Job Description

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| **Job Title** | Facilities Team Leader |
| **Grade** | PO1 |
| **Reporting To** | Facilities and Support Services Manager  |
| **JD Ref** | OPS0004P |

Purpose

Responsible for the management and co-ordination and buildings support for services for buildings within the management estate. Ensuring all building environments across the Council are safe and secure. Assisting with the development and delivery of building maintenance related schemes in accordance with quality standards and within agreed budgets and timescales.

Main Duties And Responsibilities

* Enjoy, achieve, create impact, and thrive in the role and organisation.
* Live our values and leadership behaviours in the role and organisation.
* The reporting of breaches/defects in any legislative issues such as Fire, Asbestos and Security on all Corporate Buildings
* Ensuring building environments all facilitate service delivery and business matters are able to be delivered efficiently.
* Ensure that any changes to building regulations and/or legislation are applied to works orders/specifications.
* Provide support to Facilities Support Helpdesk staff, Facilities Officers, and/or Contractors in relation to technical issues.
* Responsible for ordering of stocks, equipment and consumables
* Work closely with Facilities Support Helpdesk staff to prioritise and assign jobs logged by building users.
* Ensure appropriate contractors undertake remedial works with minimum disruption to service delivery.
* Responsible for ensuring that buildings are secure at all times in relation to the physical security of the building and its users. Advise Senior Managers as appropriate of any potential breach in terms of data compliance and protection of information throughout the Office Accommodation Portfolio.
* Provide support and arrange access to hireable space by third parties such as Community Groups. Ensuring rooms are set up as required by the hirer to enable the event to proceed as per booking.
* Ensure that staff and key stakeholders are briefed appropriately in relation to Council wide communications and matters relevant to the service area.
* Liaise with external contractors, and suppliers, to ensure compliance and quality standards.
* Attend meetings with building managers to ensure that Cleaning Services are delivering in accordance with expectations and SLA’s
* Ensure that Council buildings are maintained to a standard that is fit for use by staff and the general public.
* Regularly advise and assist the public and other visitors to Council buildings.
* Responsible for ensuring that staff working time is accurate and within budget prior to submission for payment.
* Responsible for budget costs and cost plans for all room hire bookings.
* Assist the Manager Facilities & Support Services to implement the Office Accommodation Strategy.
* Contribute to the programming and preparation of both Capital and Revenue schemes.
* Ensure access and security matters are satisfactory to assist with the implementation and delivery of construction projects within the Office Rationalisation Programme.
* Plan various room hire rotas and ensure efficient booking arrangements.
* Manage any furniture moves/storage as required during office relocations.
* Co-ordinate Facilities Management staff in undertaking minor repairs & maintenance tasks across the allocated portfolio.

**Team Leadership and Management:**

* The development and management of staff rotas and schedules across the Facilities Management (FM) including cleaners service to ensure that necessary activity is covered within existing resources. Reference to service standards
* Liaise with the Facilities & Support Services Manager in respect of contractual matters.
* Liaise with Senior Managers and colleagues from other departments on all aspects of service delivery issues.
* Carry out monthly staff updates covering all relevant topics.
* Co-ordinate the monitoring of staff costs against targets for the service together with the Facilities & Support Services Manager.
* Responsible for assisting the Building Services & Minor Works Manager, to ensure that individual work programmes/contracts are carried out with minimum disruption to service delivery.
* Ensure the optimum use of effective resources through the supervision and management of the Facilities Management staff and resources.
* Review and develop processes and working practices within the service and optimise service efficiency.
* Allocate work to staff and arrange shift patterns.
* Management of people and processes for the supply of goods and services in relation to functions for which Facilities Management has direct responsibility.
* Assist the Facilities & Support Services Manager to co-ordinate ICT Services staff to facilitate all office relocations.
* Management of staff within the FM team
* Manage and co-ordinate staff to undertake minor repairs & maintenance tasks across the allocated portfolio, ensuring staff have received the relevant training.

**Communication, Engagement and Training:**

* Regular contact with Senior Managers responsible for the building portfolio seeking feedback on building performance and how any aspect of the environment impacts on service delivery and advise on possible solutions.
* Through continuous improvement strengthen the tools, practices and impact of the service.
* Participate in regular meetings with clients and contractors to discuss all aspects of service delivery.
* Attend meetings with outside agencies and community groups.

**Performance Management:**

* Responsible for performance management of the Senior/Facilities Officers & cleaners, including performance appraisal and staff development.
* Provide strong leadership, strengthening engagement, growth, culture, innovation, collaboration and performance.
* Assign responsibilities, setting clear expectations, and deliverables to team members and empower them to excel in their roles.

**Compliance:**

* Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
* Co-ordinate with other teams such as, Asset Management, Health Safety and Resilience etc, so that the Council’s assets are correctly recorded and managed.
* Ensure that all service initiatives adhere to relevant legislation, policies and practices.
* Regularly inspect buildings both internally and externally to identify any potential health, safety, resilience or maintenance issues.

Role Specific Knowledge, Experience And Skills

**Qualifications**

* Maths & English GCSE or equivalent pass
* Relevant management qualification (IWFM level 3) or equivalent.
* First Aid at Work qualification or willing to undertake the training
* *Desirable – IOSH*

**Knowledge & Skills**

* Extensive knowledge of Facilities Management practices and procedures
* Knowledge of current legislation relating to Fire, Asbestos and Security on all Corporate Buildings.
* Knowledge and experience of working with Maintenance Contractors.
* Competent in the use of Microsoft Teams, Excel, Word and Outlook
* *Desirable –*
* *Knowledge of Service Level Agreements (SLAs) in relation to Facilities Management and building maintenance.*
* *Knowledge of working with framework arrangements in relation to Facilities Management (FM).*

**Experience**

* Experienced in Facilities Management, Business Processes, and People Skills.
* Experience of managing multi-disciplined staff.
* Experience of maintaining databases and other information management systems.
* Experience of building design and maintenance within a local authority setting.
* Budget management experience.
* Experience of working with consultants and other external agencies.

***Desirable***

* *Experience of building design and maintenance within a local authority setting.*
* *Budget management experience.*
* *Experience of working with consultants and other agencies*

Additional Information

Ability to travel across the Borough and work from various locations.

Work agilely, with a flexible working approach to accommodate service needs.

Able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements. In such instances hours worked will be recompensed as TOIL.

Health & Safety Considerations:

* Moving or handling heavy loads
* Working shifts
* Working with chemicals (industrial or cleaning)
* Working at Heights
* Lone working
* Working outside
* Work with VDUs (Video Display Unit) (>5hrs per week)
* Vocational Driving
* Driving duties
* Contact with latex
* Working with children
* Exposure to persons with challenging or aggressive behaviour

Approved By:

Date Of Approval: Insert date