



Coventry City Council

## Job Description

<b>Post:</b>	Facilities Support Manager	<b>Job Number:</b>	
<b>Service:</b>	Repairs and Maintenance	<b>Post Number:</b>	1035084
<b>Location:</b>	One Friargate, Station Sq, CV1 2GN	<b>Grade:</b>	6

### Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

### Job Purpose:

As Facilities support manager your role will be to manage the internal technical support team within the repairs and maintenance department. This role requires strong communication and organisational skills with the ability to influence internal and external stakeholders to ensure the smooth operation of the repairs and maintenance department.

Supporting management where required with the use of performance and financial reporting including assisting with improving performance and efficiencies across all work streams to achieve full contractual compliance via pro-active report management.

### Main Duties and Responsibilities:

1. Motivate colleagues through clear, effective direction and decision making and strive for excellence in personal objectives. Set high standards for quality and drive achievement in a changing environment and maintain focus to deliver results.
2. Accountable for the delivery of support services across contracts. Provide and manage Internal administrative support for the effective, compliant and timely delivery of the business contracts. Including point of escalation. Act as liaison point between the management team and customers.
3. Ensure milestones and targets are met and monitor progress against clear objectives. Not afraid to challenge people as and when required to meet required objectives and targets.
4. Through the use of available technology review and analyse data to identify trends and implement best practice and lessons learnt where required.
5. Develop and maintain strong and robust relationships with client, customer and Supply Chain management to provide support and ensure excellent delivery contract.
6. Be aware of cost and value for money when completing works and report any potential loss or savings to management. Manage cost and value for money utilising technical knowledge and experiential experience.

7. Maintaining appropriate training records, ordering and financial control for Uniform/PPE, office equipment.
8. Contract Management of SLA's and KPI reporting, including accident statistics along with Facilities Managers.
9. Ensure continuity of work levels during operative absence.
10. Preparation of maintenance reports as required by the business to monitor department performance. Support management in formal and informal internal/external meetings.
11. Management of ordering stock and consumables for reactive and planned maintenance duties.
12. Support Administrators and Site Teams to ensure uniformity and consistence of services across the region.
13. Engage with Supply Chain on a regular basis to drive performance and deal with any issues in a quick and efficient manner
14. In the event of a failure of the Helpdesk CAFM system, provide support to the client to maintain business continuity and control resolution to completion.
15. Identify cost saving and performance enhancing ideas & projects via best practice, and assist with the implementation of new processes and procedures to ensure they are being completed by the team and the business.
16. Identify trends and analysis for complaints which will be used to educate the team and Supply Chain, and in turn can be used to reduce any further complaints.
17. Assist in reporting on contract Performance Indicators across the Region to ensure they are achieved within our contractual timescales.
18. Develop and maintain the repairs and maintenance specific Intranet landing page.
19. Contract management of all material supplier contracts. Ensuring suppliers comply with SLA's and meet regular KPI's.
20. Any other duties and responsibilities within the range of the salary grade

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for: 3 x Technical FM Support Operatives and 1 x Storeperson**

**Responsible to: Maintenance Operations Manager – R&M**

**Date Reviewed: 27/01/2022**

**Updated: 27/01/2022**



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## Person Specification

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Area	Description
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<b>Knowledge:</b>	Detailed knowledge of the principles and practice of Facilities Management in the built environment.
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	Detailed knowledge and understanding of health and safety provisions relative to building management.

<b>Skills and Abilities:</b>	Excellent planning and organisational skills and the ability to work to deadlines.
	Excellent interpersonal, negotiation, problem solving and analytical skills, confident and able to deal with people at all levels.
	Able to manage and co-ordinate contractors and suppliers and maintain good working relationships.
	A good understanding of administration requirements in a busy, fast paced environment
	Working within strict ISO policies and procedures
	Strong customer service and communication skills
	Ability to manage a varied and complex workload
	Prioritising tasks to meet tight deadlines
	Staff management and development skills
	Financial and Budget Management skills
	Financial Data interpretation and ability to establish trends, opportunities and challenges
	Commercial awareness.
	Proficient IT skills and use of CAFM system
	Able to work flexibly and respond to out of hours emergencies.

<b>Experience:</b>	Stock control and procurement experience
	Experience within the facilities management sector
	Managing staff
	Management of small projects
	Providing support and advice to managers across the department
	Planning, directing and controlling activities.



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	Managing and developing Facilities related contracts
Educational:	A professional qualification or working to management qualification
	Evidence of continuing professional development
Special Requirements:	

Date Reviewed: 27/01/2022

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