



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Facilities Manager (Corporate)
GRADE:	POE
POST NO:	31035
JOB TIER:	4 (Team Manager)
DBS CHECK:	None
DIRECTORATE:	Residents Services

REPORTING STRUCTURE

Reports to:	Assistant Director, FM, Planned Works and M&E Compliance
Direct Reports:	3
Indirect Reports:	1

Note: This JD is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

ROLE PURPOSE:

To provide effective leadership and operational management of Facilities Management services across the Council's corporate buildings, ensuring safe, compliant, and efficient environments.

To lead delivery of hard and soft FM services ensuring statutory and corporate compliance standards are met.

A member of a commercially driven team delivers an improved return on significant corporate assets working collaboratively with colleagues and contractors to achieve improved value for money and significant savings for the department.

To ensure all projects are delivered on time, at the right cost and to the desired quality standard.

To lead delivery of hard and soft FM services ensuring statutory and corporate compliance standards are met.

To ensure services are delivered in line with performance targets, compliance requirements and budget constraints.

Support, demonstrate and propagate new ways of working and actively participate in Implementing organisational change within the Residents Services directorate and across the Council as a whole.

A. Job Description

1. People Management

- Responsible for the effective management of Manage FM staff and contractors ensuring compliance, performance and delivery of services in line with the Council's HR policies.
- Ensure all project team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- Effectively manage project team members and contractors, ensuring both individual and team accountabilities, to deliver the outcomes required by the service are fully understood and delivered.
- Support a culture that ensures a reputation for innovation, creativity and development.
- Lead a strategic and operational service ensuring high levels of performance management are in place.
- Ensure compliance with key policy and procedure in areas such as health & safety, equalities and diversity and other statutory requirements.

2. Customer Management

- Establish an effective internal and external network, meeting and communicating directly with key stakeholders to support the efficient delivery of the FM Hard and Soft services corporate works and in meeting the needs of current and proposed developments of the Council's corporate asset base.
- Maintain and develop effective professional networks that will add value to the work of the Council so it is viewed as an influential and reliable partner.

- Support the accurate and timely responses to MP enquiries, Member enquiries and Freedom of Information requests. Ensure appropriate response to complaints at all stages (including Ombudsman investigations) and Member enquiries within agreed timescales.
- Ensure team members, external agents and contractors that undertake work for internal or external customers adhere to the Council's customer care standards.
- Meet and communicate directly with key stakeholders of any programme to ensure that they are fully briefed on contract and supplier arrangements that relate to their service provision.

3. Operational Service Delivery

- Lead on all corporate FM Hard and Soft Services works, ensuring the timely delivery and its overall success from economic, quality, social and environmental perspectives.
- Work collaboratively with departmental colleagues to manage contractor and trades performance issues relating to their services, managing the responses and process to maintain or improve customer service.
- Produce reports that highlight progress against timetables and budgeted costs, including any emerging risks, for all Fm and planned schemes of work.
- Meet all the statutory requirements to ensure all projects are completed on target and to the required standards.
- Play a lead role in ensuring a dynamic approach to sustainability, ensure that all projects meet the Council's design standards and exceed the quality of other locally comparable projects, continuously improving to deliver value for money.
- Ensure that all statutory and compliance obligations are formally documented and implemented through the Council's risk management systems.
- Engage external consultants, contractors and management agents where appropriate, liaising with the Corporate Procurement Team.
- Support and maintain cross functional links throughout the Service providing advice as required in considering all relevant legislation, regulations including CDM and Health and Safety aspects.
- Ensure the development of clear specifications for works, goods and services, and that all contract administration is carried out in a compliant and timely way with supplier performance reviews, reports and meetings clearly documented and recorded.
- Work in collaboration with the Environment Manager ensuring all planned works consider the Councils Climate Change and Environment Bill targets.

- Responsible for reducing carbon footprint introducing energy efficiency measures across council buildings, corporate assets and estates.
- Responsible for carry out energy audits across the Council's top energy consuming sites and developing a key project plan to identify savings aligned to MTFE targets.

4. Service Planning & Development

- Ensure that an Annual Team Plan aligns to the Service's Plan(s), and is developed, agreed and communicated to team members in a timely manner.
- Continually review the feasibility of projects and identify short to medium term strategies to ensure all plans meet pre-determined goals and initiatives, providing regular reports and updates as necessary.
- Ensure the regular update and reviews of the contracts register for corporate FM and FM planned works is carried out and the development and regular testing of business continuity plans to mitigate risk in the event of a supplier or contractor failure.
- Undertake training and professional development appropriate to the post to keep up to date with developments across the corporate asset maintenance profession.

5. Financial & Resource Management

- Assisting in the effective management of the FM Hard and soft services Works budget, regularly reviewing these to ensure accurate cash flow forecasting and business planning in order to deliver value for money to the Council.
- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- Working with the Corporate Procurement Team, ensure that projects are procured in accordance with Council Standing Orders and OJEU Public Procurement requirements.
- Provide effective leadership of the team to support the commercial contract management responsibilities by providing timely and accurate information including accurate specifications for all services to ensure that contract variations are minimised.
- Develop robust scheme financial appraisals, using cost and value information from a range of sources including from colleagues and external advisors, working closely with the Finance Team to ensure that planned work programmes can be accommodated within the business plan.

- Deliver schemes in line with the programmes' financial targets, standards of quality and probity.
- Responsible for reducing costs in energy consumption across corporate assets and for making recommendations for quick wins and planned savings, targets to be achieved are:
 - To become carbon neutral by 2030
 - To achieve 100% clean energy across the councils full range of functions by 2030.

6. Continuous Improvement

- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.
- Develop a strong performance culture and commitment to delivering quality services to key stakeholders.
- Take personal accountability for and visibly support professional practice, service procedures and policies along with performance improvement initiatives.

7. Contacts

- **Internal:** All staff and managers within Repairs, Engineering & Planned works, finance, procurement, plus staff and managers in other service areas and Members of the Council
- **External:** The list includes but is not limited to; Members of the public, residents, community groups, residents' associations and other bodies representing local residents, Consultants, Contractors, Statutory Bodies, Head Teachers, School Governors, Government Agencies, other Local Authorities, operational contractors, developers and supplier representatives.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as required.

9. Key Performance Indicators

- Delivery of agreed Team Project Plans.
- Delivery against any agreed Service Levels.
- Delivery against allocated budgets and MTFE saving targets.

- Staff performance & productivity metrics.

B. Person Specification

Planned Works Manager

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
MRICS or MCIB or equivalent		✓
A property or building related degree or equivalent experience		✓
Project management qualification	✓	
Evidence of continued professional development.		✓
Evidence of continuing management development.		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability to work flexibly to meet the needs of the service including attending evening meetings and travelling to other geographical locations as required.	✓	
Hold a current UK drivers licence and have a vehicle available at all times.	✓	
Knowledge and understanding of Section 20 leaseholder consultation requirements	✓	
Ability to fully access buildings/building sites/ rough ground in order to carry out the full extent of the role.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Significant experience of managing and leading a team, preferably within a planned works environment.	✓	
Experience of managing soft services within corporate buildings.	✓	
Significant experience of surveying, building management, programme delivery, operational delivery and contract management activities.	✓	
Significant experience of taking strategic information and translating into project specific operational requirements with the effective communication to project teams and internal staff.	✓	
Extensive experience of working in a wide range of projects using both traditional and modern forms of procurement and construction.	✓	
Proven experience of meeting deadlines with effective, accurate project reporting at management/ project board/ private company board level.	✓	
Evidence of involvement in change management and delivery of service and professional practice improvements.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Knowledge of professional project management practices and methodology.	✓	
Knowledge of Planning and Building regulations requirements along with standards relating to construction.	✓	
Extensive knowledge of health and safety legislation including the CDM regulations.	✓	
Detailed knowledge of contractual frameworks, legislative and statutory requirements relating to property, construction and procurement, including	✓	

preambles, schedules of work, contract sum analysis, construction contract and ancillary documentation.		
Deploys skills and techniques to manage internal and external project teams from inception to completion keeping all partners focussed, appropriately prioritised and on time and budget.	✓	
Highly numerate and IT literate, able to work effectively with the Microsoft Office suite of applications and standardised project reporting template documentation.	✓	
Excellent verbal, written communication, presentation and interpersonal skills.	✓	
Able to communicate standards, priorities and deadlines to partners and staff	✓	
Knowledge of the Councils standing orders and reports.		✓
5. COMPETENCIES	ESSENTIAL	DESIRABLE
	✓	✓
Passion to make a difference: Strives to improve outcomes for customers, identifying efficiencies and smarter ways of working, and encouraging creative input from others- so that solutions developed are practical, fit for purpose and implemented appropriately.	✓	
“Can do” positive attitude: Identifies opportunities for organisational change, taking into account the wider impacts of change; ensuring the needs of stakeholders and customers are considered and acts as a positive role model for new initiatives.	✓	
Leads and inspires others: Values the contribution of others and fosters a culture of respect, encourages constructive, open feedback and innovative thinking.	✓	
Credibility: Gives clear and consistent direction on business strategies and objectives, involving others whilst retaining corporate accountability.	✓	
Drives improvement: Examines and considers risk, balancing risks against improvements, and ensures improvement plans are appropriately resourced and supported.	✓	
Strategic thinker: Understand and examine the wider public sector business environment, contributing to new business strategies and identifying and managing risk.	✓	
Decision maker: Willing to make difficult decisions and remain accountable for those decisions and takes personal responsibility for communicating these.	✓	
Team Player & Networker: Facilitates effective team, customer and stakeholder relationships to achieve organisational objectives. Works and liaises with other senior management teams across departments and wider public sector.	✓	
Management: Ensures effective business delivery through influencing and motivating others, providing direction, promoting a culture of high performance and an environment of dignity and respect.	✓	
Communication: Uses tact and persuasion to influence others, confidently, clearly and consistently delivering key messages to teams and external stakeholders.	✓	