

## Job Description and Person Specification

FM Support Manager

Job Details	
Grade	6
Service	Repairs and Maintenance
Location	Whitley
Job Evaluation Code	

Coventry City Council Values
<p>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:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

**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.

You will have a strong customer service and planning background with the ability to integrate data to ensure that SLA's and KPI's are adhered to. You will support 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 & Key Accountabilities
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.
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.
Ensure milestones and targets are met and monitor progress against clear objectives. Not afraid to challenge people as an when required to meet required objectives and targets.
Through the use of available technology review and analyse data to identify trends and implement best practice and lessons learnt where required.
Develop and maintain strong and robust relationships with client, customer and Supply Chain management to provide support and ensure excellent delivery contract.
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.
Maintaining appropriate training records, ordering and financial control for Uniform/PPE, office equipment.
Contract Management of SLA's and KPI reporting, including accident statistics along with Facilities Managers including preparation of maintenance reports as required by the business to monitor department performance. Support management in formal and informal internal/external meetings.
Management of ordering stock and consumables for reactive and planned maintenance duties.
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.
Engage with Supply Chain on a regular basis to drive performance and deal with any issues in a quick and efficient manner
Support Administrators and Site Teams to ensure uniformity and consistence of services across the region. Ensure continuity of work levels during operative absence.
Identify trends and analysis for customer feedback and complaints which will be used to educate the team and Supply Chain, and in turn can be used to reduce any further complaints.
Develop and maintain the repairs and maintenance specific Intranet landing page and social pages.
Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	Schools, Residents, Service Users, External Customers, Suppliers, Contractors	Internal:	CCC employees and services

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p><b>Training</b> The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
3 Internal Support Planning Staff 1 x Internal Stores/Team Leader

Person Specification	
Requirements	
Knowledge	Detailed knowledge of the principles and practice of Facilities Management in the built environment.
Knowledge	Legislation and relevant codes of practice within the designated service area, eg. CDMs, gas regulations, electricity, asbestos, etc.
Knowledge	Detailed knowledge and understanding of health and safety provisions relative to building management.
Skills And Ability	Excellent planning and organisational skills and the ability to work to deadlines.

Skills And Ability	Excellent interpersonal, negotiation, problem solving and analytical skills, confident and able to deal with people at all levels.
Skills And Ability	Able to manage and co-ordinate contractors and suppliers and maintain good working relationships.
Experience	Experience within the facilities management or customer services sector
Experience	Managing staff
Experience	Proficient IT skills and use of CAFM systems
Qualification	Ongoing professional development
Special Requirements	

Declaration			
Reviewed/Created By:	Kirsty Cowie		
Job Title:	Commercial Manager	Date:	11/02/2025