Job Description

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| **Job Title** | Senior Facilities Manager (Schools)  |
| **Grade** | PO10 |
| **Reporting To** | Senior Manager Construction & Facilities Management |
| **JD Ref** | CSTRAT0090P |

Purpose

Lead and manage a portfolio of school sites, supporting the school business managers with all aspects of the school’s property upkeep, care, maintenance, Procurement, Contractor Management Contract Management, Compliance, Value For Money, security, Health and Safety, Construction Design and Management Regulation (CDM) and Facilities Management (Hard FM) in line with statutory and regulatory requirements. Support the capital project team with the project management of any minor and major capital works schemes for sites within the council’s portfolio.

Responsible for and contribute to the provision of a customer first ethos that embraces quality improvement processes, builds on best practice and enhances the overall estates and facilities service offered to schools, across the local authority.

Main Duties And Responsibilities

**Behavioural:**

* Enjoy, achieve, create impact, and thrive in the role and organisation.
* Live our values and leadership behaviours in the role and organisation.
* Work with the school business managers to develop estate planned preventative maintenance plans, which provide effective and economic management of the schools estate.
* Maintain a robust relationship with the council’s Health and Safety teams ensuring schools estates and facilities management services are in line with current recommended codes of practice, health and safety literature and changes in legislation.
* Adopt a proactive approach in advising and guiding other non-Estates areas within the council relating to statutory legislation ensuring the health and safety culture is developed across the organisation.
* Proactively promote sustainability across the school estate, with a view to driving down costs, promoting energy saving technologies and adopting a sustainable culture for the benefit of the environment.
* Ensure schools estates compliance activities are completed on time to provide safe and secure premises in line with regulatory standards.
* Support school staff to ensure contractors always work safely on school sites, in accordance with their risk assessments and methods statements and the Council’s process and procedures.
* Work with Procurement and internal audit to develop processes in line with current procedures.

**Team Leadership and Management:**

* Lead, manage and provide support to a team of professionals (Fire Risk Assessor, Compliance Officer and Facilities Officer
* 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.
* Through continuous improvement strengthen the tools, practices and impact of the service.
* Undertake Annual Performance Conversations or similar in line with Council’s procedures
* Undertake supervision of staff including the use of the Disciplinary, Capability, Absence Management and Grievance Policies and Procedures, where necessary and required.
* Provide advice and support to colleagues and act as a point of escalation for more complex and sensitive issues.
* Provide and promote a customer focussed service in conjunction with other Council service providers.

**Communication, Engagement and Training:**

* Provide advice and guidance, both to customers and colleagues on services, policies and processes including non-routine enquiries to ensure that correct procedures are being applied.
* Assist in the training and mentoring of colleagues to help to alleviate complaints and legal challenges.
* Develop constructive working relationships with colleagues and customers.
* Organise presentations and updates in relation to legislation and compliance for customers

**Data Analysis and Decision-Making:**

* Resolve subsequent issues arising from own work and that of others within the team.
* Escalate complex problems to line manager.
* Apply knowledge and understanding of the specialist area to determine an appropriate course of action that produces a consistent and accurate result.
* Regularly operate and maintain business support systems (electronic and manual).
* Routinely process financial, personal and confidential data.

**Performance Management:**

* Ensure that business transactions and document management is timely, accurate and in compliance with Council policy and procedures and legislative requirements.
* Contribute to the development and improvement of business support/systems by sharing ideas, identifying problems and offering possible resolutions.
* Support finance colleagues to monitor and reconcile budgets with due regard to confidentiality (and safeguarding).
* Ensure workloads of others are prioritised and deadlines achieved within agreed performance targets

**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.
* Ensure that all service initiatives adhere to relevant legislation, policies and practices.

**Other:**

* Lead a team of professionals to support, manage and ensure all schools are compliant and conform to policy, procedures and legislation.
* Act as a role model and ambassador for Construction and Facilities Management by displaying a professional and competent manner at all times.

Role Specific Knowledge, Experience And Skills

**Qualifications**

* IWFM / Degree in Building Studies or equivalent.

*Desirable:*

* Management qualification, e.g. level 5 ILM
* IOSH/Nebosh Managing Safely Qualification
* Accreditation to relevant External Body eg MIWFM, IOCB.

**Knowledge & Skills**

* Demonstrate the ability to analyse information and make an appropriate decision on a course of action.
* Good interpersonal and communication skills.
* Demonstrate comprehensive IT skills e.g. use of Microsoft Office etc.
* Ability to work to deadlines.
* Excellent Literacy and numeracy skills
* Knowledge and understanding of compliance legislation in relation to Legionella, Fire, CDM regulations, safeguarding
* Understanding of the Health and Safety at Work Act 1974
* Understanding of Construction Design and Management Regulations 2015

Desirable:

* Knowledge of Service Level Agreements (SLAs) in relation to building management.
* Ability to plan and co-ordinate training.
* Innovative approach to problem solving.
* Ability to think creatively in an ever changing school environment.

**Experience**

* Experience of managing multi disciplined staff and leading a team of professionals.
* Experience of enhancing customer engagement.
* Experience of completing and delivering service improvement plans.
* Desirable Management of key relationships with key decision makers.
* Experience working with Partner Organisations and Contractors.
* Experience of developing well evidenced business cases including comprehensive cost benefit analysis and risk analysis.
* Experience of updating databases and other information management systems.
* Leading and motivating a team to deliver defined outcomes.
* Managing and deploying staff who work remotely.
* Desirable Awareness of national initiatives.
* Proven customer care skills.

Desirable:

* Knowledge and experience of working in local government
* Experience of dealing with Headteachers and Business Managers
* Experience of working with Consultants and other agencies.

Additional Information

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

Work hybrid, with a flexible working approach to accommodate service needs

Full driving licence

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Clear commitment to personal development

**Health & Safety Considerations:**

* Lone working
* Working outside
* Work with VDUs (Video Display Unit) (>5hrs per week)
* Exposure to persons with challenging or aggressive behaviour

Approved By: Andrew Kehoe- Asset Management - AD - Property and Investment

Date Of Approval: 8th October 2025