

Job Title: Facilities Manager	Role Profile Number: OPH86
Grade: S	Date Prepared: March 2022
Directorate/Group: Enabling	Reporting to: Head of Business Support & Resilience
Structure Chart attached:	No

Job Purpose

The Facilities Manager will manage the operations and maintenance of the facility systems of the council, including planning and coordinating the use of sub-coordinators and suppliers in the delivery of planned preventive maintenance, ensuring that buildings meet health and safety standards and coordinate all installations or refurbishments.

Key Accountabilities

- Managing the change to facilities to ensure minimum disruption of the business core activities
- Coordinating and planning essential business services such as maintenance, building cleaning, waste disposal and confidential waste destruction, window cleaning and grounds maintenance across civic campuses and other Council sites.
- To organise and lead civic campus fire alarm drills and be the lead evacuation officer for the site.
- Lead the programme of workplace activity to support hybrid first working, ensuring a modern workplace.
- Review current processes and activity to ensure an efficient Facilities Management offer
- Work closely with internal and external stakeholders to ensure the needs of residents are met through our facilities management offer.
- Ownership of procurement of all services to include contract management and negotiation
- Managing contract performance in line with service level agreements and key performance indicators
- Review and negotiate facilities supplier contract agreements and commercial terms and conditions.
- To ensure strategic planning and prioritisation of facilities management activities on short-long term timeframe.
- To lead and investigate high priority complaints and provide timely and focused advice and guidance
- Ensure Compliance of statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Ensure that all costs and expenditure are within the budgeted levels agreed

- To respond to urgent requests and concerns, with professionalism with a focus on solution based decision making.
- To report on KPI's and delivery on regular basis to SLT and CMT as and when necessary
- To undertake specific high profile projects and lead from facilities governance point of view and communicate changes appropriately to target audience ie covid requirement to facilities.
- To manage, support, coach and direct the technical facility posts reporting into this role

Supplementary Accountabilities

- Act as an Emergency lead as defined by the civic campus emergency plan, working with emergency services, civil protection and Health and Safety teams as necessary to mitigate risk and disruption to business continuity during incidents.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Excellent communication and negotiation skills
- Excellent people management skills, clear thinker with the ability to flex to the demands of the role
- Ability to work under pressure to tight deadlines. OPH
- Knowledge of Hazard Analysis & Critical Control Point
- Hold IOSH Certificate or equivalent
- Good understanding of services involved
- Good administrative skills
- Track record of success with strong client relationships
- Good financial acumen, ability to work to a budget.
- Ability to understand data, spot trends and prepare reports.
- Ability to build strong relationships with customers and manage their expectations
- Proven strategic thinker with ability to facilitate change where necessary

Qualifications

- Level 3 Diploma in Facilities Management, or relevant experience

Decision Making

- To make strong logical decision on contract management and service delivery
- To present finding and decision on corporate facilities agenda

Creativity and Innovation

- lead on creating modern workplace facilities to support hybrid first

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Technical Facility roles • Contracts <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Maintenance and cleaning of SBC Buildings • • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Yes £1,371K approx</p> <p>.</p>
--	--	--

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- All officers as and when necessary within the organisation.
- Fire service/police
- Contractors of services ie repairs/cleaning

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

- Requirement, when necessary to attend emergencies facilities matters outside of core hours

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	