

Job Description and Person Specification

Facilities Manager - Friargate

Job Details	
Grade	GRD8
Service	Facilities Management
Location	Friargate
Job Evaluation Code	D2710D

About Coventry City Council

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:

Open and fair: We are open, fair and transparent.

Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.

Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.

Create and innovate: We embrace new ways of working to continuously improve the services we offer.

Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.

Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

Reporting to the Service Manager – Facilities Management, serve as the responsible lead for managing the Council's headquarters office building at Friargate. Ensure the building operates efficiently, maintaining excellent user satisfaction through effective facilities management. Deliver a supportive, productive, and secure environment for both employees and visitors consistently.

Main Duties & Key Accountabilities

Overseeing the complete spectrum of facility-related agreements, including mechanical services, repairs, security, cleaning, fixtures, fittings, and waste disposal responsibilities. Coordinating and guiding contractors and suppliers to guarantee consistent adherence to service standards and specifications.

Managing building service charges, ensuring tenants are issued budget charges and reconciled accounts. Monitor expenditure in line with set budgets and reporting any forecast or unforeseen increase in expenditure impacting budgets.	
Taking responsibility for the Facilities Management Operating and Service Framework policy for the building, ensuring its implementation and compliance by all building users.	
Planning, commissioning, and implementing preventative maintenance and life-cycle programmes for the building to ensure operational efficiency and sustainability. Preparing and agreeing budgets for required works while maintaining oversight of financial allocations. Acting as the budget holder for the building's revenue cost centres, managing approximately £2 million annually. Preparing and reporting on the annual financial plan, conducting regular reviews of facility-related budgets to ensure financial accuracy and alignment.	
Taking responsibility for the Health and Safety Plan for the building, ensuring all statutory compliance requirements, inspections, and risk assessments are properly completed. Overseeing Fire Safety, Evacuation, and Emergency Plans for the building to guarantee adherence to safety protocols and regulations.	
Overseeing the facilities support teams, ensuring excellent customer service and timely assistance for building users and efficient handling of service requests. Ensuring the building's meeting and conference facilities meet customer requirements and room set-ups and equipment needs are properly delivered. Coordinating catering and suppliers for conferences and events while managing external billing responsibilities.	
Ensuring all building supplies are maintained while managing goods in/out systems to minimise disruption and meet delivery schedules, quantity, and quality standards.	
Overseeing space allocation, utilisation, and administration within the building to ensure optimal use and cost alignment with established space standards.	
Ensuring the building's BMS system is utilised effectively while deploying qualified technical staff to operate, monitor, and oversee the system.	
Leading the building liaison group to facilitate communication and resolve service concerns, organising meetings when required and sharing facility updates with users effectively.	
Responding effectively to urgent, emergency, or out-of-hours situations, visiting the site when required to organise and manage appropriate responses.	

Key Relationships

External:	Tenants, Contractors, Emergency Services, Architects and Building Consultants
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Internal:	Building Occupants, Facilities Management Team, Health & Safety Services
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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.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

Facilities Supervisor(s) / Facilities Officer(s)

Person Specification

Requirements

Knowledge	Detailed knowledge of the principles and practice of Facilities Management in the built environment.
	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.
	Exceptional interpersonal, negotiation, problem-solving, and analytical abilities, with the capability to engage effectively with individuals across various levels.
	Able to manage and co-ordinate contractors and suppliers and maintain good working relationships.
	Ability to manage a varied and complex workload.
	Staff management and development skills.
	Financial and Budget Management skills.

Experience	Substantial experience in a Facilities/Building Management role and of managing a complex and modern office building and its infrastructure systems.
	Managing and applying health and safety legislation in the workplace.
	Managing and developing Facilities related contracts.
Qualification	Professional credentials in Facilities, Building, or Health and Safety Management and/or membership with IWFM or another relevant professional body.

Declaration			
Reviewed/Created By:	Scott Morris		
Job Title:	Service Manager – Facilities Management	Date:	Oct 2026