

Director of Estates & Facilities

Candidate Information Pack





Welcome

Thank you for your interest in joining the University of East Anglia as our new Director of Estates and Facilities.

UEA is a distinctive, research-intensive university with an inclusive community and an iconic campus set within extensive parkland on the Norwich Research Park. Our estate—combining internationally recognised architecture, outstanding cultural and sporting facilities, student residences and important natural spaces—is fundamental to the experience of our students, staff and visitors.

This is an exciting and pivotal opportunity to shape the campus for future generations. Our Estate Strategy 2024–2034 sets a clear direction: improving the condition and resilience of our infrastructure; reducing carbon emissions and enhancing biodiversity; operating our estate more efficiently; and providing inspiring, accessible spaces that enable world-class education, research and innovation. This includes progressing our Campus Development Programme, making better use of space and technology, strengthening connections with our regional partners, and balancing the needs of our significant heritage estate with financial and environmental sustainability.

As Director, you will provide strategic and operational leadership across this complex and varied portfolio. Working collaboratively with colleagues and partners, you will turn ambition into deliverable plans, manage risk and compliance, achieve value for money and ensure that excellent facilities services support a thriving campus community.

We are looking for an inclusive, commercially astute and experienced leader who can navigate complexity, inspire teams and deliver sustainable change. If you share UEA's ambition to “Do Different” and want to help create a resilient, welcoming and inspiring campus, we would be delighted to hear from you.

Jason Brown

*Chief Financial Officer
University of East Anglia*

What Makes UEA So Special?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines and breaks new boundaries

across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Sir Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.





Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

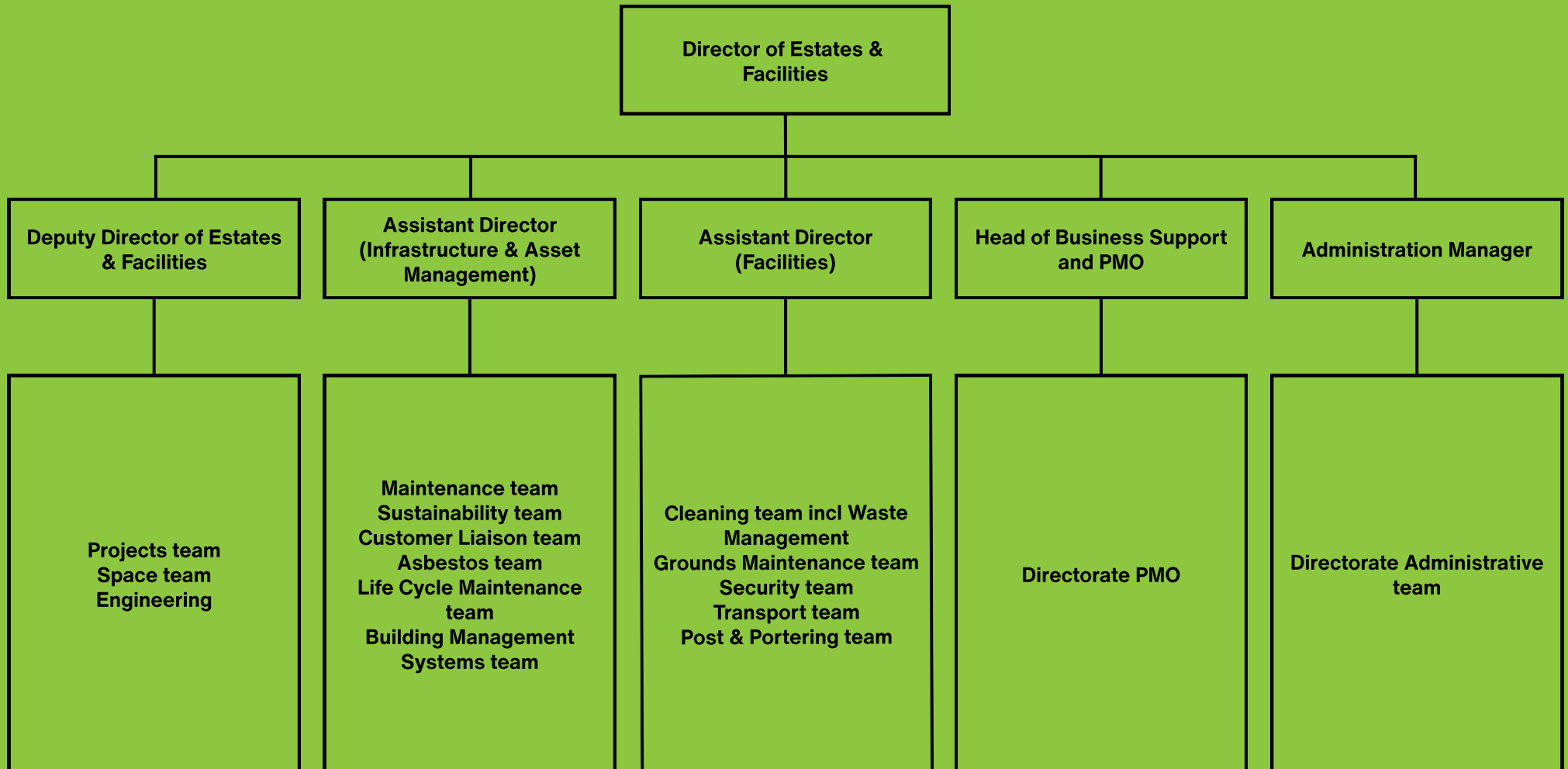
UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.

Organisation Structure



Job Description

Director of Estates and Facilities

Department	Estates and Facilities (EST)
Grade	10+
Proposed Salary	£115,000 - £130,000
Reporting to	Chief Finance Officer (Executive Team)
Responsible for	Senior managers and wider staffing across the Estates and Facilities Division

The Director of Estates & Facilities provides strategic leadership and operational oversight of the University's physical estate, ensuring it reliably, sustainably and economically supports the delivery of Strategy 2030 and beyond. The role leads the delivery of the Estate Strategy 2024–2034 and the Campus Development Programme (CDP), balancing statutory compliance, risk mitigation, financial sustainability, decarbonisation, and enhancement of the student and staff experience within a capital-constrained environment.

Strategic Leadership and Estate Strategy Delivery

- Act as the institutional lead for the Estate Strategy 2024–2034, translating strategic aims into prioritised, costed and deliverable programmes of work
- Ensure the estate underpins the University's academic mission across Student Education and Experience, Research and Innovation, and Organisation Development
- Lead long-term planning for a complex, largely listed estate, ensuring future flexibility, adaptability and value for money
- Shape and implement a data-informed approach to estate decision-making, using condition surveys, utilisation data, carbon data and risk assessments to prioritise investment.

Campus Development Programme and Capital Investment

- Provide executive leadership for the Campus Development Programme
- Oversee major refurbishment, redevelopment and rationalisation projects across the estate, including listed buildings and high-risk assets
- Ensure all capital projects follow rigorous business case, affordability, value-engineering and gateway review processes.
- Lead options appraisal for building closure, mothballing, redevelopment or disposal where assets no longer represent value for money.

Job Description

Strategic Leadership and Estate Strategy Delivery

- Provide strategic leadership of the University's estate portfolio, ensuring value for money, effective asset stewardship and optimal performance from internal and external delivery partners.
- Develop and deliver long-term estate, maintenance and capital investment strategies that improve financial sustainability, maximise space utilisation and manage risk across the estate.
- Identify and implement opportunities for commercial development, partnerships and income generation to strengthen the University's long-term financial resilience.
- Lead the University's estate sustainability agenda, driving decarbonisation, energy efficiency, renewable energy adoption and environmental performance in support of net-zero ambitions.

Risk Management

- Ensure full compliance with statutory, regulatory and health and safety requirements across the estate.
- Lead a pragmatic, risk-based approach to maintenance and investment during periods of financial constraint.
- Reduce institutional risk arising from asset failure, poor building condition and compliance exposure.
- Oversee delivery of hard FM, utilities, security, cleaning, transport and helpdesk services.

Space, Campus Experience and Student Outcomes

- Lead strategic space management, including centralised control of teaching, learning and meeting spaces.
- Improve space utilisation and reduce the overall size of the estate in use where appropriate.
- Champion development of flexible, inclusive and accessible learning environments, including provision for neurodiverse learners
- Ensure the campus remains a key differentiator for student recruitment, retention and staff attraction.
- Oversee enhancement of residential accommodation, library facilities, laboratories and sports facilities in line with sector benchmarks.

Leadership and Culture

- Provide inspirational leadership to a large, multidisciplinary Estates & Facilities workforce.
- Embed the University's values of Collaboration, Empowerment, Respect and Ambition throughout the Division
- Develop capability, succession and professional standards across estates, engineering, facilities and project teams.

Job Description

Governance and Stakeholder Engagement

- Represent estates matters at Executive level, Estates Committee and Council.
- Work closely with the Vice-Chancellor, Chief Finance Officer and Executive to align estate decisions with academic and financial planning
- Act as the senior estates interface with external stakeholders including planning authorities, NHS partners, Norwich Research Park organisations and funders.

Other

- Occasional work outside normal hours to meet strategic deadlines or attend institutional events.
- Operate with adherence to university policies and procedures and ensure the same across the Division.
- Undertake such other duties as may be appropriate as a collaborative and supportive senior leader, for example contributing to major cross-function reviews, undertaking investigations and hearings, etc.
- The postholder must maintain the highest standards of confidentiality.



Person Specification

Experience	• Significant strategic project planning, implementation and delivery; • Strong track record of delivering major programmes of work to completion; Experience and track record in a senior estates/property/facilities leadership role with experience of initiating, maintaining and managing complicated estates to support an organisation's strategy; • Substantial track record of leading both large-scale sustainable capital development programmes and significant on-going operations across a diverse and technically complex estate portfolio; • Senior level leadership experience gained within a large, complex organisation with a track record for successfully inspiring, coaching/mentoring and leading a large-scale, in-house staff cohort ranging from senior managers to operational professionals; and • Successful experience of change management, and the delivery of complex projects, within budget and to tight timescales.
Knowledge and Skills	• Excellent communication and interpersonal skills, with the capacity to enthuse and inspire, and to influence colleagues at all levels; • Ability to operate successfully with a multitude of internal and external stakeholders at a local, regional, national and international level; • Ability to engage successfully with the University's community of students, academics and professional services staff, as well as with key external partners; • Knowledge of asset management, as well as development and maintenance; • Ability to represent the University across a variety of arenas; - Ability to think analytically, strategically and creatively; • Ability to assimilate quickly and make use of large amounts of new information; • Adaptability, flexibility and ability to respond positively to new ideas and situations; and • Understanding and knowledge of the issues and challenges Universities face in the current climate.

Person Specification

Values and Personal Qualities	• An inclusive and determined approach that inspires colleagues, builds trust and a purposeful direction for the future; • Knowledge and understanding of the University Values, with a commitment to embed them throughout the Division; • Demonstrable commitment to the promotion of equality, diversity and inclusion; • Commitment to delivering the highest levels of excellence; • Entrepreneurial, innovative and with a high degree of commercial acumen; and • High levels of credibility with students, academics and professional service staff.
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About the Directorate

The Estates and Facilities Directorate is responsible for the buildings and grounds that make up our campus and ensures the smooth running of the facilities that underpin teaching, learning and research activities. We strive to maintain a sustainable, safe and well-maintained campus for all our staff, students, researchers, and visitors.

Our teams provide a 365 days of the year, 24-hour service to our campus community. We maintain the fabric of existing buildings (both residential and academic), manage 360 acres of grounds with rich biodiversity, deliver projects for the refurbishment of existing buildings and construction of new buildings, and provide services including car parking and waste collection. We are also responsible for the continual development of the campus, ensuring that the built estate meets UEA's business needs. There isn't an aspect of university life that we do not support and UEA relies upon the Directorate to enable everything that it does.

The Directorate is made up of several interconnected teams: Building Management Systems, Business Systems, Cleaning, Customer Liaison, Engineering, Grounds, Life Cycle Maintenance, Maintenance, Post & Portering, Projects, Security, Space Management, Sustainability and Transport. As well as working together, we work closely with other areas of UEA.

As a Directorate we work towards continuous improvement, in the services we deliver, and in the opportunities we provide to the members of our team for professional and personal development. All our jobs are customer facing to some degree.



Our Values

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

Accolades

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Sir Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Sir Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.





A Sustainable University

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the ‘three pillars’ of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and ‘eco’ products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on X [@SustainableUEA](https://twitter.com/SustainableUEA)



Norwich

A City of Stories

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930s parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>

Location

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity. UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON | 2 HOURS

CAMBRIDGE | 1 HR 15 MINS

BIRMINGHAM | 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train.

BY ROAD

KINGS LYNN | 1 HOUR

CROMER | 45 MINUTES

SOUTHWOLD | 1 HOUR

BY AIR

NORWICH AIRPORT | 20 MINUTES

STANSTED AIRPORT | 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



 **AdvanceHE**

Member

23-24



Our Status

An internationally renowned university, UEA is ranked in the UK Top 25 (Complete University Guide 2025), UK Top 30 (The Mail 2025) and the World Top 100 (Times Higher Education Impact Rankings 2024), where it ranks in the UK Top 20 for research quality (Times Higher Education Rankings for the Research Excellence Framework 2021) and World Top 20 for Health and Wellbeing (QS World University Rankings for Sustainability 2024), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

Rewards & Benefits

Annual leave

30 days bookable leave per year, in addition to eight statutory days and six customary days per year, providing a total of 44 days per year

Hours of work

37.5 per week, with part-time and other flexible working options available.

Work-life balance

Our flexible working policy helps you to balance your commitments and interests outside of work with the requirements of your role. We support a range of flexible working practices for all our employees. In addition, employees on Grades 4–10 can work on a hybrid basis, where the role permits.

Health and wellbeing

We champion staff wellbeing and are committed to raising awareness of mental health to ensure you have a supportive work environment. We have a dedicated mental health awareness and support information hub, a UEA-wide Wellbeing Ambassador Programme, and a 24/7 helpline and resources available via our Employee Assistance Programme. Not forgetting the discounted membership you can enjoy at the UK's biggest indoor sport centre, Sportspark.

Pension

Automatic enrolment into our USS defined benefit pension scheme which provides a guaranteed income for life:

You contribute 6.1% of your salary and UEA will contribute 14.5%. This includes:

- Three times your salary life cover
- Incapacity cover.

Family and care provisions

Our exceptional family and care leave supports you through life's events. It includes enhanced maternity and adoption pay plus 5 paid emergency dependency days. We also boast an onsite nursery with an outstanding Ofsted rating.

Travel discounts

Claim money off travel with public transport discount schemes, our Cycle to Work scheme and Carshare Scheme.

Personal and professional development

We facilitate a range of impactful development opportunities including in-house coaching and mentoring plus access to LinkedIn Learning for a wide range of resources to support personal growth. We pride ourselves on our live workshops delivered across academic and professional services staff groups, as well as our leadership and management apprenticeships and Leading at UEA Programme.

Rewards & Benefits

Community, connection and inclusivity

UEA is a unique and inclusive community of students and staff. We work closely with colleagues at the Norwich Research Park and engage with partners across the region in line with our commitments under the UEA Civic Charter. Our Employee Supported Volunteering programme encourages and support colleagues that want to donate their time and skills to charitable and social enterprise causes that are important to them, via a day of volunteering leave per year. Our eight staff networks provide employees with a relaxed space to socialise and seek support, as well as contributing recommendations to improve EDI practices. It's vitally important that we encourage our staff to have a voice – we undertake pulse surveys, arrange focus groups and hold staff forums.

General financial wellbeing

We offer financial benefits to help you shave money off your daily spending and save for the future, as well as providing support for individuals in times of need. In partnership with Vivup, we give you access to a huge range of discounts across major retailers and our Employee Hardship Loan scheme provides eligible employees with an interest-free loan to assist with short-term financial difficulties.

A unique campus environment

Working in a beautiful green-flag accredited campus can bring a sense of calm or help to reinvigorate you during the working day. We are home to Nick Rayns' LCR where some of the biggest names in music have played and even benefit from a world class museum, Sainsbury Centre. With access to thousands of books and DVDs at the Library and a range of cafes and restaurants, there really is something for everyone.





CASTLEFIELD RECRUITMENT

University of East Anglia

The
Enterprise
Centre

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