

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Building Services Manager	Grade: MG1
Section: Property Services - FM Building Services	Directorate: Housing & Regeneration
Responsible to following manager: Head of FM	Responsible for following staff: x 27 FTEs
Post Number/s:	Last review date: May 2020

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

Responsible for managing the delivery of statutory compliant FM building services to all properties in Wandsworth and Richmond Council's SSA estate.

Ensure that all Mandatory and Statutory Planned Preventative Maintenance and any associated remedial work is current and compliant.

Specific Duties and Responsibilities

1. Day to day management of statutory compliance, planned preventative and reactive maintenance across the Council's estate.
2. Management of the directly employed FM Building Services Team and integrated contractors and supply chain partners. Including management of technically qualified staff including but not limited to mechanical and electrical trades.
3. Implementing maintenance plans to CIBSE and SFG20 industry best practice.
4. Support the formulation and development of CAFM systems that will ensure that assets are maintained and operated in accordance with current legislation and to their optimum efficiency
5. Mentor and provide technical and professional support to the FM Building Services Team. Effectively delegate to the FM Building Services Supervisors and engender a 'One Team' Team approach.
6. Undertake regular quality inspections to ensure high standards of workmanship.
7. Identify skills and knowledge gaps to ensure directly and indirectly employed staff are trained, upskilled and competent to undertake their responsibilities safely and to a high standard.
8. Ensure the highest levels of Health and Safety are achieved across the Council's estate.
9. Coordinate and work closely with Design Service (the in-house consultancy Service) in preparing Capital bids for all corporate assets.
10. Support and assist the Design Service technical consultancy expertise in confirming the scope of remedial and project works.
11. Champion and deliver all Property Services related FM actions that are part of the Councils' sustainability strategies and action plans including leading the council's inhouse energy management team
12. Support and assist the Design Service to ensure the preparation of appropriate technical specifications for all projects works with particular focus on maintainability and alignment with the agreed FM strategy. Provide input into the prioritisation of capital and revenue expenditure to develop risk-based works programmes.
13. Manage the FM Building Services budget ensuring compliance with all budget

management, procurement and financial requirements through the effective monitoring of purchase orders issued and works undertaken to ensure clear audit trails and financial accountability.

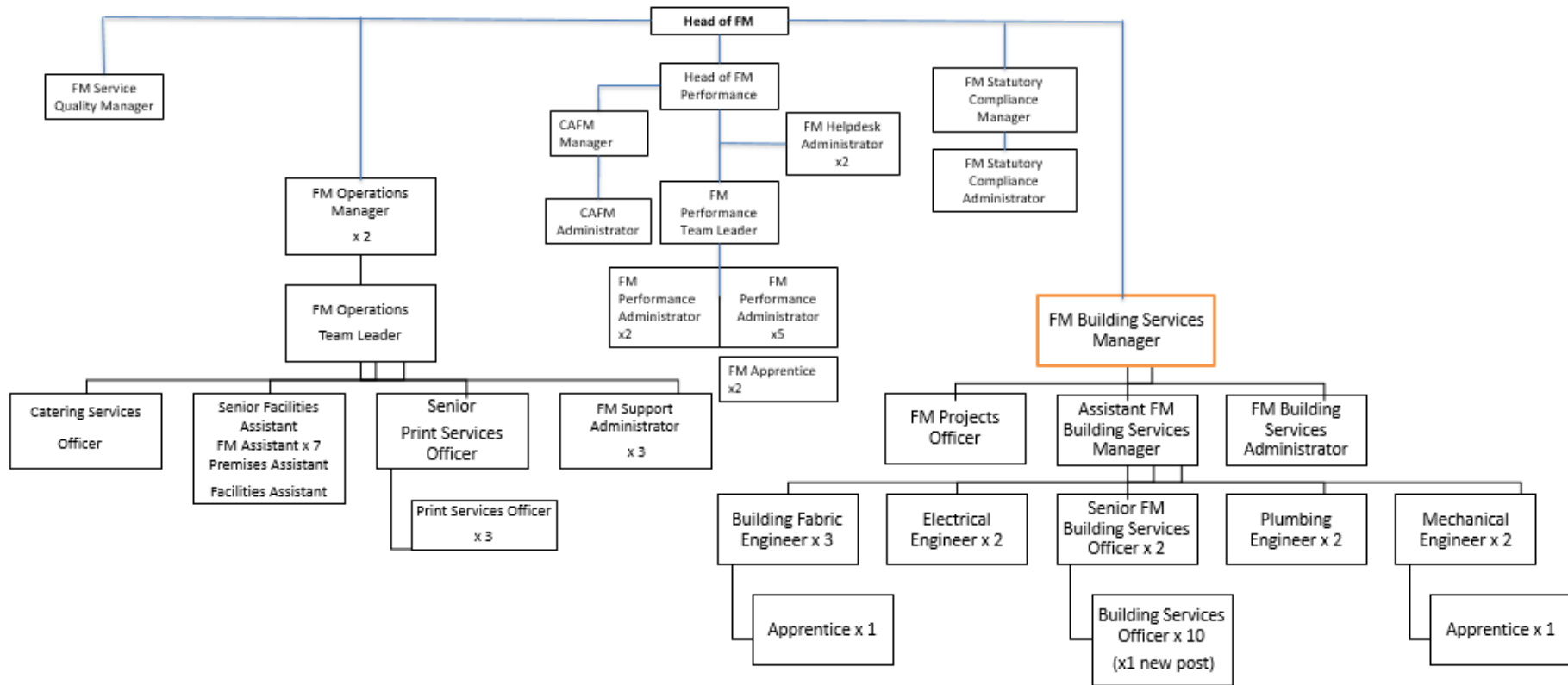
14. Work in partnership with external contractors, supply chain partners and key stakeholders to ensure the effective delivery of high-quality building services management to meet and exceed customer expectations and develop strong collaborative working relationships.
15. Oversee and implement building services aligned to and compliant with Council's Procurement policies.
16. Identify opportunities for innovation, continuous improvement which deliver cost efficiencies without compromising service levels.
17. Cultivate and maintain professional collaborative working relationships with customers, service users, contractors, suppliers, consultants and key stakeholders
18. Use a range of communication methods, including presentations and progress reports to a range of internal and external stakeholders as required.
19. Ensure that good practice and continuous improvement from lessons learned is embedded into the delivery of all building services works and projects.
20. Ensure effective management of building services to support both Councils sustainability strategies to become a zero-carbon organisation by 2030.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.
 - **Additional Information**
 - To work within allocated budgets, and maintain stock lists and inventories of tools, materials and equipment
 - **Manages**
 - x27 FTEs including x2 Apprentices

Team structure



Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Requirements	Assessed by A & I/ T/ C
Knowledge	
Thorough knowledge of mechanical and electrical building services, CIBSE Guide M and SFG20 standards	A & I
Extensive knowledge of the Council's properties, assets and operations. Aligning asset management strategy to ensure optimum resilience to the Council's operations.	A & I
Knowledge of contractual matters and their impact upon the delivery of an operational service	A & I
Experience	
Extensive experience of managing FM Building Services in a multi-site local authority.	A & I

Managing, training, and mentoring technical operational staff	A & I
Managing complex technical projects	A & I
Change management in a dynamic, pressurised environment CAFM systems	
Skills	
Technically competent in the delivery of hard FM services in a local government environment	A & I
Team management - managing a diverse range of staff including direct reports as well as external consultants and contractors	A & I
Excellent organisational skills, ability to quickly identify pragmatic solutions to complex operational problems	A & I
Good verbal and written skills	A & I
Ability to organise and prioritise own workload to meet tight deadlines whilst managing a variable workload and changing priorities. Ability to plan and co-ordinate activities of self and Team in context of conflicting priorities Ability to think creatively and develop new solutions to resolve problems. Demonstrate an innovative approach with the ability to identify and deliver improvements.	A & I
Qualifications	
Vocational / professional qualifications in relevant building services, property or FM subjects (e.g. CIBSE, RICS, BIFM) or significant relevant experience as an FM Building Services / Hard FM Manager.	A & I

A – Application form / CV

I – Interview

T – Test

C - Certificate