

RECRUITMENT PACK:

**BUILDING SERVICES
MANAGER**

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WELCOME.

Thank you for your interest in joining Royal Holloway Students' Union (RHSU).

Working in a students' union is a unique experience where a collection of like-minded individuals come together to champion students' interests.

If you're passionate about being part of an organisation that challenges the status quo to deliver real change and unforgettable experiences, you've come to the right place. Whether it's offering helpful advice on that niggling academic issue, campaigning for changes on campus, or laying on great events and extracurricular opportunities, we cover a lot of bases.

By downloading this pack, you've already taken the first step towards joining our mission of making student life better at Royal Holloway. Being part of our new strategy in Building Community, Leading Change you can play a key role in helping us to deliver on our mission and having a real impact on student's lives.

The rest of the pack covers everything about the SU including how we work, our generous benefits package, and the strategy that drives us forward as an organisation. If you like the sound of what we have to offer, we look forward to hearing from you!

A BIT ABOUT US.

The Students' Union is a student-led organisation that represents over 12,600 members across our Egham and Central London campuses. The activities and services we offer are really wide ranging and include things like supporting over 160 student-led Communities, and ensuring we represent students' academic interests. We offer free and independent advice through our professional Advice Centre, put on loads of free events with our Give It A Go programme, and run a shop, a pub and a nightclub to fulfil students' social life on campus.

We're a charity (charity no: 1141998) registered with the Charity Commission. Why does this matter? Well it means that any profit we make through our commercial or membership services gets reinvested into services that help students during their time at Royal Holloway. That covers everything from funding societies to running national voter registration drives.

WE'RE INDEPENDENT FROM THE UNIVERSITY.

While we work really closely with departments from all across the University, we are an independent organisation. This is important for several reasons, but mainly it means that if students have a problem while studying - whether that is their course, accommodation, or other issues, they can come and talk to us. And they can do this in the confidence that we can take up the issue with the University and help to resolve it.





OUR LEADERSHIP.

We're a democratic, membership organisation and all students at Royal Holloway are automatically members of the Union. Overall legal responsibility for the Students' Union rests with our Board of Trustees which is made up of four full-time sabbatical officers, three student trustees and five lay trustees.

The sabbatical officers are elected each year by, and from, the student membership of the University. They take a year out of their studies (or immediately after graduating) to take on a full-time paid staff role and to serve as a trustee.

The President of the Union (one of the four sabbatical officers) is the Chair of the Board of Trustees. They are responsible for chairing the meetings of the Board, leading the performance management of the Chief Executive and acting as lead ambassador of the Union to external stakeholders and the wider public.

BOARD OF TRUSTEES.

President and Chair of the Board
Vice President Education
Vice President Wellbeing & Diversity
Vice President Societies & Sport

Olivia Davies
Matthew Paterson
Vaishnavi Vajja
David Gallardo González

Student Trustees

Tomasz Ostrowski
Poppy Coates
Fatima Sorrentino

Lay Trustees

Lydia Halls
Mike Johnson
Rory Shanks
Nicholas Yassukovich
Helen Beurier

OUR MANAGEMENT.

The Chief Executive Officer to ensure effective and efficient strategic and operational leadership of RHSU.

In conjunction with the President, the position must balance the need to drive and deliver sustainable income streams with ensuring continuous improvement of student satisfaction, engagement and representation. The role works closely with the elected officers supporting them to ensure that the vision, goals and core values of the Students' Union are achieved.

The Chief Executive is supported by a professional Senior Leadership Team which has specific responsibilities for implementing the day-to-day management of the Union. We employ a full-time team of c.50 permanent staff and an average of 200-250 student staff. Last year, we paid over £800k into students' pockets through employment opportunities with us.

OUR FINANCES.

The Students' Union has two main sources of income – an annual grant from the University and the income generated through our Commercial Services. We are a charity and a not-for-profit organisation. All surplus generated within the organisation is reinvested into the facilities and services provided across the organisation for our members.

WE REPRESENT STUDENTS.

Leading on research and insight that can positively influence students' academic and co-curricular student experience, we ensure effective representation locally, regionally and nationally. Our sabbatical officers sit on University committees and engage with key stakeholders to ensure we build stronger student voice and advocate for students. The Chief Executive Officer provides operational and strategic leadership for RHSU.

OUR DEPARTMENTS.

We have three distinct departments: Community Engagement; Commercial Services; Finance and Resources.

COMMUNITY ENGAGEMENT.

Forming the backbone of the organisation, Community Engagement includes Student Opportunities, Student Voice, the Advice Centre, and the Union Helpdesk.

This is a wide-ranging area that encompasses academic representation, elections, and supporting our 160 student-led Communities which range from societies, media outlets and sports clubs to our inclusion and academic communities.

COMMERCIAL AND BUILDING SERVICE.

We operate a range of commercial services to enhance student experience on campus: the SU Venue, The Packhorse, and the Union Shop.

These services enable us to employ over 300 student staff who gain valuable transferable skills, as well as lifelong friendships.

We also run a weekly Market Day during term time featuring fresh fruit and veg, bread and pastries, and a range of international street food stalls.

FINANCE AND RESOURCES.

This department is responsible for everything from finance and processing our £6m annual turnover, to our people and culture team, and the recruitment and engagement of our permanent and student staff workforce, to broader compliance and IT infrastructure.



OUR 25-26 OFFICERS.

Every year the student body elects four sabbatical officers to work full time in the Students' Union for a year.

They work on a range of issues relating to student life, listening to student thoughts and opinions while running campaigns and working with the relevant people and bodies to implement positive policy changes.

The RHSU Priority 8 puts the power to shape the Students' Union's work directly in your hands. Instead of just relying on Officer manifestos, you'll get to vote on the top issues that matter most to you. The eight most important themes, chosen by students, will become the key priorities that our elected Sabbatical Officers focus on throughout the year—ensuring the Union is truly student-led.



OLIVIA DAVIES
PRESIDENT

The Students' Union President is the Chair of the Board of Trustees, sits on the highest decision-making committee at Royal Holloway, College Council, and is the figurehead of the Students' Union.



VAISHNAVI VAJJA
VP WELLBEING & DIVERSITY

With a focus on liberation campaigns, mental and physical health provision and general wellbeing issues, the Vice President Wellbeing & Diversity is a key voice for campaigning on campus.



MATTHEW PATERSON
VP EDUCATION

Not only is the Vice President Education the Deputy President of the Students' Union but they also sit on a number of high-level committees including Academic Board where the academic strategy of the University is decided.



DAVID GALLARDO GONZÁLEZ
VP SOCIETIES & SPORT

The Vice President Societies & Sport has joint overall responsibility for developing the support the Students' Union offers to student groups on campus.

OUR STRATEGY.

Our overall mission is to make student life better at Royal Holloway but how do we achieve this?

We are excited to launch our strategy for 2024-2017: Building Community and Leading Change.

Strategic Aims:

- Building Communities for all Students
- Building Stronger Student Voice and Representation
- Providing Inclusive Activity and Spaces
- Providing Advice and Advocating for Students

Enabling Themes:

- People and Culture
- Physical and Digital Infrastructure
- Well-Governed and Sustainable

To deliver on our purpose and strategic goals, these focus areas have formed the foundation of our approach. We've recruited talented people who share our values and believe in our mission, helping to foster a collaborative and inclusive culture. We've strengthened our governance and made targeted investments in our physical and digital infrastructure to ensure it's fit for purpose. We've also begun embedding sustainability into our everyday practices, supporting the long-term success of both RHSU and the environment.

Want to read more about our strategy?
Head to su.rhul.ac.uk/strategy.

OUR VALUES.

Our core values guide our work and behaviours and we're proud to be an organisation that challenges the status quo, whilst being a fun place to work.

Student focused.

We understand without doubt that we exist for our members. We make sure we know how their needs are changing. We adapt.

High quality.

Quality is fundamental to achieving results. We go above and beyond expectations. We channel our energy into making things better and change or stop things that aren't working.

Inclusive.

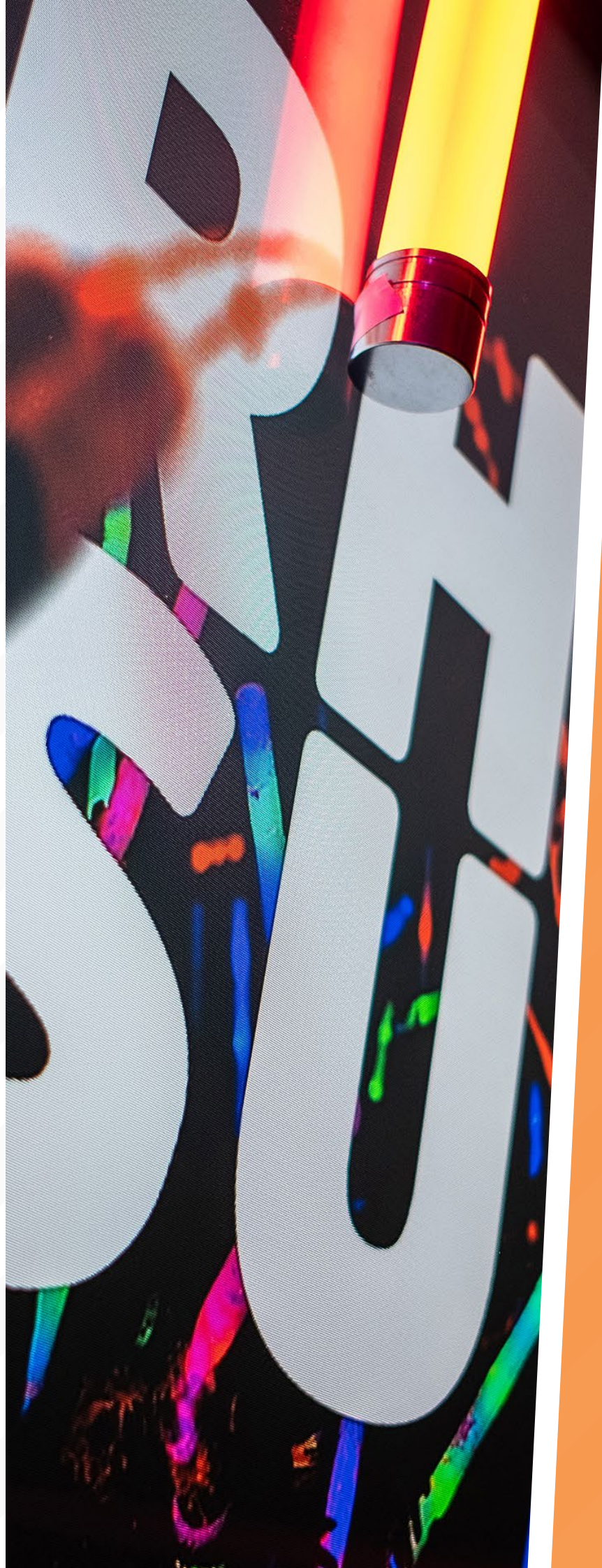
We champion and celebrate the importance of diversity, equality and liberation consistently through our work. We are ambassadors for our organisation and speak out if something is not right.

Brave.

We embrace change and opportunity and we are not afraid to try new things. We are ambitious and constantly look for new approaches to doing things.

Trustworthy.

We make decisions based on our values and take responsibility for them, admitting if we get something wrong. We communicate with integrity, even when the message might be difficult.



STAFF BENEFITS

FINANCIAL WELLBEING

We provide tools for financial planning, early access to earnings, overdra support, and employee discounts.

- Life assurance - 4 x Salary
- Season ticket loan
- Breakfast, tea & coffee provision
- Wagestream - Financial support platform
- Discounts through UniDays, StudentBeans, Wagestream and Westfield

PROFESSIONAL DEVELOPMENT

We fund various personal and professional development options to help you thrive.

- Short training courses
- Accredited qualifications
- Online learning & reading materials
- Conferences & presentations
- Mentoring & coaching
- Shadowing colleagues
- Project leadership & volunteering

PERKS

We offer many extra perks!

- RHSU loyalty scheme & 10% off food in our venues
- Free parking
- Cycle to work scheme
- Tech scheme
- Summer & Winter celebration events

ALLOWANCES

We offer allowances to support your life outside work, from enhanced parental leave to time off for significant life events.

- Enhanced family leave: Maternity, Paternity, Adoption
- Enhanced statutory leave provisions
- Relocation allowance

LEAVE & TIME OFF

We value time away to rest and recharge, offering generous, flexible leave for you and your family. Staff can also use bank holidays flexibly to celebrate faith or cultural events.

- 22-27 days annual leave + 8 bank holidays
- Discretionary leave during winter
- Annual leave purchase scheme

WORK LIFE BALANCE

We're committed to a healthy work-life balance, offering flexible hours, hybrid work options, and supportive leave so you can succeed at work and enjoy life outside of it.

- Birthday day off
- Hybrid working
- Flexible summer working
- Development leave

HEALTH & WELLBEING

We offer allowances to support your life outside work, from enhanced parental leave to time off for significant life events.

- Enhanced family leave: Maternity, Paternity, Adoption
- Enhanced statutory leave provisions
- Relocation allowance



OUR STRUCTURE.

Senior Leadership Team

Chief Executive Officer
Tony Logan

Head of Community Engagement
Dan Curran

Head of Finance & Resources
Min Chauhan

Interim Head of Commercial Operations
Graeme Wood

Staff Team



COMMUNITY ENGAGEMENT

- >> **Student Opportunities**
 - Student Opportunities Manager
 - Societies Coordinator
 - Sports Club Coordinator
 - Student Opportunities Project Coordinator
- >> **Advice Centre**
 - Advice Centre Manager
 - Student Support Adviser
 - Student Support Adviser
- >> **Change and Insight**
 - Change and Insight Manager
 - Research and Insight Coordinator
 - Academic Communities Coordinator
 - Community Engagement Coordinator
- >> **Marketing and Communications**
 - Marketing and Communications Manager
 - Graphic Designer
 - Graphic and Web Designer
 - Senior Communications Coordinator
 - Communications Coordinator

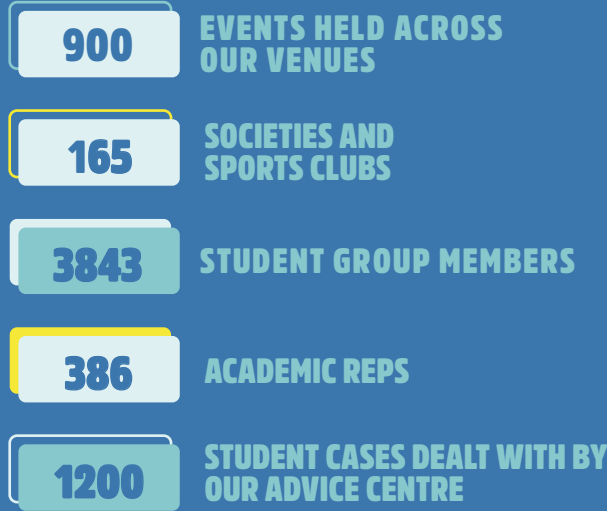
COMMERCIAL AND BUILDING SERVICES

- >> **Commercial Development**
 - Commercial Development Manager
 - Deputy Retail Manager
 - Retail Duty Manager (x3)
 - Retail Assistant (x3)
 - Partnerships and Projects Coordinator
- >> **Venue and Events**
 - Venue and Events Manager
 - Deputy Venues Manager
 - Assistant Venues Manager
 - Venues Technician
 - Membership Events Coordinator
- >> **Packhorse Pub**
 - Packhorse Manager
 - Deputy Manager
 - Assistant Manager
 - Packhorse Grill Chef
- >> **Building Services**
 - Building Services Manager
 - Facilities and Maintenance Coordinator
 - Helpdesk Coordinator

FINANCE AND RESOURCES

- >> **Finance**
 - Finance Manager
 - Senior Finance Coordinator
 - Finance Coordinator
 - Finance Administrator
 - Commercial Systems Administrator
- >> **Human Resources**
 - HR Manager
 - Senior HR Adviser
 - HR Coordinator
 - HR and Training Coordinator

A LITTLE ABOUT US



300+ STUDENT STAFF

51 PERMANENT STAFF

£808,021

01/08/23 - 31/07/24

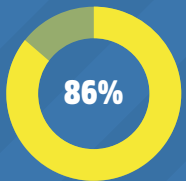
PAID TO STUDENT STAFF, PUTTING MONEY STRAIGHT BACK INTO THEIR POCKETS

CONGRATS!

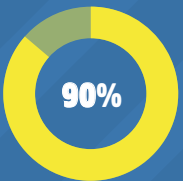


AWARDS HANDED OUT ACROSS COLOURS BALL SOCIETY AWARDS, REP AWARDS AND STUDENT IMPACT AWARDS

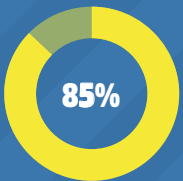
3,473 votes cast in the Leadership Elections



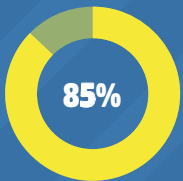
Staff say they can work flexibly when appropriate



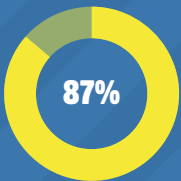
Staff feel colleagues trust and respect each other



Staff feel that their work contributes to the organisation's performance



Staff agree it's common practice for experienced colleagues to coach and mentor new starters



Staff feel they are treated with fairness, respect and dignity at work

Results taken from our 2025 Employee Engagement Survey

BUILDING SERVICES MANAGER.

RESPONSIBLE TO:	Head of Commercial Operations
DEPARTMENT:	Commercial and Building Services
CONTRACT TYPE:	Permanent
HOURS OF WORK:	35 hours per week (excluding daily unpaid lunch break) Monday-Friday, hours can be arranged in line with RHSU's flexible working approach and to suit the needs of the organisation. Some unsociable hours may be required at certain points in the year.
SALARY:	£42,834 - £47,814
PURPOSE OF ROLE:	To ensure that the RHSU buildings are properly and safely managed in accordance with safe operational practice and all relevant legislative requirements. To manage the delivery of all services relating to the building security, maintenance, fire safety, cleaning and compliance with legislation and that the fabric of the buildings and the various services are always in a good state of repair. To manage the delivery of the health and safety policies and procedures and to support the Chief Executive Officer in ensuring that RHSU is operating safely and responsibly.

KEY DELIVERABLES.

Strategic Management and Leadership

- To support the delivery of the Student Union's strategic plan.
- To support the delivery of the commercial and building services strategy.
- To support the Head of Commercial Operations in the delivery of their objectives.
- To liaise with the University and ensure that activity is agreed and properly communicated.
- To support the Sabbatical Officers in the delivery of their campaigns when appropriate to do so.

People Management

- To lead by example and uphold our values.
- To support the health and wellbeing of the staff team.
- To set objectives that support commercial and building services strategy and direct and coach reports in the achievement of those objectives.
- Recruit, induct and manage direct reports in line with the organisation's policies and procedures, supporting them to grow personally and professionally.

- Ensure appropriate systems and processes are in place to manage the performance and support the development of the staff team.
- Along with other managers, ensure the ongoing development of Union staff and officers by leading a learning and development culture.

Financial Management and Reporting

- To support the proper production of accurate budgets and forecasting.
- Responsible for the development of the team budget and specifically for the budgets relating to maintenance, building security, cleaning and reception services as well as any activity related to the work of the Health and Safety Committee activity.
- Responsible for the development and co-ordination of the capital investment plan and all collaboration required in the collation of this for presentation to the finance committee.
- To ensure that regular and robust forecasting of activity is completed and to take steps to

ensure resources are deployed a level which best reflects the expected activity.

- To prepare and deliver reports on performance against an agreed set of KPIs monthly and to document and introduce any actions required to sustain the financial performance of the venue operations.
- The management and mitigation of operational risk in relation to their areas of responsibility.
- To encourage good practice in financial control.
- Ensure proper time is allocated to planning and development and that annual operating plans are prepared in a thorough and timely manner.

Operational Delivery

- The management of a planned and reactive rolling maintenance strategy.
- The management of the general building and late-night security functions and the development of procedures to ensure the level of safety and security is commensurate with the primary building use at any time.
- The management of the processes and relationships that ensure that the building is kept

in a clean condition and that appropriate support is in place to meet the diverse use of the spaces.

- To manage the reception and room booking's function and ensure spaces are properly maintained and ready for use.
- To act as liaison and first point of contact for the University Estates and Facilities directorate.
- To work with colleagues to ensure that events and campaigns along with partnerships and third-party events are properly managed and safely delivered.
- The management of the reception/helpdesk function and the co-ordination and communication of building activity and partnership event delivery.
- The management of the room booking process and the development of a process to ensure that booked spaces are properly resourced and set up in line with the proposed use of each booking.
- To attend University meetings as required and report back on relevant campus wide activity.

Health and Safety Management

- To support the Chief Executive Officer and Head of Commercial Operations by leading the approach that ensures compliance with the RHSU Health and Safety Policy.
- To chair the Union's Health and Safety Committee and ensure that it meets regularly and reports consistently to the relevant colleagues and committees.
- To monitor incident reporting and provide recommendations for any actions required to improve performance in this area.
- To monitor security reporting and provide recommendations for any actions required to improve performance in this area.
- To ensure compliance with all safety testing and legislation requirements.
- To lead the fire prevention and fire evacuation strategy.
- To report on the compliance with mandatory safety training across the organisation and ensure that managers take responsibility for the staff safety training.
- To liaise with the University teams and ensure that communication of activity is consistently to a high standard

and that there is two-way communication of activity in the Union and on campus.

- To manage the Unions risk assessment process and ensure managers are compliant with the requirements in this area.
- To ensure compliance with all statutory requirements in relation to the RHSU buildings and working practices.
- To manage and deliver the weekly/monthly testing regime as required to ensure fire and general safety requirements are met, including but not limited to the testing of alarms and checking of evacuation routes.
- To ensure the relevant managers and colleagues are aware of any incidents or accidents and to collate the reporting of these areas and suggest any actions or mitigation required to prevent re-occurrence.

Ethical and Environmental Management

- To lead the environmental strategy and to ensure the Union is properly organised in relationship to waste management and use of utilities.
- Support the development and implementation of sustainability initiatives within the organisation.

Other Duties

- To manage space planning and building development projects.
- The co-ordination of the requirements for the duty management of the building and the assurance that the experience of staff on duty is matched to the level of activity taking place.
- To ensure effective liaison in the delivery of any partnership activity or work with other stakeholders.
- Comply with all Union policy in relation to equality and diversity.
- Comply with the requirements of the GDPR regulations.

Emergency Response Planning

- To act as the deputy, lead responder for the Union in the event of a major incident and to support the CEO and Head of Commercial Operations in the management of any serious incident co-ordination.
- To liaise with the Head of Commercial Operations and the venues and events manager in the development of any safety plans for large events or activity.
- To support the development and updating of the Business continuity action plan and ensure staff are trained in its purpose and operation.
- To ensure the Union complies with all rules relating to fire safety.
- To ensure the union is complaint with the requirement of the health and safety at work act.



PERSON SPECIFICATION.

EDUCATION AND TRAINING

- Professional qualification or high-level experience in the management of facilities services.
- NEBOSH or IOSH qualification to diploma level.
- First Aid Trained.

EXPERIENCE AND KNOWLEDGE

- Experience of managing the delivery of an effective facilities and buildings strategy.
- A record of achievement in the delivery of results and the meeting of targets.
- Experience of managing third party relationships and contracts with external suppliers.
- An operational background with experience on the delivery multiple projects.
- Ability to work in partnership with senior leaders from multiple organisations.
- Event safety experience and knowledge of the safe management of events and buildings with high footfall.
- Experience of cost control and effective up budgeting and planning processes.
- Knowledge of relevant legislation relating to health & safety, data protection, and compliance with safety requirements of buildings and facilities management.
- Experience of leading positive change.

VALUES, ATTITUDES & PERSONAL STYLE

- Customer Focussed.
- Professional Approach and evidence of a commitment to high standards.
- Collaborative and works well as part of a team.
- Innovative and creative with an ability to lead changes in behaviour and delivery.
- Trustworthy: transparent, honest and fair.
- Strong Leadership – can inspire others to achieve the best results.



SKILLS & ABILITIES

- Digitally Innovative – has experience in using insight and data to develop a business.
- Communication skills – can communicate effectively with individuals and large groups.
- Problem solving – Has the ability to show creativity in challenging circumstances.
- Awareness of and sensitivity to EDI commitments.
- Experience in reporting including incident reports and first aid activity and action planning to prevent issues re-occurring.
- Relationship manager – can engage with others and to promote positive work activity amongst colleagues and via partnership working.
- Ability to deliver an effective risk assessment process.

ALIGNMENT WITH UNION VALUES

- Student Focused: We understand without doubt that we exist for our members. We make sure we know how their needs are changing. We adapt.
- High Quality: Is fundamental to achieving results. We go above and beyond expectations. We channel our energy into making things better and change or stop things that aren't working.
- Inclusive: We champion and celebrate the importance of diversity, equality and liberation consistently through our work.
- We are ambassadors for our organisation and speak out if something is not right.
- Brave: We embrace change and opportunity, and we are not afraid to try new things. We are ambitious and constantly look for new approaches to doing things.
- Trustworthy: We make decisions based on our values and take responsibility for them, admitting if we get something wrong. We communicate with integrity, even when the message might be difficult.

HOW TO APPLY.

For a confidential discussion, please contact our advisor Rob Cullum of The Management Recruitment Group at: **rob.cullum@mrgglobal.com**.

The Management Recruitment Group has been exclusively retained for this campaign. All direct and third-party applications will be forwarded to them.

Applications should consist of an up-to-date CV and a supporting statement outlining your suitability and motivations for applying.

Key dates:

Closing date for applications:
11:59pm on Sunday 21st September 2025

1st interviews to take place:
W/c Monday 29th September 2025

2nd interviews to take place:
W/c Monday 6th October 2025

