

Job Description and Person Specification

Role: Facilities Manager (Operations)



Job Description

Job Title	Facilities Manager (Operations)
Grade	G7
Service	Facilities Management
Reports to	Deputy Head of Facilities Management
Location	City Wide
Job Evaluation Code	D2711D



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 council property assets. Deputising for the property management team when required. The post holder will manage a mixture of hard and soft facilities management services and projects when required. The post holder will have a key role in managing soft FM contracts such as washroom hygiene, manned guarding, waste and window cleaning across the estates ensuring value for money and contract efficiencies and delivery is achieved. The post holder will also play a key role in ensuring adherence to the corporate landlord model by visiting and working closely with building service leads.

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

- 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.
- Project managing space fit out ensuring that any projects is achieved within budget (up to £250k per annum)
- Working with service managers – challenging, managing and co-ordinating FM services across the estate
- Managing services including cleaning provision and to ensure room availability to maximise cost effectiveness of the provision.
- Managing the Facilities input to all property matters across the estate working with divisional managers and health and safety services.
- Managing CCTV provision in accordance with the Councils document retention and destruction policies with due regard to GDPR regulations
- Undertaking occupancy and space utilisation studies to drive efficient use of provision, identifying pressure points across the estate and repeated malicious or premature wear and tear.

- Ensuring all appropriate Risk Assessments and Methods statement are in place for operation of the FM operations service team
- Managing soft FM contracts such as washroom hygiene, manned guarding, waste and window cleaning across the estates ensuring value for money and contract efficiencies and delivery is achieved
- Managing energy usage working with the FM energy management team to ensure technical compliance with legislation/ regulations such as MEES and DEC
- Management of contractors / DLO ensuring work is carried out in a safe and efficient manner and that value for money is received.
- Managing property expenditure and project budgets
- Co-ordinating communication activities for property management and fulfilling obligations under the freedom of information requirements.
- Working with unions, police, fire residents' groups to resolve in conjunction with the service teams to resolve any property concerns regarding provision.
- Assisting with the emergency call out provision and being the first point of contact with issues raised across the portfolio these can be include issues such as break in's, fire, anti-social behaviour, H&S concerns and Vandalism as part of an on call rota system
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Building users 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 Supervisors Facilities Officers

Person specification

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Knowledge	
Extensive knowledge and experience of FM processes and procedure	
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	
Knowledge of public sector key stakeholders	
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.
Full UK Driving Licence

Date Created	February 2018	Date Reviewed	April 2024
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