
TITLE: Facilities Manager

GRADE: Management Spine

RESPONSIBLE TO: Group Director of Estates

RESPONSIBLE FOR: Campus Estates Team

PURPOSE OF JOB:

- To manage the operational delivery of the Hard and Soft FM services at the Campus including but not limited to cleaning, catering and security contracts.
- To support the Group Director of Estates in providing effective, comprehensive and appropriate health, safety, energy and environmental management systems, procedures and processes.
- To manage the campus space, optimising the learning environment, utilising both teaching and non-teaching accommodation, together with the management of moves and relocations.
- To support the Group Health & Safety Manager in leading on estates health and safety matters for the campus.
- To line manage and develop the team

MAIN TASKS AND RESPONSIBILITIES:

1. In common with all other staff:

- 1.1 To support the College's mission, vision, values and strategic objectives.
- 1.2 To implement the College's Equality and Diversity policies and to work actively to overcome discrimination on grounds of all protected characteristics; sex, race, religion/belief, disability, sexual orientation, age, pregnancy/maternity, gender reassignment status, marriage/civil partnership status.
- 1.3 To take responsibility for one's own professional development and participate in relevant internal and external activities.

- 1.4 To implement the College's safeguarding policies and practices.
- 1.5 To implement your health and safety responsibility in line with the College's Health and Safety policy.
- 1.6 To contribute to the College's commitment to continuous improvement as identified in the College's quality assurance systems.
- 1.7 To ensure that data is handled in line with the General Data Protection Regulations.

2. In common with all other staff:

- 2.1 To participate in college-wide projects and tasks.
- 2.2 To work in other support services areas to meet the specific needs of workload peaks.
- 2.3 Such other duties of a similar nature commensurate with the grade as may be required from time to time. This may/will require working in other campuses of the College.

3. In common with all other Estates staff:

- 3.1 Estates staff work as a team. All team members, irrespective of role, are expected to:
 - To take an active interest in buildings projects and the operational work of the service;
 - Provide support for or manage projects commensurate with the estate service role.
 - To attend briefings and meetings, give presentations and deal with enquiries, take messages and provide information;
 - To implement procedures and work within established guidelines;
 - To feedback to our clients and play a part in quality monitoring.
- 3.2 Estates staff also work very closely with colleagues in project implementation teams. This involves liaison with IT, Purchasing and Curriculum areas of the College.

4. Particular to the Post:

Health and Safety Compliance

- 4.1 To support the Group Director in ensuring the college complies with its statutory obligations in regard to health and safety for the campus.
- 4.2 To undertake risk assessments and write and/or review method statements and develop safe working systems.

- 4.3 To devise and implement safe systems of work as required.
- 4.4 To provide health and safety advice, guidance, support and training, as necessary to staff.
- 4.5 Maintain current knowledge of H&S regulations and changes together with best industry practice in regard to compliance and their pragmatic application to college processes and activities.
- 4.6 To lead in the use, monitoring and analysis of the College on line safety training system. Reporting staff training on a regular basis to the Group Director of Estates.
- 4.7 In conjunction with the Group Director of Estates annually or as otherwise necessary review and update the colleges 'Business Continuity and Disaster Recovery' Plan.
- 4.8 In conjunction with the Group Director of Estates annually or as otherwise necessary review the colleges fire evacuation procedures and fire risk assessment.
- 4.9 Ensure that estates compliance is undertaken proactively and recorded on the NCC compliance management systems.
- 4.10 To be responsible for line management of the Estates team and professional development of direct reports.
- 4.11 Ensure all visitors, contractors and suppliers are appropriately supervised while on site to meet NCC's safeguarding responsibilities.

Environmental Management

- 4.12 Undertake the lead in environmental and sustainability management for the campus.
- 4.13 In conjunction with the Group Director of Estates review the college 'Environmental Policy'; legal compliance matrix; waste streams and environmental impact map.
- 4.14 Ensure that effective and appropriate systems and processes are in place to ensure compliance with statutory obligations in regard to environmental and waste management.
- 4.15 To ensure all waste, including chemical and electronic is disposed of in accordance with current legislation by licence contractors and all appropriate records are maintained.
- 4.16 Design, implement and refine pragmatic systems to maximise recycling and minimise landfill.
- 4.17 Design, implement and refine pragmatic systems and processes to monitor and minimise the college carbon footprint.
- 4.18 Implement appropriate processes for recording the transfer of controlled and hazardous waste.

Energy Management

- 4.19 To devise and implement strategies for minimising energy consumption through lighting design and control and through BEMS configuration in regard to heating and cooling, whilst maintaining a comfortable environment.
- 4.20 To support the Director of Estates in specifying, tendering and managing contracts for energy supply and environmental and waste management.
- 4.21 To become familiar with the nature and operation of the building services plant and equipment.

Security

- 4.22 Responsible for the day to day line management of the college security team.
- 4.23 Undertake monthly security and facilities meetings to ensure appropriate staffing and operating procedures are in place.
- 4.24 Manage security rotas to adapt flexibly to events and the needs of the college.

Cleaning

- 4.25 Responsible for the day to day client management of the contracted cleaning service or in-house service.
- 4.26 Undertake monthly cleaning performance audits and attend regular contract performance meetings.
- 4.27 Monitor Contract and service delivery performance against budget.

Catering

- 4.28 Support the Group Director Catering with client management of the contracted catering service.

Accommodation

- 4.29 To manage the college space in order to maximise utilisation of the available accommodation.
- 4.30 To undertake periodic space utilisation audits and identify under-utilised areas and suggest more appropriate use.

- 4.31 Undertake periodic space condition surveys and in conjunction with the Group Director of Estates utilise this information to develop a proactive planned preventative maintenance and refurbishment strategy.
- 4.32 To be responsible for the management of the mail and goods inwards and delivery distribution process within the campus.

Project Management

- 4.33 To develop with the client the scope of the project and obtain sign off.
- 4.34 To prepare the business case for Group Director of Estates to obtain approval for the project.
- 4.35 To draw up the project specification and obtain costings and quotations to deliver the project.
- 4.36 Manage stakeholder and client expectations.
- 4.37 Deliver projects to time, budget and quality constraints.

Financial & Managerial

- 4.38 Support the Group Director of Estates in managing contracts associated with the role.
- 4.39 Support the Group Director of Estates in specifying, tendering and letting contracts associated with the role.
- 4.40 Undertake performance and recording audits of the various suppliers to ensure compliance with statutory requirements, contract terms and conditions and quality of service delivery. Additionally attend regular contract performance meetings.
- 4.41 Support the Group Director of Estates in constructing and managing the allocated budget associated with the role.
- 4.42 Regularly market test and obtain prices for services in accordance with the college financial regulations.

5. Person Specification:

- 5.1 Excellent interpersonal and communication skills with the ability to communicate effectively with all levels of the organisation and external contacts.
- 5.2 Have previous line management/ supervisory experience in a similar setting.

- 5.3 Ability to work from own initiative as well as part of a close integrated professional team.
- 5.4 Competency in the use of MS Windows/Office applications and the Internet with a willingness to learn other applications used within the estates service as required.
- 5.5 An understanding of and the ability to work to Estates Team priorities and to manage your workload.
- 5.6 At least two years experience of applying health and safety systems and regulations within a Facilities Management context.
- 5.7 At least two years experience of operating a general/ technical facilities/estates management team.
- 5.8 Hold or commitment to obtaining an IOSH Managing Safety and/or NEBOSH Certificate in Occupational Health and Safety.
- 5.9 Desirable to hold an environmental qualification such as IOSH Environmental Management or CIWEM Practical Environmental Management or willing to work towards one.
- 5.10 Desirable to hold Associate Membership of IWFM and/or IOSH.
- 5.11 An understanding of, and commitment to Equality and Diversity and practical ideas for their implementation in this post.
- 5.12 Understanding of Safeguarding and its relevance to this post.

Additional Information:

This job description will be regularly reviewed to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College.