

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: FM Maintenance and Compliance Manager	Grade: MG1
Section: Property Services – Facilities Management	Directorate: Housing and Regeneration
Responsible to following manager: FM Hard Services Manager	Responsible for following staff: FM Maintenance Officer – Fabric Bias FM Maintenance Officer – M&E Bias FM Senior Workplace Technician X2 FM Compliance Team Leader
Post Number/s: RWHPR046	Last review date: 14.7.24

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth 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.

Richmond & Wandsworth Better Service Partnership 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 the delivery of statutory compliant FM buildings to all properties in Wandsworth and Richmond Council's SSA estate.

Deputise for the FM Hard Services Manager during periods of annual leave, sickness, training absence.

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

Assist the FM Hard Services Manager and FM Performance and Service Quality Manager in the management and delivering technically complex capital projects to budget and programme.

Specific Duties and Responsibilities

1. Management of statutory compliance, planned preventative, reactive maintenance, and remedial work across the Council's estate.
2. Responsible for the management of all Hard Service Maintenance contracts including charring contractor performance review meetings to ensure we are achieving best value and delivery to an exceptional standard.
3. Ensure the Councils partner working within Council buildings comply with their statutory obligations including but not limited to Enable LC, GLL and Places Leisure.
4. Management of the directly employed FM Hard Services trades Team and integrated contractors and supply chain partners. Includes the management of technically qualified staff including mechanical, electrical, plumbing, and building fabric trades.
5. To act as the responsible person for Water Hygiene and Asbestos across the FM Managed buildings
6. Work with the FM Hard Services Manager with the support of the FM Compliance Team Leader to develop and Implement planned preventative maintenance plans to CIBSE Guide M and SFG20 industry best practice.
7. Support the ongoing development of the Concerto CAFM system ensuring that assets are verified and maintained and operated in accordance with current legislation and to their optimum efficiency
8. Mentor, manage and provide technical and professional support to the FM Hard Services Team. Effectively delegate to the Senior FM Workplace Technicians, FM Maintenance Officers, FM Compliance Team Leader and engender a 'One Team' Team approach to FM Hard Services delivery.
9. Ensure the team are undertaking regular quality inspections to ensure high standards of workmanship.

10. Manage a multi-disciplined technical team.
11. 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.
12. Ensure the highest levels of Health and Safety are achieved across the Council's estate.
13. Assist in the management of the FM maintenance budgets ensuring that Planned Maintenance is effective in reducing Reactive Maintenance expenditure.
14. Support the FM Hard Services Manager and FM Performance and Service Quality Manager in the delivery of technically complex capital works projects.
15. Ensure that effective risk management controls systems are in place to ensure a high standard of service delivery.
16. Ensure compliance with all budget management and financial requirements through the effective monitoring of purchase orders issued and works undertaken to ensure clear audit trails and financial accountability.
17. Work in partnership with external contractors, supply chain partners and key stakeholders to ensure the effective delivery of high-quality building services to meet and exceed customer expectations and develop strong collaborative working relationships.
18. Comply with Council's Procurement policies.
19. Identify opportunities for innovation, continuous improvement which deliver cost efficiencies without compromising service levels.
20. Cultivate and maintain professional collaborative working relationships with customers, contractors, suppliers, customers, and key stakeholders
21. Use a range of communication methods, including presentations and progress reports to a range of internal and external stakeholders as required.
22. Ensure that good practice and continuous improvement from lessons learned is embedded into the delivery of all FM Hard services works and projects.



23. Produce an annual list of lifecycle plant replacements including priorities to include in the capital replacement programme. Assist in the upkeep of a 10 year long term maintenance schedule.

24. Working closely with the FM Performance and Service Quality Manager and FM Hard Services Manager ensure that projects are seamlessly accepted into service with updates to Concerto and management of warranties.

Other tasks as directed by the line manager that are commensurate with the role and within the skill set of the officer.

Generic Duties and Responsibilities

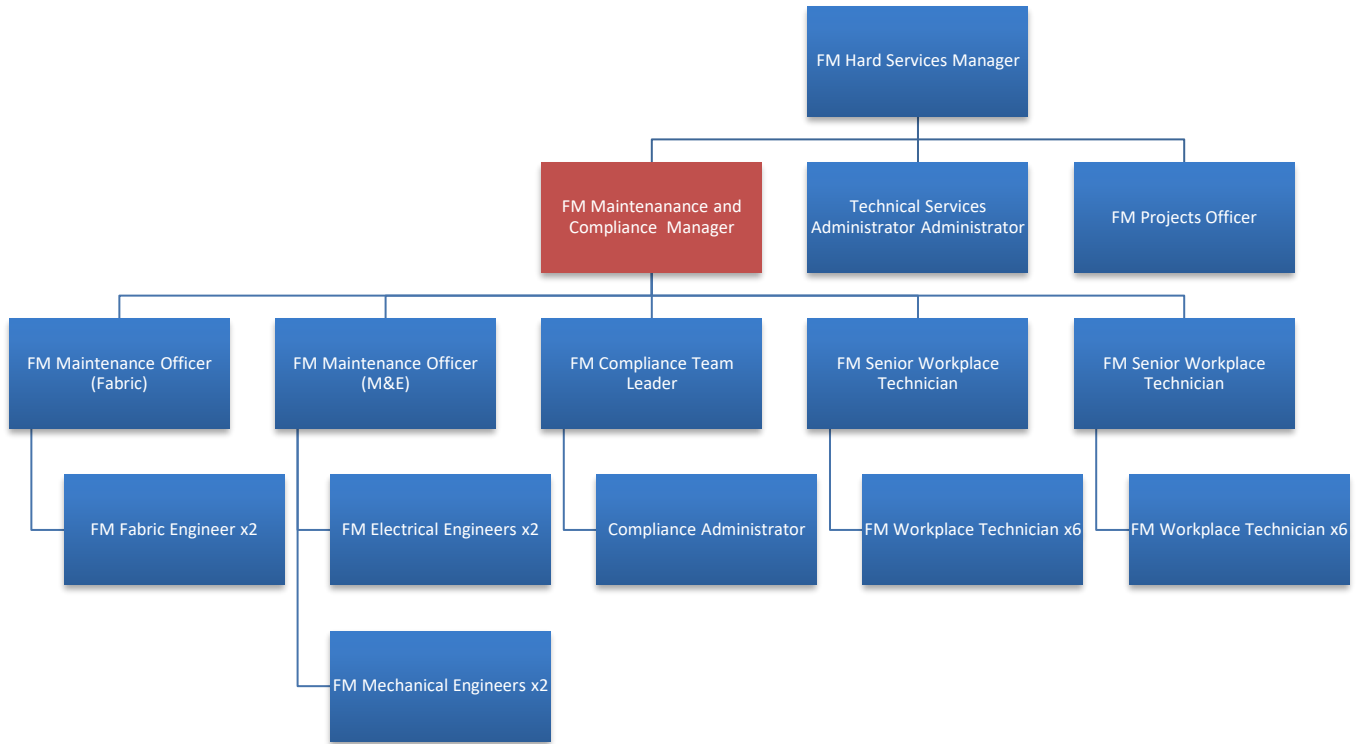
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth 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 roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

To work within allocated budgets, and maintain stock lists and inventories of tools, materials, and equipment **Manages:**

x24 FTEs (5 direct reports)

Team structure



Person Specification

Job Title: FM Maintenance and Compliance Manager	Grade: MG1
Section: Property Services – Facilities Management	Directorate: Housing and Regeneration
Responsible to: FM Hard Services Manager	Responsible for: FM Maintenance Officer – Fabric Bias FM Maintenance Officer – M&E Bias FM Senior Workplace Technician X2 FM Compliance Team Leader
Post Number/s: RWHPR046	Last Review Date: 14.7.24

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Thorough knowledge of mechanical and electrical building services, CIBSE Guide M and SFG20 standards	Yes		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.		Yes	A/I
Knowledge of contractual matters and their impact upon the delivery of an operational service	Yes		A/I
Experience	Essential	Desirable	Assessed
Experience of managing FM Building Services in a multi-site local authority.	Yes		A & I

Managing multi-disciplinary Contracts	Yes		A & I
Managing, training, and mentoring technical operational staff	Yes		A & I
Managing complex technical projects	Yes		A & I
Change management in a dynamic, pressurised environment Good working knowledge of Concerto CAFM system	Yes		A & I
Acting as a Responsible Person within a large organisation		Yes	A & I
Skills	Essential	Desirable	Assessed
Highly Technically competent across mechanical, electrical and fabric workstreams	Yes		A & I
Managing a large team of technical and non-technical staff	Yes		A & I
Excellent organisational skills, ability to quickly identify pragmatic solutions to complex operational problems	Yes		A & I
Good verbal and written skills	Yes		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.	Yes		A & I
Qualifications	Essential	Desirable	Assessed
Vocational 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.		Yes	A & I
Health and Safety Qualification e.g. NEBOSH, IOSH, Responsible person		Yes	A & I
Recognised Management Qualification (eg Institute of Leadership and Management)		Yes	A & I

A – Application form / CV

I – Interview

T – Test

C - Certificate