

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> FM Hard Services and Accommodations Officer	<b>Grade:</b> PO3-PO5
<b>Section:</b> Property Services – FM Hard Services	<b>Directorate:</b> Resident Services
<b>Responsible to following manager:</b>	<b>Responsible for following staff:</b> FM Hard Services Administrator
<b>Post Number/s:</b>	<b>Last review date:</b> Jan 2026

#### Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

## Job Purpose

FM Hard Services within FM covers reactive and planned maintenance services, buildings compliance, project delivery, Premises Management and accommodation moves/churn.

The Hard Services and Accommodations Officer will be responsible for the following areas:-

Assist the Hard Services Manager and in the delivery of statutory compliant FM Maintenance across FM managed buildings in the Wandsworth and Richmond portfolio.

Coordinate and update the tracker for the delivery of all FM projects and assist other directorates to make bids for capital revenue to fund relevant projects as required, demonstrating innovation, quality, value for money and timely completion of works.

Coordinate accommodation moves which include both small scale 'churn' moves and large decanting and reinstatements within budget and time scales to align with the Councils accommodation strategy and agile working.

Assist the Hard Services Manager in arranging and co-ordinating works to support Electoral Services Department to set up venues and polling stations for elections.

Assist the Hard Services Manager to develop plans, strategies, and processes to move towards smart buildings with the focus on sustainability, cost savings, building user satisfaction and comfort and wellbeing.

## Specific Duties and Responsibilities

1. Oversee the day-to-day management of FM Hard Services trackers and coordinate team workflows to ensure operational efficiency.
2. Support office relocations and accommodation planning on behalf of the FM Hard Services Manager.

3. Coordinate Richmond FM responsibilities for Elections, ensuring seamless delivery.
4. Lead stakeholder relationship management across FM Hard Services, maintaining clear communication and chairing key meetings.
5. Assist in developing cost-effective maintenance plans aligned with industry best practice, statutory compliance, and budgetary constraints.
6. Deliver accommodation moves in line with the Council's accommodation strategy and agile working principles.
7. Promote a collaborative 'One Team' approach between internal FM, Design Services, PMO Property Services, and external contractors.
8. Conduct regular quality inspections to audit workmanship and review technical service processes for compliance with best practice and audit standards.
9. Support performance monitoring of external contractors, ensuring service delivery meets or exceeds contractual obligations.
10. Identify skills and knowledge gaps, implementing training and upskilling initiatives to maintain competency and safety standards.
11. Champion Health and Safety across the Council's estate, working with Corporate Safety to define policies and mitigate risks through safe systems of work.
12. Collaborate with Design Services and PMO to prepare capital bids and deliver projects and maintenance plans for corporate assets.
13. Assist in managing the FM Hard Services budget, ensuring accurate cost coding, compliance with procurement regulations, and robust financial accountability.
14. Drive innovation and continuous improvement initiatives to achieve cost efficiencies without compromising service quality.
15. Build and maintain strong professional relationships with customers, service users, contractors, suppliers, consultants, and stakeholders.
16. Prepare and deliver presentations, reports, and business cases to internal and external stakeholders, providing technical solutions to building issues.

17. Review hard services contracts with the Performance and Service Quality Manager, ensuring KPIs and SLAs deliver value for money. Draft specifications, evaluate tenders, and oversee contract compliance.

**Progression to PO4:** Develop sustained, measurable, and positive stakeholder relationships across the Council's operational portfolio.

**Progression to PO5:** Manage accommodation moves and FM delivery for Richmond Elections, including budget and stakeholder management

### **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, handling complaints 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**

### **Team structure**



## Person Specification

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### 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
Knowledge of the Council's Property Portfolio and the operational demands of Council Services occupying the properties	*		A&I
Understanding of the FM Service Delivery model	*		A&I
Experience	Essential	Desirable	Assessed
Working within FM in a Local Authority.	*		A&I
Experience of developing positive relationships and influencing people.	*		A&I

Experience in managing office accommodation moves	*		A&I
Experience of working in FM in a management / supervisory position	*		A&I
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Proficient IT skills, including Microsoft Office Word, Excel, PowerPoint	*		A&I
Experience of using Concerto CAFM system		*	A&I
Ability to organise and prioritise own workload	*		A&I
Good verbal and written skills including Report Writing and meeting minutes	*		A&I
Able to communicate effectively with building users and contractors, and ability to provide a proactive, responsible customer-focused" service.	*		A&I
Attention to detail is key to ensure adequate audit trails are kept	*		A&I
Ability to find solutions to complex operational problems	*		A&I
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Health and Safety Qualification (e.g. NEBOSH/IOSH)		*	A&I
FM Qualification (eg BIFM) or relevant industry experience	*		A&I

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**