**Job Description**

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| **Department** | **CHIEF EXECUTIVE’S DEPARTMENT** |
| **Job Title** | **BUILDING SERVICES MANAGER** |
| **Grade** | **Grade K** |
| **Primary Purpose of Job** | To manage all aspects of the Building Services functions, including the Council’s Security and Response service, Building Support, and Civic Cleaning, as well as being a key point of contact for Council stakeholders and staff. |
| **Reporting To** | Head of Corporate Property Operations |
| **Direct Staffing Reports** | Three Operations Team Leaders |

**Main Duties**

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| **1** | Develop and implement an appropriate strategy to guide the Building Services group over the medium to long term, aligning strategy with the Head of Service to support the achievement of Corporate Property objectives, and the Council’s corporate initiatives and strategy relating to Crime and Disorder, Anti-Social Behaviour and Community Safety. | |
| **2** | Lead an operating model for the group that provides an optimal balance of services through the Council and third-party resources. | |
| **3** | Develop operating procedures, service level agreements and contract documentation, specifications and tenders as required and implement processes involved in the commissioning of services and letting of contracts in accordance with financial regulations and standing orders. | |
| **4** | Liaise with Council directorates and services to ensure appropriate Building Services delivery to meet overall Council objectives. | |
| **5** | Ensure robust governance over third party services, including but not exclusively, CCTV, Manned Guarding, Postal Services and vehicles. | |
| **6** | Provide oversight to the scheduling and co-ordination of complex operational logistics across the Building Services group, which includes the Council’s Security and Response, Building Support, and Civic Cleaning teams. | |
| **7** | Attend multi-agency meetings on issues concerning the Building Services group and ensure escalation processes are in place to respond to service requests and emergencies outside of normal working hours. | |
| **8** | Responsible for the recruitment and selection process for the whole service. Identify appropriate staff training and development opportunities, as part of the Council’s performance development review process and implement these where necessary and within budget provision. | |
| **9** | Manage service resources and assets including service vehicles in line with Council requirements. | |
| **10** | Be the group’s ultimate escalation point for customer issues and complaints and to lead and drive resolution to these issues. | |
| **11** | Manage full compliance with health and safety legislation relating to all services. Develop and update detailed risk assessments and safe working practices. | |
| **12** | Operate appropriate internal controls for the group to run a safe set of services and to be audit ready. | |
| **13** | Manage and develop database systems and the production of monitoring and management data outputs required from the various systems. e.g., the Cotag access control system and TABS. | |
| **14** | Support line management in developing and implementing savings and efficiency service reviews and service improvement/development plans. | |
| **15** | Manage the CCTV element of the Council/NCP Partnership contract agreement relating to Bolton and Farnworth Town Centre CCTV including repair and maintenance of the fibre optic network; CCTV equipment within the Civic Centre Buildings; and the management of data requests | |
| **Date Job Description prepared/updated:** | | **10 April 2025** |
| **Job Description prepared by:** | | **Head of Corporate Property Operations** |

**Person Specification**

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| **Department** | | | **CHIEF EXECUTIVE’S DEPARTMENT** | | | |
| **Job Title** | | | **BUILDING SERVICES MANAGER** | | | |
| **Stage One** | | | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see Carers-Charter-FINAL.pdf (gmhsc.org.uk) are guaranteed an interview if they meet the essential criteria for the role | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | A detailed working knowledge of the management and delivery of an Operational Building Services Provision– including Security Services; Building Support; Courier/Mail Franking; Civic Cleaning; Finance and Administration and CCTV Management. | | | | | Application Form/Interview |
| 2. | A detailed knowledge of related legislation, regulation, codes of practice, specifications and guidance and their impact upon an Operational Building Services Provision - including Security Services; Building Support; Courier/Mail Franking; Civic Cleaning; Finance and Administration and CCTV Management. | | | | | Application Form/Interview |
| 3. | Demonstrated high levels of interpersonal and communication skills and understanding of why this is important in this role. | | | | | Application Form/Interview/Assessment |
| 4 | Knowledge of Local Authority culture, procedures and systems including the political environment. | | | | | Application Form/Interview |
| 5 | The skills and knowledge to supervise and develop staff teams, ensuring that performance is monitored, reviewed, and developed, staff are motivated, and accountability and development of responsibility is encouraged and supported. | | | | | Application Form/Interview/Assessment |
| 6. | Ability to design and implement working patterns to suit business needs. | | | | | Interview/Assessment |
| 7. | Ability to demonstrate sound financial management skills in related service areas and think creatively about problems and opportunities. | | | | | Interview/Assessment |
| 8. | Ability to demonstrate knowledge and understanding of quality assurance systems, audit processes and procedural documentation in line with national standards such as SIA, NSI, ISO9001, BS etc. | | | | | Application form/interview |
| 9. | Ability to use and develop office-based ICT systems and databases (including TABS, Oracle and Cotag Granta). | | | | | Application Form/interview/Assessment |
| 10 | Ability to manage health and safety in accordance with legislation and Council procedures (including Risk Assessments, COSHH and Safe Systems of Work). | | | | | Interview |
|  | **Competencies** – Please note the Council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section. | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | A minimum of 5 years’ management experience in a relevant service area or a level 6 management qualification. | | | Application Form/Interview/Certificate | |
| 2 | | Experience of contract negotiation and management. | | | Interview | |
| 3 | | Proven experience of financial budget management. | | | Application Form/Interview/Assessment | |
| 4 | | Previous experience of the provision of general health and safety risk assessments and working with COSHH regulations. | | | Application Form/Interview | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | All posts require the job holder to undertake mandatory training for the role and regularly to review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services. | | | Interview | |
| 2. | | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | | | Interview | |
| 3. | | This role requires the job holder to work outside of normal office hours, to attend meetings and respond to service requests outside normal working hours e.g., police/other enforcement agencies to provide support and evidence for investigations. | | | Interview | |
| 6. | | The postholder is required to hold a Security Industry Authority Licence and as such will need to obtain a standard disclosure from the Disclosure & Barring Service | | | Interview/Clearance | |
| 7. | | Posts that are designated as Information Asset Owners will be expected to lead and foster a culture that values, protects and uses information for the public good. They must know what information the asset holds, what enters and leaves it and why, being responsible for maintaining this overview within the Council’s Information Asset Register. The IAO will also need to know who has access and why and ensure their use of the asset is monitored and used for service delivery and performance management, understand and address risks to the asset and provide assurance to the SIRO/ DSIRO. Ultimately, the IAO must ensure the asset is fully used for the public good, including responding to access requests, audits and transparency/open data requests. | | | Interview | |
| **STAGE TWO** | | | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements. | | |
| **Additional Requirements** | | | | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | | | | |
| 1. | Ability to demonstrate detailed working knowledge in more than one service area. | | | | | Application Form/ Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | An appropriate business or managerial qualification | | | | | Application Form/Certificate |

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| **Date Person Specification prepared/updated** | **4th May 2023** |
| **Person Specification prepared by** | **Assistant Director Transformation** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





