

Job Description and Person Specification

Role: Facilities Manager - Friargate



Job Description

Job Title	Facilities Manager – Friargate
Grade	G8
Service	Facilities Management
Reports to	Deputy Head of Facilities Management
Location	Friargate One / Friargate Two
Job Evaluation Code	D2710D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

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:



About the Service your team will provide

Purpose of the role

The post holder will be a key member of the facilities management team responsible for managing the Friargate District properties. Deputising for the property management team when required. The post holder will manage a mixture of hard and soft facilities management services and projects. The post holder will have a key role in managing the building service charges in line with RICS codes of practice and be responsible for ensuring any tenant fit out works within the buildings are co-ordinated and well managed ensuring full compliance with health and safety legislation.

The post holder will also be responsible managing all the required property support services in order that the council fulfils its obligations and organisational priorities, updating of information on the council's intranet, ensuring properties are fit for purpose, ensuring the provision is safe and legally compliant, managing security, ensuring damage is repaired, managing lifecycle maintenance, energy management, financial management and supporting on wider project workstreams.

Main Duties & Key Accountabilities

Core Knowledge

- Manage and maintain service charge accounts for the properties in line with RICS codes of practice, ensuring tenants are issued budget charges and reconciled accounts at the end of each accounting period. Ensure any possible underspend or overspend is monitored and reported to senior FM colleagues and tenants.
- Liaise with building user groups, tenants and visitors to ensure the buildings remain functional and fit for purposes achieving good levels of customer satisfaction
- Deputise for the operational facilities management team, providing absence and shift cover and directing officers, ordering FM services and ensuring compliance with statutory compliance and Health and Safety requirements when so doing.
- Plan, prioritise and co-ordinate maintenance work, ensuring the safe and effective deployment of staff, contractors and other resources. Ensure that all day-to-day repairs for general maintenance and other works provided by the facilities staff are delivered promptly and satisfactorily to Departments.
- Co-ordinate technical and other support staff and contractors to ensure that essential building services and building management systems in respect of heating, electrical, ventilation and water systems are effectively maintained and monitored, and accurate record keeping of

systems maintained.

- Prepare and procure annual planned maintenance and minor works programmes ensuring that all plant, equipment and adaptation works are effectively maintained and delivered to agreed budgets.
- Ensure that specialist security, CCTV, fire and alarm systems are properly maintained and tested for the safety and security of premises under the post holders control.
- Ensure that the security of the Friargate District is maintained at all times to agreed standards acting promptly to resolve security issues.
- Manage contracts for the provision of cleaning, sanitary, and waste removal services ensuring that they are effectively maintained and delivered.
- Manage Fire Safety procedures in accordance with the Regulatory Reform (Fire Safety) Order 2005 ensuring that all statutory inspections, risk assessments and testing are properly undertaken and record systems are accurately maintained for inspection purposes.
- Maintain Disaster Recovery/Business Continuity Plans, liaising with Emergency Planning, Risk Management and other relevant services to ensure such plans are accurately maintained and implemented in the event of emergencies.
- Ensure that safety policy, procedures and practice within the Division is administered, understood and complied with by all personnel under the postholders' responsibility.
- Ensure that emergency, contingency and out of hours procedures are kept up to date and relevant information communicated to line managers, security and other front line staff with responsibility for premises safety and security.
- Ensure that administrative systems in use by the Division in respect of CAFM and financial re-charging are effectively maintained.
- Manage staff related issues including discipline, grievance, sickness absence management, appraisal, recruitment, and training needs.
- All duties and responsibilities must be carried out with due regard to the City Council's Health and Safety Policy.
- Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Key relationships

External	Internal
Building tenants and partners Project Teams / Contractors Emergency Services	Facilities Management Team Building Users Service Leads

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & 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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:
Facilities Officers

Person specification

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Knowledge	
Extensive knowledge and experience of FM processes and procedure	
Operating and managing service charges in line with RICS codes of practice	
Detailed knowledge of the Health and safety at Work etc act 1974	
Detailed knowledge of the principles and practice of 'hard' and 'soft' Facilities Management.	
Appreciation of financial management principles	
Skills and Abilities	
Excellent planning and organisational skills and the ability to work to deadlines.	
Excellent interpersonal, negotiation, problem solving 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.	
Strong customer service and communication skills	
Ability to manage a varied and complex workload	
Good IT Skills	
High level of analytical skills to interpret end users requirements	
Experience	
Managing multiple and complex service contracts and schedules ensuring value for money, quality delivery and accountability	
Project management experience within the FM field	
Managing and applying health and safety legislation in the workplace	
Dealing with multiple stakeholders and prioritising workload	
Proven track record of moves management	
Budget control experience	

Qualifications
A professional qualification in FM or willing to work toward is desirable
Educated to the equivalent of the National qualification framework Level 5 or demonstratable experience
Health and safety qualification
Evidence of continuing professional development
Special Requirements
Ability to undertake and pass Enhanced Criminal Recorded Checks and Safeguarding Vetting.

Date Created	February 2018	Date Reviewed	May 2024
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