

BARNET AND SOUTHGATE COLLEGE JOB DESCRIPTION

JOB TITLE:	Soft Services Facilities Manager
SALARY GRADE:	Support Scale Grade PO2 - £38,039 to £41,147 per annum including London Weighting
HOURS:	36 hours per week
PRIMARY LOCATION:	Wood Street Campus
PURPOSE OF POST:	<p>To plan, budget, manage and develop the soft services delivered across all college campuses. To ensure that the place of work and study is clean, safe, secure and an inspiration to its learners and staff.</p> <p>To act as a customer centric focal point for all facilities and estate matters.</p> <p>To provide an effective link between in house facilities team, external service providers and the wider estates team as well as other business support functions to ensure the successful delivery of soft services i.e., cleaning, catering, caretaking, and security.</p> <p>The post holder will have the authority to make and implement College-wide recommendations promoting positive values and behaviours to all its users.</p>
RESPONSIBLE TO:	Head of Estates and Facilities

The Soft Services Facilities Manager is responsible for the day-to-day delivery of the soft services to all its users.

The post-holder will be responsible for identifying the needs of the users and where appropriate adapt service delivery accordingly. The post-holder will be the Estates and Facilities Departments representative and will be expected to manage, arrange, and deliver the service that meets the expectations of all service users.

The key responsibilities include, but are not limited to:

- Budget Management
- Caretaking & Porterage
- Catering
- Cleaning
- Energy Management & Sustainability
- Fleet Management
- Grounds Maintenance
- Health & Safety
- Mailroom
- Pest Control
- Public & Third-Party Relations
- Security
- Waste management

Detailed responsibilities include, but are not limited to:

Facilities Management:

1. Assist in the development and implementation of policies, procedures, and systems for the continuous improvement of the service.
2. Contract management of all outsourced services to ensure value for money is achieved and delivered i.e., security and cleaning services.
3. Responsible for the provision and preparation of reports, investigations, professional advice, information, and presentations relating to the service.
4. Ensure that all changes of use and movements within the sites are monitored and approved in accordance with business and operational needs.
5. Lead, manage and inspire the assigned team of Campus Maintenance Officers - including setting priorities, giving team briefings and scheduling resource.
6. Ensure that planned preventative scheduled works are delivered where disruption to service users is minimal. i.e., deep cleaning and training for security.
7. Carry out an operational role in supporting major capital works upon instructions from the head of service.

8. Regularly monitor the condition of fixtures, fittings, and equipment, implementing necessary repairs or, replacement.
9. Operating the college's sustainability policy. Driving down energy consumption through ensuring heat is not wasted etc. Operating the reuse, recycle, recover policy.
10. To assist in all emergency scenarios and act as lead point of contact for the department i.e. lockdown and fire evacuation.
11. To undertake the role of Duty Principal as scheduled on the rota.

Health & Safety

1. Provide relevant up-to-date training and advice on correct building operation and familiarisation, guidance, and briefing sessions to building users.
2. Conduct regular workplace inspections and audits of the premises in conjunction with the H&S team.
3. Liaise with designers, contractors and landlords to ensure that services and maintenance works are undertaken with minimum risk, in a safe manner and in accordance with statutory requirements.
4. Ensure compliance to Health and Safety related legislation and codes of practice on matters relating to the estate and building management via service delivery.
5. Ensure sites are secure at all times through monitoring performance of the security contractors, ensuring physical barriers and security systems e.g. CCTV, Intruder, and Access Control systems are maintained and that unidentifiable persons on campus are challenged and removed from site where necessary.
6. Keeping the site clean through monitoring the performance of the cleaning contractors, assigning routine and emergency cleaning tasks and challenging behaviour of staff, students and visitors which results in a lack of site cleanliness.

Budget & Financial Management

1. Assist the Head of Service with budgeting including setting, control of expenditure, authorising invoices, and reconciliation of accounts.
2. Manage performance of soft service contracts for the campuses to ensure value for money is obtained.
3. Manage existing major outsourced soft service contracts, to ensure that the contracted service delivery meets all expectations of the college via KPIs and SLAs.

General Duties & Responsibilities

1. To act as Duty Principal and Fire Warden as and when required.
2. To act in accordance with college values, policies, procedures and positively represent Barnet and Southgate College in all aspects of your work both internally and externally.
3. To operate in a safe manner which ensures the health and safety of yourself and others.
4. To be familiar with and comply with the College's safeguarding requirements which protect the welfare of children and vulnerable adults.
5. To be aware of equality and diversity, the needs of customers and learners and demonstrate these principles in all aspects of your work.
6. To provide a helpful, professional, and flexible service to internal or external customers of the department or the College.
7. To provide cover or support for other members of your team and undertake any other duties required by your line manager appropriate to your position within the organisation. This includes clearing snow and moving boxes etc.
8. To manage staff resources, development and cover as required.
9. Any other reasonable duties as requested by the Head of service or his/her appointed representative

NOTE: Please be aware that the duties and responsibilities outlined above are not exhaustive, nor are they shown in the order of priority or frequency. They may be varied from time to time after consultation with the post holder. You may, from time to time, be required to work evenings, Saturdays or on a Sunday

Person Specification – Soft Services Facilities Manager

CRITERIA	Essential	Desirable	Method of Assessment A – Application Form I – Interview
Qualifications	3 or more years successful relevant experience (recent) in a similar post.	A relevant professional qualification	A
	Proven track record of achievement in Facilities and Contract Management.	Membership of an appropriate professional discipline	A
Experience	Current experience in working with significant FM service contracts.	Basics understanding of M&E. Background in security services and effectively managing behaviour. Dealing with trespassers.	A/I
	Demonstrable successful experience of financial control.	Experience in procurement process.	A/I
	Commitment to working in a team environment while also having sufficient independence to lead local campuses operations within corporate constraints.		A/I
	Knowledge and experience of H & S management in all Facilities services.	Space allocation and management experience.	A/I
Knowledge & Skills	A flexible, problem solving, customer orientated approach and good communication skills.		A/I
	Ability to prioritise under pressure to ensure deadlines are met.		A/I
	Proficient in Microsoft Office.	Knowledge of BMS/ BEMS.	
	Evidence of commitment to own continuous professional development.		A/I
	Detailed knowledge of relevant industry legislation.		A/I
	Proven track record in the effective management of staff including training and development.		I
	Proven track record of procurement of services.		I
	Attention to detail and accuracy.		A/I
Personal Attributes	Enthusiasm to support the learning of our students and trainees.		A/I
	Ability and willingness to participate in cross college activities e.g. enrolment, open days.		I
	The ability to uphold and behave in accordance with the College's core values		I
	Can do attitude		A/I

	Commitment to promoting Equality & Diversity in what we do.		A/I
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