

# Facilities Manager

## Job Description

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WYCOMBE  
ABBEY

- Aim:** To lead and manage the Facilities Team to ensure the effective and efficient delivery of services, routine maintenance and defect repair programmes for the core infrastructure and facilities at the School in order to provide a safe, secure and suitable environment meet the demanding operational needs of the School.
- Reports to:** Estates Manager
- Responsible for:** Facilities Team (including Assistant FM, electricians, plumbers, carpenters, general maintenance staff and porters).
- Hours of work:** 40 hours per week. This job involves full time working hours all year round (including outside of term time) and some early mornings, evenings, weekends.
- The post holder will be expected to respond to emergencies out of normal School hours which may include evenings, weekends, bank holidays and holiday periods.
- In addition, they will formally partake in the Duty Maintenance Operator (DMO) system, acting as the first point of contact for all out of hours emergencies on a weekly rota system.
- Resident status:** The post-holder is provided with School accommodation 'for the better performance of duties'.
- Annual Leave:** 25 Days plus Bank Holidays
- Salary:** Dependent upon skills and experience but not expected to be less than £40,000.

## Key Responsibilities

### General

- Deputise for the Estates Manager when he is off-site or on annual leave.
- Ensure that all maintenance services are provided to the highest specification and meet the requirements of the School, its staff and pupils, taking into account health and safety standards, the needs of visitors and the general public.
- Carry out such duties and activities relating to the general management and control of the School as the Estates Manager reasonably requires.
- Provide the necessary support for the teaching and support staff to ensure the smooth operation of the site and the facilities on a day-to-day basis.

### Maintenance of School Buildings

- Manage directly, or as delegated by the Estates Manager, the planned maintenance, routine maintenance and defect repair programmes.
- Manage directly minor works projects as delegated by the Estates Manager.
- Maintain a Statutory Inspections Schedule and ensure this is complied with.

- Maintain, service and, where necessary, improve all plant facilities, including heating, ventilation and kitchen plant, and all mechanical, electrical and piped services and drainage.
- Monitor work requests via the Helpdesk system (NAMIB), ensuring that day-to-day maintenance tasks and requests for minor works are undertaken as expediently as possible and actions are recorded and reported in a timely manner.

### **Management and Development of the Facilities Team**

- Responsible for the line management of the Facilities Team.
- Create and maintain a 'One team' flexible, multi-skilled, customer-focused and continuous improvement culture in the Maintenance Department.
- Manage the day-to-day operation of the site, providing cover between 7am and 6pm.
- To manage a 'Duty Maintenance Operator' rota system to respond to Emergency Call Outs.
- Manage the recruitment and induction of the facilities staff in conjunction with the Estates Manager.
- Manage performance, discipline, motivation and development of staff through annual appraisals and weekly communication meetings.
- Ensure all staff have measurable objectives and appropriate training and development in place.

### **Budget Responsibilities**

- Assist the Estates Manager to develop effective financial planning and budget control for all maintenance activities to ensure effective and efficient service delivery within budget constraints and providing value for money.

### **Fire, Security and Access Systems**

- Monitor the performance of the Intruder Alarm system, Fire Alarm System, Gate and Entry systems and organise necessary repair work in an expeditious manner.
- Support the Estates Manager in any emergency or potentially dangerous occurrence including 'at the scene' briefing of the emergency services and outside agencies.

### **Furniture and Equipment**

- Ensure that all furniture and equipment is well-maintained and serviceable.
- Purchase new furniture and equipment, liaising with the Estates Manager where necessary.

### **Contract Management**

- Actively manage and monitor contractors, with regular tendering for all main contracts, to ensure that the School receives services at the required standard and at competitive rates.
- Manage maintenance contractors working on the School estate.
- Monitor, assess and review contractual obligations for outsourced School services.
- Ensure that any contractor engaged by the School is meeting all necessary Health, Safety, and Safeguarding requirements.

### **Waste Disposal and Recycling**

- Monitor waste management contracts to ensure all waste is being removed on a regular basis so as not to become hazardous and is disposed of legitimately.
- Ensure the waste disposal areas are maintained in a neat and tidy manner and that sufficient dustbins and recycling bins are available throughout the Estate.

### **Health and Safety**

- Be responsible for the health and safety and welfare of the Facilities Team, including ensuring that they operate in a safe manner and their areas of work do not present hazards to staff and pupils.
- Assist the Estates Manager in ensuring all staff receive appropriate Health and Safety training.
- Ensure risk assessments are in place for all activities of the Facilities Team.

### Transport

- Management of the School's vehicle fleet, including maintenance checks, servicing, inspections, licencing, and cleaning.
- Ensure each vehicle contains a set of Instructions on actions to be taken in the event of a vehicle breakdown, a First Aid box and Vehicle Breakdown Kit.

### General

- Take part in such staff training as may be agreed.
- Be contactable at all times during the working day and when on duty by telephone.
- Promote the safeguarding and welfare of the pupils and young people as set out in the School's Safeguarding and Child Protection policy.
- Undertake such other tasks relevant to the work or needs of the School as these needs arise and as may be reasonable requested.

### Person Specification

#### Specialist Knowledge and Experience

- An excellent understanding of Health and Safety in the Workplace and a willingness to attend IOSH Managing Safely course. Knowledge and understanding of all legislation relating to estates, facilities and building maintenance (including building regulations).
- Experience of financial management, budgetary control, procurement, and negotiation.
- Deep technical knowledge of facilities management, maintenance and repair.
- Experience of managing an operation with numerous staff across a number of teams.
- Developed project management skills.
- Previous experience of working in a boarding school or residential environment is desirable.
- Thorough working knowledge of Microsoft Office (particularly Word, Excel and Outlook).

#### Leadership

- Excellent interpersonal skills to promote good working relationships between estates staff, external consultants and contractors and the school community
- Able to lead by example and demonstrate authority, respect and trustworthiness
- High standards of discipline and integrity
- Able to exercise total discretion and uphold confidentiality
- Experience of undertaking annual staff appraisals
- Able to supervise allocation of workload and to monitor smart use of resources.

#### Attention to detail

- Able to provide a high standard of administrative work.

#### Teamworking

- Able to develop effective and supportive relationships with colleagues, both internal and external both in terms of social interaction and positive support with team workload.

### Customer focus

- Able to build rapport easily, put the customer first and work hard to meet their needs.

### Communication

- Experience of communicating effectively, both verbally and in writing, adapting style to suit the audience. Pro-active in advising colleagues of the status of tasks and due key information.
- A confident communicator, able to instruct the Estates and Facilities Teams/services contractors in the allocation and monitoring of their work as required.

### Organisation

- Able to organise time effectively, creating work schedules, prioritising workload and meeting deadlines.
- Able to use initiative and to work unsupervised.

### Flexibility

- Able to successfully adapt to changing demands and conditions.
- Practical and pragmatic; prepared to work outdoors on occasions.

### Special conditions

- The post is conditional to an Enhanced level DBS check.

### Child Protection Statement:

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Child Protection Policy Statement at all times. If, in the course of carrying out the duties of the post, the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, s/he must report any concerns to the School's Designated Lead for Safeguarding or to the Headmistress.

**The School values of Trust, Encouragement, Mutual Respect, Dynamism, Excellence, Innovation, Service and Balance should be followed to enhance working relationships and to benefit the whole School community.**

The duties and responsibilities contained within this job description may change from time to time according to the requirements of the role. This document is not intended to have a contractual effect.