
Recruitment information

Job description and person specification

Your title	Facilities Manager
DBS check	Not applicable
Post number	
Your team	Asset Management and Property Services
You would be based	Civic Centre
Your line manager	Property Portfolio Manager

About the role

Do you have strong experience of providing facilities management services? Do you have proven experience in contract management, health & safety and project management? Then this is job for you!

Our dynamic property team are looking for an energetic and experienced Facilities Manager to help them support the Council's 5-year plan. You will provide services and processes that support the council's main operational asset based in Esher, Surrey. You will undertake a full range of building facility duties and will be accountable for services such as cleaning, catering, waste, access control, accommodation management, moves, security, grounds maintenance and parking, to make sure the surrounding environment is in a suitable condition to work in.

There will also be a requirement for you to manage contractors and consultants in the delivery of contracts, preparing monthly progress/financial reports and ensure all health & safety standards and statutory compliance requirements are adhered to.

The role requires the individual to be a team player who can deliver under pressure whilst maintaining effective relationships at all levels to complement the existing structure.

The main purpose of the role:

To deliver excellent facilities management across the estate to ensure that the Civic Centre provides a high-quality environment for staff, members, visitors and any other occupiers of the building whilst ensuring an efficient, cost effective and increasingly energy efficient building.

Lead by example with a hands-on visibility, work with the Property Portfolio Manager and the Asset Management and Property Services team to promote an operational vision that is relevant and benefitting to the occupiers and visitors of the building.

Responsible for planning and ensuring existing contractual agreements deliver high quality services and ongoing value for money, with budgetary responsibility up to £500,000. The role will require effective performance and relationship management skills along with the ability to deploy commercial strategies in a way that contributes to the delivery of the Council's Corporate Strategy and Business Plan.

Support the property team in the monitoring of services across the estate including reactive and planned maintenance along with helping identify and managing plant replacement through life-cycle management.

To manage complex capital projects on time and within the allocated budget for the council and stakeholders including internal and external moves within the council's property portfolio.

Support the Property Portfolio Manager to continuously improve the relationship with service departments by ensuring that effective and responsive service is provided and understanding the current and future needs of services.

Specific duties and responsibilities

Lead in the efficient running of the Civic Centre and ensure robust performance management is in place for all soft facility services (in excess of £500,000) by developing and maintaining effective audit trails for all procurement, contract management and performance related information in relation to contract management.

Manage and supervise facilities and contract staff including recruitment, induction, training, performance management etc.

Lead with the support from the Property Compliance Officer the successful implementation of health and safety legislation, policies and practices to ensure the building is statutory compliant with appropriate regulations and legislation.

Implement a risk management programme and advise the Property Portfolio Manager on issues affecting facility service areas.

Assist and implement actions arising from the Asset Management Plan along with the preparation of annual budgets for facilities and contracts.

Manage complex out of hours responses for the organisation to professional or politically sensitive issues and provide advice and guidance to Heads of Services and CMB as appropriate.

Procure external advisors (as required) and effectively manage them to ensure value for money.

Provide advice to CMB, Officers and Councillors on facilities and contract management.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year

reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.

- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Title: Facilities Manager
Team: AMPS
Salary: £44,429 - £48,729

Post no:
Hours: 36 hours
Car allowance: C4

Qualifications and education

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
1	Facilities Management and Health and Safety qualification such as Institution of Occupational Safety and Health (IOSH) and National Examination Board in Occupational Safety and Health (NEBOSH)	E	(A)(I)
2	Educated to degree level or professional qualification ideally in building management, engineering or construction	D	(A)(I)
3	Institute of Workplace and Facilities Management (IWFM) Level 4 or above or similar / or able to demonstrate significant experience in a similar role	D	(A)(I)
4	Member of the British Institute of Facilities Managers.	D	(A)(I)

Experience

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
5	Proven track record of managing portfolio of properties and ability to manage all aspects of facilities management	E	(A)(I)
6	Working and dealing with internal and external and stakeholders at all levels to be the principal point of contact for advice and guidance in connection with the day-to-day physical operation of the building.	E	(A)(I)

7	Experience of managing and developing teams and ability to inspire lead and motivate to achieve visions and priorities	E	(A)(I)
8	Planning and management of resources experience of prioritising workload, time management and dealing with conflicting priorities	E	(A)(I)
9	Excellent financial acumen able to manage complex financial data	E	(A)(I)
10	Proven track record of understanding of Health and Safety and sustainability within a mixed portfolio	E	(A)(I)
11	Extensive knowledge of contract management and specification writing of all elements relating to facilities	E	(A)(I)
12	Experience of developing and managing performance measurements for facilities services.	E	(A)(I)
13	Assist and liaise with building surveyors/architects/consultants on major works.	E	(A)(I)
14	Inform Surveyors of any occupier matters that may influence valuation/investment considerations including assistance in monitoring Tenant's compliance with covenants.	E	(A)(I)
15	To maintain, test and implement disaster planning procedures to cover all emergencies. To organise and coordinate fire evacuation and bomb drills.	E	(A)(I)
16	Good computer skills, including Word, Excel, PowerPoint and experience of using computer based software systems within a facilities management environment.	E	(I)
17	Experience/working knowledge of AutoCAD.	D	(A)(I)

Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
18	Good understanding of engineering related statutory H&S requirements, e.g. Electricity at Work, LOLER regulations, C.O.S.H.H, RIDDOR and the Health and Safety at Work Act	E	(A)(I)
19	Working knowledge of using SFG20 to ensure full legal compliance of fire alarms, emergency lighting, gas safety, PAT testing, 5-year fixed wire testing, legionella, asbestos.	D	(A)(I)
20	Excellent organisational skills and a good understanding of CAFM systems (Technology Forge would be an advantage).	E	(A)(I)
21	Ability to plan, forecast and determine strategies to meet key objectives along with good analytical and strategic skill base	E	(A)(I)
22	Ability to organise, plan and prioritise work to deliver within agreed targets, timescale and budgets and to respond effectively under pressure	E	(A)(I)
23	Able to demonstrate a range of interpersonal skills including diplomacy, assertiveness, and negotiation skills	E	(A)(I)
24	Strong problem-solving capability and the ability to demonstrate and execute decisions based on sound professional and commercial judgement.	E	(A)(I)
25	Able to demonstrate a political awareness	E	(A)(I)

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
26	Willingness to work flexibly as and when required	E	(A)(I)

27	May be required to attend evening meetings.	E	(A)(I)
28	May occasionally be required to work at weekends and during the evening.	E	(A)(I)