

## Job Description and Person Specification Profile

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|---------------------|-------------------------------------------------------------|
| <b>Job Title</b>    | <b>Facilities Manager (Soft Services)</b>                   |
| <b>Job ID</b>       | <b>HH23-S</b>                                               |
| <b>Service</b>      | <b>Strategic Property</b>                                   |
| <b>Grade</b>        | <b>Grade J (SCP 40-41)</b>                                  |
| <b>Reporting to</b> | <b>Head of Facilities Management &amp; Capital Projects</b> |

### **The Role**

This role will deliver safe and efficient management of the Corporate property assets by managing and overseeing a defined portfolio of council property assets with responsibility for all aspects of soft services (including but not limited to building management, cleaning, caretaking, events management and food & beverage operations) within the corporate properties.

This includes management and co-ordination of appropriate staff resources as required including internal teams and contracted service providers, FM budgets and contracts as required to deliver to defined FM service levels and performance standards, including performance reviews, audit and action to address underperformance.

The role also includes liaison with occupying services to manage their respective FM requirements in line with site and corporate policy and specifications effective response to changes in statutory, corporate and/or occupier requirements in line with corporate policy.

Main Duties and Responsibilities include:

- To control and manage staff connected to property operations including internal teams and contracted service providers.
- To develop, articulate and implement a clear strategy for cleaning, caretaking, building management, events management and food & beverage operations across the identified portfolio.
- Procure and manage contracted service providers and monitor performance against contracted Service Level Agreements, Key Performance Indicators and application of payment and performance mechanisms.
- Ensure that the Councils property is operated safely and efficiently in accordance with required legislation.
- To liaise with and manage tenant occupation of the premises in line with site and corporate specification requirements and to respond to changes in corporate and occupier requirements as agreed in line with corporate policy. Manage contract changes and variations as required.
- Effect the execution of projects emanating from the repairs and maintenance programme, including reactive works, planned maintenance and service contracts.
- To control relevant budgets and deliver services to defined service levels, co-ordinate the production of performance reports and to take action to ensure performance, value for money and customer satisfaction is consistently achieved.
- To lead on planned and ad-hoc property related projects as they arise.
- To work as part of the Councils wider management team responding to Council priority projects and initiatives as required.

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.

## About You

### Your essential qualifications

- Health and safety qualification — IOSH as minimum NEBOSH preferred or a willingness to undertake a qualification

### Your essential skills, knowledge and experience

- Excellent understanding of health and safety management and compliance with statutory legislation.
- Proven track record and experience of working within facilities management /property management.
- Experience working with events management and food & beverage operations.
- Experience of managing, leading and developing directly employed staff teams.
- Experience of managing financial budgets.
- Extensive working experience of specifying, negotiating and managing pre-planned maintenance contracts.
- Experience of aligning property and FM services with core business activities and customer requirements/expectations
- Knowledge and experience of controlling statutory compliance processes.
- Excellent demonstrable project management skills.
- Excellent track record of providing appropriate advice on technical issues.
- Understanding complex council and customer requirements and translating into property and FM policy and procedures.
- Experience of managing improvements in sustainability across a large and complex portfolio of properties.
- Knowledge and experience of managing Integrated Workplace Management Systems (IWMS), Computer Aided Facilities Management, (CAFM) or Building Information, Management (BIM) systems.
- Full driving license.
- Ability to work on own initiative, without supervision.
- Ability to plan and prioritise personal workloads.
- Excellent organiser of resources.
- Current relevant legislative, technical development knowledge.
- The ability to think and communicate clearly orally and in writing.
- Demonstrate a strong understanding of and commitment to the principles of equality and diversity.
- A commitment to customer and staff care.
- The ability to work under pressure.
- The ability to work flexible hours.

### If you have the following experience or qualifications – then that's great!

- Educated to degree level or equivalent in Facilities Management or other property related subject
- Management or Leadership Qualification
- Membership of IWFM, RICS or other relevant institution

Our employees' skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

### What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

**Working together, we are proud to work for Tameside**

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

