

Role Profile

Job Title	Facilities Manager
Location:	Colindale/Hybrid
Directorate:	Growth
Service:	Estates
Grade:	K
Salary Range:	£56,376 to £61,653
Reports to:	Facilities Services Manager

1. Job Purpose:

The role holder will support the Facilities Services Manager in delivering a safe, compliant and customer focused Facilities service across a Portfolio of buildings within the managed estate through in house and service partner teams.

The role holder will lead and focus on setting and delivering the highest standards across all areas of responsibility including FM operations, FM helpdesk, Audio/Visual, room hires and building safety and compliance.

The role has responsibility for the day-to-day management of Facilities budget lines and will lead on the procurement and management of the corporate cleaning and security contracts.

The Facilities Manager will be expected to liaise with Heads of Services, visitors, tenants and end users, clients and occasionally residents to ensure their needs are being met.

2. Key accountabilities:

- To maintain and review effective and efficient working procedures at main operational buildings and to ensure the maximum level of service is provided involving compliance, Health and Safety and Asset Management requirements.
- Ensure procedures are in place for the safe management of contractors, ensuring risk assessments, method statements and permit to work forms are satisfactory and relevant.
- Ensure all operative competence paperwork is in place before commencement of any works
- To maintain the security and cleaning of the buildings via the procurement of services or via the inhouse team.
- To ensure service delivery meets any SLA and KPI requirements.
- Support the Facilities Services Manager with day-to-day management of the service and deputise in their absence.
- To take a joint lead role in FM Business Continuity planning.

- Manage and maintain audio/visual equipment inclusive of overseeing routine checks, inspections and upgrades to existing equipment and cabling on desks and in meeting rooms.
- To manage/oversee the FM helpdesk function making sure jobs are allocated correctly, actioned and close down in line with SLA's.
- To manage/oversee the external room hire booking system making sure requests are responded to, and appropriate resources are allocated to support functions.
- To maintain all FM documentation, updating and making sure documents are accessible as required.
- To make sure appropriate FM administrative support is available particularly in the areas of finance and room bookings/hires.
- Deputise at Senior Team Meetings and council wide meetings where the Facilities Services Manager is unable to attend.
- To ensure that regular and documented contract meetings are held with security and cleaning service partners.
- To ensure that sufficient processes are in place to achieve compliance in areas such as but not limited to, security, fire & health & safety. Including where necessary enhanced testing of procedures and give necessary toolbox talks.
- Top complete incident and accident reporting and investigations where required along with any RIDDOR reporting to the HSE.

Role Specific Responsibilities

- General Facilities Management services which may include the following but not limited to, dependent upon location:
 - Operational responsibility of all FM Portfolio sites.
 - Support Works Management System for KPI's.
 - Room Bookings and systems.
 - Facilities Assistants/Cleaners/Security/Contractors.
 - Reception visitor management system.
 - Essential car user database.
 - ANPR Systems.
- Work with the FM Operational team to ensure customer satisfaction, making sure that Facilities personnel have the experience and knowledge to carryout tasks within their area of expertise.
- Make sure staff rotas are in place and appropriate levels of cover are provided.
- Carryout monthly visits to designated buildings to survey FM performance, client satisfaction and respond to changing needs and requirements.
- Ensure safe management of the buildings in terms of Fire Warden and First Aid responsibility and to carry out evacuations in line with each site's requirements and carrying out the role of Premises Controller on a rota basis.
- Safe management of contractors and ensuring risk assessments, method statements and permit to work forms are satisfactory and relevant.

- To survey the satisfaction levels of Heads of Service and respond to changing needs and requirements.
- To develop the service in line with changing technology, budget constraints and legislative requirements.
- Act as the main point of contact for the Facilities Management team and building users requiring maintenance of buildings.
- Liaise with Health and Safety staff to ensure compliance with Health and Safety regulations in buildings controlled by the post holder. Maintain an awareness of legislative changes and their impact on the administrative area.
- To work closely with the Building Services team to provide “Best Value” in the provision of maintenance support, promoting initiatives for developing partnership working both with the council’s services, and with external organisations.
- To manage the relationships with external Landlords or their representatives to ensure they are providing a satisfactory service that supports the terms of the lease with support from the wider business where appropriate.

3. Financial Responsibilities:

- To monitor monthly spend, making sure associated budget targets are met.
- To support the Facilities Services Manager with forecast requirements.
- To place orders with the appropriate council departments or contractors/suppliers for services and supplies required to ensure the proper repair, maintenance and security of the buildings assigned to them.
- Check and Approve invoices in a timely manner.
- Lead on the procurement of corporate cleaning and security contracts.
- To have awareness of income targets from hires to maximise annual revenue. Manage the day-to-day relationship with the room booking software supplier making sure income is generated and received.

4. Staff Responsibilities

- Directly and indirectly manage and motivate the FM team taking responsibility for recruitment, performance management, Appraisals, development, training and pastoral care.
- Review working patterns and recommend changes with the aim of maximising resources, ensuring the satisfactory allocation of staff with the functional areas within the post holder’s control while minimising any need for overtime.
- Carryout regular team briefings keeping the team up to date on council wide and estates initiatives.
- Build flexible teams to ensure that through excellent working relationships, the council’s aims and values are achieved and maintained.

5. Health and Safety Responsibilities:

As a manager of the London Borough of Barnet, you are required to:

Caring for people, our places and the planet

- Abide by of Barnet's health and safety policy, associated arrangements, and implement the Senior manager's/Director's responsibilities set out therein.
- Complete mandatory health and safety training.
- Ensure strategic/service plans take account of health and safety risks and effects on employee wellbeing.
- Monitor health and safety compliance arrangements and take action where there are concerns.
- Include health and safety in regular management team/board meetings.
- Lead by example, monitor and enforce health and safety compliance of managers.
- Ensure sufficient resources are allocated to managing risk

6. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

7. Flexibility

In order to deliver the service effectively, a degree of flexibility is required, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

8. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Member of the Institute of Facilities Management.	Desirable	Application
Experience & Knowledge		
Educated to degree level or have equivalent professional knowledge and experience.	Essential	Application/Interview
Clear understanding of the H&S compliance requirements within Facilities Management.	Essential	Application/Interview
Hold or working towards IOSH or NEBOSH certification in Health and Safety.	Essential	Application
Required to have a minimum of 2 years' experience as a budget manager in previous roles.	Essential	Application
Experience of sourcing goods and services that support effective and efficient delivery of FM services.	Essential	Application/Interview
Skill & Ability		
Time Management - Ability to manage own workload and conflicting priorities.	Essential	Application/Interview
Teamwork – Communicate, influence and work effectively within a team.	Essential	Application/Interview
Influence – ability to influence and advise others to produce work and information to meet deadlines.	Essential	Application/Interview
IT Skills – Good working knowledge of Microsoft office and ability to work with specialist software such as CAFM systems.	Essential	Application/Interview

Values & Behaviours (only include those that are relevant to the role, must have at least 1 behaviour per value)		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok.	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt.	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role.	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can.	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding.	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others.	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate	Essential	Application/Interview

Caring for **people**, our **places** and the **planet**

commitment to ensuring these align to what is best for Barnet.		
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards.	Essential	Application/Interview