUL). The employer contribution is 19% of gross salary and employees contribute 6%.

## **Life Assurance**

For staff members who are in the pension scheme, life assurance is provided at 4 times your annual salary, during employment, plus a spouse's pension and children's allowances.

## **Season ticket advance**

Staff who have satisfactorily completed six months' probation may apply for an interest free loan for the purchase of an annual season ticket for travel between home and work at the College. A proportion of the sum will be deducted from their salaries monthly.

## **Maternity/Paternity/Adoption**

Enhanced maternity/paternity/adoption pay is available to eligible staff members.

## **Learning and development**

All staff are offered opportunities for learning and development, which can be in a variety of formats, online and in-person, formal and informal.

## **Study loans**

Staff who have satisfactorily completed two years of service may apply for a study grant and loan. Subject to approval of the course to be studied, the College will grant up to 60% of the course fees\* and will provide an interest free loan for the balance. The balance to be repaid over an agreed period.

\*total course fees should not exceed £5,000

## **Cycle to work scheme**

A salary sacrifice scheme to aid the purchase of a bicycle for travelling to work is available.

## **Childcare vouchers**

A salary sacrifice scheme to support payment of childcare is available to eligible staff members.

**Eye tests**

The cost of eye tests (up to £30) will be reimbursed.

**Employee assistance scheme**

Provided by Bupa, the employee assistance helpline provides free confidential support 24 hours a day. Qualified counsellors can support with emotional wellbeing, stress and bereavement as well as provide advice on money management and consumer rights.

**Food and drink**

Tea and coffee (including Nespresso machine) is provided on each staff office floor.

**This is an example of the current benefits offered by the College and is not contractual.**

# Working for the RCOphth

## Our Mission

**‘To ensure the highest achievable quality of eye care for patients through excellence in training, education and assessment of ophthalmologists and to uphold standards and promote research and innovation’.**

## Our Purpose

We will empower all our members to achieve the lifelong learning and expertise needed for the future of ophthalmology.

Our charter sets out our obligations as a medical royal college

- Advance the science and practice of ophthalmology
- Educate medical practitioners in the science and practice of ophthalmology
- Maintain proper standards in the practice of ophthalmology for the benefit of the public
- Promote study and research in ophthalmology and related subjects and publish the useful results of such study and research
- Further instruction and training in ophthalmology both in the United Kingdom and overseas
- Educate the general public in all matters relating to vision and the health of the human eye

## Our Strategy

Our strategic plan identifies four key areas of focus:

- **Our Purpose** – ensuring our charter remains relevant for meeting the needs of modern ophthalmic care, empowering members to achieve life-long learning and expertise needed for the future of ophthalmology
- **Workforce** – define the workforce and resources needed to deliver safe and sustainable care
- **Leading** – to continue to promote the highest achievable standards of eye care and speak out if care falls short
- **Evolving** – to ensure our work is delivered through efficient, flexible and transparent processes

## Our Values

The College has recently undertaken a review of its culture. The following values and behaviours were co-designed with staff, clinicians and other stakeholders. Our aim is that these values will be interwoven into all aspects of the RCOphth and will sit at the heart of all our work.

### Values

The College is committed to:

#### Inclusion

- actively welcoming a diversity of experiences and perspectives
- everyone being respected and encouraged to participate regardless of their background or role

#### Integrity

- being open and honest, demonstrating accountability in all its work
- evidenced-based and transparent decision-making, utilising a range of data, information, expertise and experience

#### Innovation

- creating novel opportunities to advance and deliver on its aims, anticipating changing circumstances
- actively welcoming fresh ideas and approaches
- fostering a climate of ambition and excellence drawing on expertise from across the College's communities

#### Improvement

- being a learning organisation, reflecting on both successes and mistakes
- continuous and sustainable development across all its activities

### Behaviours

The College lives and demonstrates its values by being –

- **Adaptable:** working to deliver on its aims and plans while being adaptable and responsive
- **Collaborative:** working together as equal partners across the College; working productively with stakeholders
- **Decisive:** making timely decisions based on consultation with stakeholders
- **Respectful:** empowering people to express a diversity of views; treating those views considerately
- **Trusted:** engendering a climate of trust in how it works so that stakeholders view the College as reliable and credible
- **Sustainable:**
  - choosing options and making decisions as a responsible steward of the environment it works in and for
  - aiming to develop a workforce that is valued, engaged and reaches its full potential
  - adopting policies and practices that help the College, its communities and stakeholders be viable and resilient

## Role Description

<b>Job Title:</b>	Facilities and Corporate Services Manager
<b>Reports to:</b>	Head of Finance and Operations
<b>Line reports:</b>	Receptionist
<b>Contract terms:</b>	Permanent, full time
<b>Working Hours:</b>	8.00am-4.00pm
<b>Grade:</b>	E
<b>Salary:</b>	43,391 per annum
<b>Location:</b>	Office based - 18 Stephenson Way, London NW1 2HD

## Background Information

### About The Royal College of Ophthalmologists

The Royal College of Ophthalmologists (RCOphth) is the only professional body for medically qualified eye doctors, who specialise in the prevention, treatment and management of eye disease, including surgery.

RCOphth acts as the voice of the profession and champions excellence in the practice of ophthalmology. We work collaboratively with government, health departments, charities and eye health organisations, developing policy to influence eye care services in the UK, including workforce planning.

We provide continued guidance, education and training to maintain professional standards and promote research and science for all members and other key healthcare professionals.

Our Clinical and lay volunteers on the Trustee board, Council and committees, with the senior staff leadership team, work with all staff to develop and deliver RCOphth's strategy. The team of 35 staff work under a hybrid working model with staff working from home or at the prestigious head office is based in Euston, London depending on business need.



## **The Facilities and Corporate Services role**

The post of Facilities and Corporate Services Manager is part of the Finance and Operations department, reporting to the Head of Department (who reports to the Chief Executive). This department also includes Finance, IT, Membership, and Facilities, and provides vital services and support to the College to enable it to carry out work on behalf of its members.

## **Main Purpose and Deliverables**

Working under the Head of Finance and Operations, the Facilities and Corporate Services Manager will manage all hard and soft services to the College and its staff, providing leadership in helping the organization achieve its aims and objectives.

The Facilities and Corporate Services Manager will be responsible for:

- Day-to-day management of 18 Stephenson Way, including all hard and soft services.
- Checking that the building complies with Health and Safety standards and ensuring that appropriate Health and Safety risk assessments are in place.
- Ensuring that the building and site are appropriately maintained, cleaned and well-presented, and that regular and cyclical programmes are in place.
- Management of front of house staff.
- Providing corporate services to staff, members and clients.

## **Main Areas of Work and Responsibility**

### **Management of hard services**

- Management of maintenance and procurement of all incoming services and utilities.
- Management of internal systems such as the Building Management System, Access Control, CCTV, Fire Alarm, Intruder Alarm, Lifts, Phone System, Audio-Visual etc.
- Management of all maintenance contracts, including M&E, MFDs, postage equipment, water systems, plants, building maintenance etc.
- To ensure the internal and external fabric of the building are kept in presentable condition.

## Management of soft services

- Management of Health and Safety. This includes:
  - ensuring compliance with all current legislation and developing and updating policies
  - organising and carrying out risk assessments
  - carrying out appropriate testing for the fire alarm system, emergency lighting, refuge alarm, lightning protection, PAT, FWT, fire extinguishers or any other health and safety-related system
  - training or informing staff; organizing specific training for first aiders and fire wardens.
- Management of the cleaning contract, which includes:
  - managing on-site staff and coordinating with Client Support Manager
  - coordination of waste management services and ensuring recycling is maximized
  - coordinating additional or specialist cleaning operations
  - management of the pest control contract
  - COSHH compliance.
- Management of Reception and associated services, including:
  - managing staff and their performance
  - management of hotel, courier and travel arrangements
  - management of the online room booking system
  - management of the stationery contract; catering supplies.
- Be the HS2 representative for the College. This includes:
  - attending monthly meetings with HS2 project managers and fellow members of the Stephenson Way Group
  - feeding back information to College staff and committee members
  - coordinating necessary survey works and undertaking necessary precautions for upcoming works that might affect the College.
- Management of the postal contract, including license services, operating and maintaining the franking machine and liaising with Royal Mail for special arrangements or services.
- Management of risk through Business Continuity Planning. This includes:
  - keeping the College plan up-to-date through the online system
  - keeping staff informed through training and desktop exercises
  - ensuring appropriate provisions are made for invocation of any disaster scenario.

## **Corporate Services**

- Management of venue hire, including:
  - coordinating with external agencies such as Calders and Eventwise to ensure accurate bookings and invoicing
  - grow venue hire as a revenue source for the College
  - ensure clients are provided with a professional service before, during and after their booking.
- Management of the catering contract, including:
  - management of on-site staff's performance
  - ensuring the catering schedule is accurate and up-to-date
  - negotiating and coordinating contract renewal
  - ensuring supplies are ordered in a timely manner
  - feeding back information and opinions on all aspects of the catering to contract holder.
- Ensuring staff, members, clients or other relevant parties are kept informed about all aspects of the building's hard and soft services. This includes contributing to a weekly email to staff, producing ad-hoc reports for the Executive Committee/Trustees, communication with external clients or agencies, such as HS2, Camden council or other Royal Colleges.
- Assisting the College curator with Museum tours, inventory taking and classification. Building up a base of knowledge for small museum tours from the public, members or trainees.
- Ensure the charity has adequate insurance policies in place to cover the assets and liabilities of the charity.

## **Key Working Relationships**

- Colleagues – managing shared services, sharing information, working collaboratively, providing advice, providing instruction.
- Members and Officers – providing information and support.
- Other Royal Colleges – networking, collaborating on joint service projects
- Suppliers – managing contracts-SLAs, KPIs etc.
- Clients – negotiating agreements, providing a professional service.

## Scope and Accountability

<b>Financial:</b>	<ul style="list-style-type: none"> <li>• Management of an annual budget of c£200,000pa</li> </ul>
<b>Other resources:</b>	<ul style="list-style-type: none"> <li>• Technical responsibility for all hard services.</li> <li>• Management of all soft services.</li> <li>• Shared responsibility for cross platform projects such as Document Management System.</li> <li>• Confidential information regarding health and safety and welfare of staff.</li> <li>• Security of building and confidential information</li> </ul>
<b>People management:</b>	<ul style="list-style-type: none"> <li>• Receptionist and oversight of the cleaning and catering providers</li> </ul>
<b>Legal, regulatory and compliance responsibility:</b>	<ul style="list-style-type: none"> <li>• Responsibility for ensuring organisational compliance with employment legislation</li> <li>• Responsible for ensuring compliance with health and safety procedures, including prompt reporting of any defects, risks or potential hazards creating and updating policies, and ensuring all testing and assessment is suitable and sufficient.</li> <li>• Compliance with the organisation’s data protection and privacy policies.</li> </ul>

## Person Specification

	<b>Criteria</b>	<b>Essential (E) Desirable (D)</b>
<b>Knowledge, Qualifications and Experience</b>	Suitable experience of a Facilities Management role with an emphasis on customer or client service.	E
	Experience of technical or hard services such as utilities, building maintenance, fabric refurbishment, office furniture and equipment.	E
	Experience of integrated systems such as Fire/Access Control, Audio-Visual, Telephony etc.	E
	Experience of managing front of house staff and processes.	D
	Experience with managing contracts and tendering procedures.	E
	Knowledge of H&S legislation. Membership of IWFM, BIFM, or other qualifications such as IOSH/NEBOSH/CIEH or other FM-related qualifications	D
	First aid trained	D
	Fire warden experience	D
<b>Skills and Abilities</b>	Ability to multi-task and handle a varied workload.	E
	Ability to quickly re-prioritise.	E
	Develop, revise or edit policies within remit.	E
	Anticipate and solve problems effectively and efficiently.	E
	Negotiating skills.	E
	Ability to budget and financially plan/forecast accurately.	E
	Effective communicator.	E
	Ability to train staff in H&S and other areas under remit.	D
Ability to work with all stakeholders at all levels.	D	
<b>Personal Qualities (Attributes)</b>	A positive 'can do' attitude.	E
	A friendly, patient manner with good interpersonal skills.	E
	Works well under pressure and can be flexible with demands and priorities.	E

	Be willing to help other staff members with tasks.	E
	Be self-motivated and effective at driving change.	E
	Commitment to equality and diversity and understanding of how this applies to own area of work.	E
	Committed to own continuing professional development.	E
<b>Other requirements</b>	Cover Reception when required.	E
	Evening and weekend work when required.	E
	Be on-call when out of the office.	E
	Answer urgent emails when out of the office.	E