

Job Description



South
Cambridgeshire
District Council

SERVICE	LOCATION
Corporate Services – FM	South Cambridgeshire

JOB TITLE	POST NUMBER
Facilities Manager	0598

GRADE	SALARY RANGE
7	SCP 35-40

RESPONSIBLE TO	RESPONSIBLE FOR
Head of FM Services	Facilities Officer, Building Assistant, Catering Manager, external contractors

HEALTH CONSIDERATIONS/RISK/SURVEILLANCE REQUIRED

Office environment, computer user, etc. Access to roof-top plant rooms and building services equipment, etc. Occasionally working outside in inclement weather.

Description of Duties and Responsibilities:

Key Result Areas/Overview

Responsible for providing premises management, premises health and safety management and maintenance services for South Cambridgeshire Hall (SCH) and its car parks and grounds including:

- Provision of a vigilant, proactive, responsive, and customer-focused Facilities Management service at all times. Raise the profile and customer awareness of FM services at South Cambridgeshire Hall.
- Contribute to the FM requirements of the Councils depot facilities at Waterbeach.
- Manage an effective planned maintenance programme inc minor works.
- Manage the catering provision for staff, hospitality and vending machines.
- Act as budget holder for premises related expenditure.
- Responsible officer for all building security systems and CCTV provision.
- Responsible for premises-related health & safety and fire safety at SCH, ensuring relevant workplace regulations are being complied with and can be evidenced.
- Plan and oversee office moves and repositioning of furniture, fixtures and fittings, etc.
- Represent FM at Emergency Planning and Business Continuity Command centre
- Represent SCDC at quarterly Cambourne Business Park meetings.
- Explore opportunities for renewable energy generation and maximize the energy efficiency of the council offices and estate

To provide a complete Facilities Management service for SCH building users, ensuring value for money is achieved for the Council, and that service is customer-focused, professional and performing at an optimum level at all times. Implement a culture of continuous improvement across all FM activities.

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Dimensions of Job

- Manage and develop a small Facilities Management team and various contract staff.
- Raise the profile and customer awareness of FM services at SCH.
- Develop and manage FM Service Desk operations.
- Maintain service delivery across a range of service areas and contracts to provide optimum, cost-effective services.
- Support the FM requirements of the Councils depot based at Waterbeach.
- Develop and manage an effective planned maintenance programme including the required minor works (decorating, break-fix etc).
- Liaise with outsourced service providers in the delivery of maintenance, repairs and services in order to ensure Council operations and activities are maintained.
- Develop a physical security policy for SCDC and manage a compliant security service for the buildings to include the CCTV provision.
- Ensure contract compliance by regular use of performance measurement techniques and undertaking corrective actions as necessary.
- Ensure all Facilities Management processes and activities are documented and auditable.
- Ensure compliance with statutory requirements and approved codes of practice covering Facilities Management and premises-related Health & Safety. Ensure regular inspection and audit of building and grounds and that non-compliance and general faults are actioned as appropriate. Ensure statutory inspection, testing and maintenance can be readily evidenced by efficient record keeping.
- Oversee SCH site and car parking facilities.
- Manage and monitor SCH service and supply budgets and perform ongoing review of costs and opportunities for cost savings.
- Manage the processing of official purchase orders and invoices, including for services provided through the Cambridgeshire County Council shared services agreement.
- Support and monitor sustainability and 'green' initiatives.
- Collate and report performance
- Represent FM at Emergency Planning and Business Continuity Command centre
- Contribute to the Council's corporate asset management strategy

Key Contacts/Communication Links

Internal:

Facilities Management team

ICT Support Team

EMT

Service Managers/Team Managers

Procurement Officer

SCDC Safety Advisor

Staff

Accountants

Elected Members

External:

Cambridge County Council

Cambourne Business Park management

Contractors

Inspectors

Consultants

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Statutory agencies

General public

Key Responsibilities/Specific Duties

- Manage Facilities Management team performance including conducting one-to-ones, performance and development reviews, and all other staff management-related activity.
- Raise the profile and customer awareness of FM services at SCH through improved customer experience, improved service delivery and the creation of an FM intranet page. Ensure the content of the intranet page is regularly updated. Implement a culture of continuous improvement across all FM activities.
- Liaise with the ICT Service Desk to develop FM related Service Desk operations, ensuring service requests are processed and undertaken in a timely and efficient manner, that customer expectations are managed, that records are current and accurately kept, and that FM performance is regularly reviewed by use of statistical reports. Undertake corrective actions as necessary.
- Maintain service delivery across a range of service areas and contracts - both “hard” (mechanical, electrical and building fabric engineering, etc) and “soft” (cleaning, catering, hygiene, etc) services and ensure maintenance programmes and service level agreements are in place with contractors designed to provide optimum, cost-effective services.
- Develop a comprehensive planned maintenance program to ensure the Councils buildings and associated premises remain in good order at all times. Ensure that any minor works / corrective repairs and refurbishment are carried out in a timely manner.
- Responsible for the creation and maintenance of a physical security and CCTV policy for SCDC to ensure that its personnel, assets and operations are protected from physical security breach at all times. Ensure that the policy is strictly adhered to by communication, education and training within the Council as appropriate.
- Organise the opening and closing of the building to facilitate business operations.
- Manage the catering provision for staff, hospitality and vending machines.
- Manage the in house printing and stationary service for the Council including overseeing the floor based MFD photocopiers/printers.
- Maintain all services and supplies contracts; ensuring procurement is in accordance with the Council's standing orders and financial regulations. Conduct regular review and benchmarking of contracted services to ensure appropriateness and value for money is maintained.
- Liaise with and monitor service suppliers by conducting regular audit, organising regular contract monitoring meetings and ad hoc meetings as required. Manage corrective actions as necessary.
- Manage and develop the shared services partnership with Cambridgeshire County Council, ensuring operating policies and service levels are suitable and well-documented.
- Ensure all FM processes and operations are regularly reviewed and documented, ensuring consistency of service and continuous improvement.
- Monitor energy and water contracts, consumption and charges.
- Update, monitor and undertake the relevant recommendations of the corporate asset management strategy.
- Monitor existing and new legislation relating to FM and building services ensuring compliance with statutory regulations, approved codes of practice, etc.
- Organise/undertake regular/periodic systems inspections and testing in accordance with statutory requirements e.g. fire alarm, emergency lighting, electrical testing, etc.

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- Maintain a safe working environment within SCH for staff, visitors and contractors by carrying out inspections, organising corrective actions as required and operating supporting processes, e.g. periodic inspection of tools and equipment (PUWER), task-related risk assessment, issuing Permit to Work, conducting fire risk assessments, etc.
- Be FM representative in groups pursuing sustainability, travel for work, recycling and other similar organisational matters.
- Be primary contact for issues, queries and customer services matters relating to Facilities Management.
- Undertake administration in connection with and to support Facilities Management including the annual FM inventory review, annual satisfaction surveys, operating the 'bright ideas' scheme.
- Monitor and ensure official purchase orders and invoices are processed within Council timescales.
- Collect performance information (including organising and undertaking surveys) regarding estate/building function and operation, and internal and external service delivery, to meet Council-specified reporting requirements and timetables.
- Be the link between Cambourne Business Park management and the Council, attending the quarterly CBP tenants' meetings. Relaying & action comments and queries between the two parties.
- Be a nominated key holder for SCH, and be available to be contacted and called out-of-hours from time to time to deal with building-related matters or in the event of an emergency where access to SCH is required.
- This post carries specific responsibilities for Premises-related Health and Safety: in particular the carrying out/updating of Risk Assessments, control of contractor activities, Provision and Use of Work Equipment Regulations, Regulatory Reform (Fire Safety) Order 2005.

General to all job descriptions

To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.

To comply with/ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

This post carries specific responsibilities for Health and Safety in particular managing premises-related Health & Safety and fire safety, the carrying out/updating of Risk Assessments, managing contractor activities on site.

South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

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The responsibilities outlined above cannot totally encompass or define all tasks that may be required of the post-holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Raised (Date) 31 January 2019

Signature of Director/Chief Officer _____

Signature of Manager _____

Signature of Employee _____