

## Role Profile

<b>Job Title:</b>	<b>Head of Building Services</b>
<b>Location:</b>	<b>Barnet Colindale Office</b>
<b>Directorate:</b>	<b>Growth Directorate</b>
<b>Department:</b>	<b>Estates Service</b>
<b>Grade:</b>	<b>7</b>
<b>Salary Range:</b>	<b>£89,701 - £100,459</b>
<b>Reports to:</b>	<b>Head of Estates</b>

### 1. Job Purpose:

- 1.2 Lead the management and delivery of a capital / planned investment programme for the council's property portfolio, including Schools Modernisation.
- 1.3 Act as the responsible person and lead on building compliance, maintenance, improvements and conversion of the council's building assets.
- 1.4 Manage the repairs and maintenance service, energy team, mechanical and engineering, and schools' modernisation programme for the corporate and commercial building portfolio across the borough.
- 1.5 Lead on developing, writing, and consistently reviewing strategies, procedures, and processes in relation to key service areas such as major/planned works, asbestos, maintenance and compliance. Interpret legislation and best practice to ensure these are reflected in policies and working practices.
- 1.6 Lead on procurement for all aspects of a programme covering a number of service areas including works, consultancy and legal services. Through programme governance, manage contracts and effectively negotiate any changes to contract terms and deliverable.
- 1.7 Manage, monitor and report on all aspects of a multi discipline range of projects within a programme including budgets and performance. Analyse complex performance information, identifying trends and implementing changes to address any areas of weakness.
- 1.8 Report and present on programme performance/progress to a range of audiences including members and senior managers in the most suitable way using a variety of techniques. Present and report to tenant and leaseholders complex potentially contentious information relating to improvement works including financial implications.

- 1.9 Have responsibility for health & safety/compliance for the portfolio including construction design management, risk management, statutory compliance and all aspects associated with a large scale construction programme. Implement new or changed legislation to ensure all works carried out are fully compliant.
- 1.10 Ensure delivery of agreed SLA's & KPIs and provide regular reports that show performance of service delivery.
- 1.11 Evaluate building repairs and defects providing guidance and direction both on and off site as to how to manage the issues to ensure all repairs and works are carried out to a high standard and in a timely manner.
- 1.12 As required, commission building measured surveys, write specifications, procure contracts and take on the role of contract administrator.
- 1.13 Manage and monitor budgets, spend profiles in accordance with the agreed procedures, levels of delegated authority and financial control/ audit requirements and regularly report on progress.
- 1.14 Contribute to the development of policies and procedures to improve the service.
- 1.15 Develop and maintain good working relationships and communication channels with internal stakeholders.
- 1.16 Ensure appropriate policies, procedures and risk management processes are in place for the delivery of all property and asset services.
- 1.17 Manage complaints about the service from customers, council members and MPs in accordance with policy and procedures, to ensure prompt and effective responses. Learn from the complaint and apply service improvement.
- 1.18 Ensure that stakeholder's involvement throughout all works within the multi -discipline team is kept informed
- 1.19 To support the council in its strategy with local people, communities and business across the borough, driving initiatives towards net zero carbon by 2042, and for the council by 2030.
- 1.20 **Service Delivery**  
  
Ensure services are delivered in a manner which is responsive to customer needs, putting in place mechanisms for gathering and acting upon customer feedback and insight.
- 1.21 Actively support service transformation, ensuring digital opportunities and solutions are explored and implemented wherever possible.
- 1.22 Champion a culture of continuous improvement across the Council, ensuring effective performance monitoring and management arrangements are in place and providing timely intervention as necessary to sustain high standards of performance.

1.23	Contribute to the achievement of financial security across the Council, including proactively identifying innovative/commercial opportunities that benefit the organisation, partners and/or customers.

## 2. Key accountabilities:

### • Strategic Leadership & Planning

- Proactively and positively contribute to successful delivery of the Council's Corporate Plan.
- Lead by example and develop, deliver and promote effective communications internally and externally.
- Adhere and ensure compliance to the Council's policies, rules and procedures including, Health and Safety, Equality & Diversity, information management including Data Protection, HR, all other legislative responsibilities, governance, financial and procedural rules.
- Ensure compliance to the organisation's Code of Conduct in the delivery and provision of services to staff and the community.
- Be prepared to undertake additional duties not included above that are appropriate to the job grade and qualifications, skill and experience as contained within the Person Specification, recognising that this Job Description will be kept under review and may be amended at the Council's discretion to ensure organisational needs are met.
- Act as the technical lead for building services team .
- The Building Services team consists of 14 employees, with four direct reports to the Head of Building Services: the Principal Building Surveyor, the Mechanical and Electrical Engineer, the Energy Manager, and the Maintenance and Compliance Manager."

### 2.1 Technical Oversight

- Lead on technical assessments
- Provide expert guidance.
- Champion innovation and technical excellent
- Mentor and support project teams

### 2.2 Financial Management

- Provide cost information, estimates and basic financial modelling.
- Manage budgets controlling the expenditure during works including issuing contract variations to the contractor / supplier.
- Ensure the proper and timely processing and certifying payments to contractors, consultants and other suppliers and agreeing final accounts.
- Foster culture of financial discipline driving cost saving and long term sustainability
- Lead on procurement and contract management monitoring compliance and regulation that provides best value outcome.
- Optimises resource to achieve strategical outcomes
- Monitor organisation financial KPI for building services

- Develop business cases for financial energy-saving investments.
- Identify potential grants and funding sources for projects.

## 2.3 Stakeholder Engagement & Training

- Provide strong, effective leadership, including championing corporate activities and initiatives that cross service boundaries and implementing effective joined up approaches and solutions to meet the Council's vision and values.
- Through personal example, provide employees with positive leadership, guidance, direction and motivation that harness the strengths and talents of individuals and promotes achievement of our "one team" culture.
- Foster and maintain excellent working relationships with relevant partner organisations and pursue new ways to deliver services in collaboration with others which benefit the Council, partners and customers.
- Represent the Council externally as appropriate, acting as an ambassador and developing relationships to ensure a positive view of the Council and to influence agendas to meet organisational needs.

## 3. Financial Responsibilities

- Monitor and manage procurement for contractors up to 40M
- Average yearly budget for capital, energy cost and maintenance cost for work is up to 14.6M

## 4. Health and Safety Responsibilities (choose one option):

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

- 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
- Ensure the effective management of health and safety arrangements of staff, contractors and tenants and compliance with the Construction (Design & Management) Regulations 2015.

## 5. Promotion of Corporate Value

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

## 6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed 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.

## **7. 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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<b>Department:</b>	<b>Estates Service</b>
<b>Grade:</b>	<b>7</b>
<b>Salary Range:</b>	<b>£89,701 - £100,459</b>
<b>Reports to:</b>	<b>Head of Estate</b>

<b>Criteria</b>	<b>Essential/Desirable</b>	<b>Assessed by:</b>
<b>Professional Membership/Qualification</b>		
Degree in building surveying or building services or relevant qualification that is industry approved. Or equivalent professional experience	Essential	Application/Interview
RICS, MCIBS qualified or equivalent certification.	Desirable	Application/Interview
Full UK driving licence may be required for site visits.	Essential	Application/Interview
<b>Experience &amp; Knowledge</b>		
Experience in managing a multi-discipline team that deals with building surveying, building services, energy management maintenance/compliance and repair service.	Essential	Application/Interview
Knowledge of Building Regs, British standards health and safety requirements.	Essential	Application/Interview
Strong leadership, good motivation skills and knowledge of transformation of multidiscipline teams	Essential	Application/Interview
Ability to develop and manage budgets and write business cases.	Essential	Application/Interview
Strong communication and stakeholder engagement skills.	Essential/	Application/Interview
<b>Skill &amp; Ability</b>		
Experience working in local government or public sector .	Desirable	Application/Interview

Knowledge of Building Services, utilities, renewable energy technologies and compliance /maintenance of buildings.	Essential	Application/Interview
Demonstrates strong procurement capabilities, combining strategic thinking, technical expertise, and interpersonal skills to effectively negotiate and secure favourable terms and conditions that align with the Council's objectives."	Essential	Application/Interview
<b>Values &amp; Behaviours</b>		
<b>Caring</b>		
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
<b>Learning to Improve</b>		
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
<b>Inclusive</b>		
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
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion	Essential	Application/Interview

in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.		
<b>Collaborative</b>		
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 commitment to ensuring these align to what is best for Barnet.	Essential	Application/Interview
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