**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** FM Compliance Manager | **Grade**: MG1 |
| **Section:** Property Services – Facilities Management | **Directorate:** Housing & Regeneration |
| **Responsible to following manager:**Head of Facilities Management  | **Responsible for following staff:** FM Compliance Administrator |
| **Post Number/s**  | **Last review date:** NA – New post |

**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**

The Authorities have committed to delivering a predominantly in-house Facilities Management Service with a single team operating across both boroughs, Facilities Management Team sits in the Property Services Department within the Housing and Regeneration Directorate.

The service delivers a wide range of Facilities Management Services ranging from mechanical, electrical and building fabric maintenance, statutory compliance, building cleaning, porterage, security, catering, printing and events management. The Head of FM is responsible for an in-house service of up to 100 directly employed staff as well as specialist contracts.

We are looking to appoint a FM Compliance Manager responsible for;

1. Responsible for ensuring that statutory and mandatory compliance percentages are maintained above 80% at all times across an eclectic estate comprising > x properties.
2. Responsible for managing the level of statutory compliance and continuous improvement of the level > 80%.
3. Responsible for identifying and escalating/resolving any gaps/slippage in the annual PPM Plan and statutory compliance.
4. Complete regular site inspections and audits to validate compliance and quality of works.
5. Review internal and external (contractor) Safe Systems of Work (SSOW) including RAMS, site rules, and Permit To Work.
6. Positively intervene and stop any unsafe or poor-quality works identified in the course of regular site inspections.
7. Using the Concerto CAFM system work with FM Building Services management to ensure that the annual PPM Plan is agreed, complete and in place by Feb for each PPM year Apr-Mar.
8. Work with and coordinate the FM Statutory Compliance Administrator and FM Performance CAFM Team to ensure that all asset data held in Concerto is accurate and that the PPM regime for each asset is CIBSE Guide M compliant and aligned to SFG20 best practice.
9. Manage the FM Statutory Compliance Administrator to coordinate and document minimum quarterly performance review meetings with key contractors to ensure that they are meeting their PPM Plan responsibilities and following the correct process for the identification and quote submission of PPM remedial works.
10. Responsible for identifying, implementing and reporting any contractor or PPM process improvement actions arising from contractor performance review meetings.
11. Work with the CAFM Team and FM Building Services Manager to develop and provide SMART management information reporting to include trend analysis reporting on PPM expenditure, PPM Remedial Works job volumes, expenditure by contractor, PPM service, site, asset.
12. Responsible for establishing and attending regular statutory compliance meetings with FM customers including but not limited to schools, GLL libraries, Enable, Places for People. Identify and escalate any non-compliance issues/risks to FM Building Services Manager and HO FM.
13. Work closely with the CAFM Team to ensure that all key contractors, customers and stakeholders have secure access to the Concerto CAFM system and are trained and competent in their understanding and use of Concerto.
14. Responsible for developing strong relationships with key contractor management to ensure a collaborative, transparent and high-performing relationship. Identify and escalate any under-performance to key contractor management for quick resolution.
15. Escalate any PPM contractor under-performance issues to the FM Building Services Manager and Head of Facilities Management together with proposals to address and remedy such issue.
16. Work with Assistant FM Building Services manager and FM Helpdesk to ensure that key PPM contractors are also delivering high levels of Reactive Maintenance in line with FM Help Desk priority expectations.
17. Work closely with VAMS and the CAFM team to ensure that annual PPM Plan accurately reflects the correct sites and assets under the responsibility of FM.
18. Provide technical advice and support to the Facilities Management team on all statutory compliance matters and latest legislation including CIBSE and SFG20.
19. Attend senior management meetings including but not limited to Health, Safety and Compliance Working Group and provide management information reporting relevant to PPM, statutory compliance status and risk.
20. Support the HO FM and Building Services Manager in the procurement of PPM contractors and input into ITT documentation including works specifications, pricing and performance KPIs.
21. Support the HO FM and Building Services Manager to manage revenue budget by identifying opportunities for cost efficiencies which can be achieved without compromising statutory compliance.
22. Identify opportunities for innovation and continuous improvement. To develop positive collaborative relationships which foster cross-pollination of ideas, sharing best practice and which engender a “right first time” ethos within the FM Service Delivery Team.

In addition to the skill above the candidate will be able to demonstrate:

* Proven track record in managing changing and heavy workloads
* Line management experience
* Excellent customer service and user liaison skills
* Team player
* Politically aware

**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.

If you want to know more about this opportunity then please telephone Will Chappell, Head of Facilities Management on 07812166150 for an informal discussion.

**Application details:**

**Please apply on-line at jobs.richmondandwandsworth.gov.uk**

**Closing date: 18th October**

**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 –

* taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
* continuously seeking better value for money and improved outcomes at lower cost
* focussing on residents and service users, and ensuring they receive the highest standards of service provision
* taking a team approach that values collaboration and partnership working.

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| **Person Specification Requirements** | **Assessed by** **A &** I**/ T/ C**  |
| **Knowledge**  |
| Sound knowledge of CIBSE Guide M, SFG20 and statutory compliance  | A & I |
| Technical knowledge of M&E systems | A & I |
| Knowledge of the Council’s property portfolio and the operational demands of the Council services occupying the properties | A & I |
| Understanding of the FM Service Delivery model  | A & I |
| **Experience**  |
| Experience of working in local authority Facilities Management  | A & I |
| Experience of developing positive relationships with technical supply chain partners and contractors | A & I |
| Experience of managing junior admin staff | A&I |
| **Skills**  |
| Proficient IT skills, including Microsoft Office. Extensive experience of Concerto CAFM systemManaging and mentoring junior staff | A & I A & I A & I |
| Ability to organise and prioritise own workload, seeking guidance when appropriate |  A & I |
| Excellent verbal and written skills including Report Writing to communicate effectively with building users and contractors |  A & I |
| **Qualifications**  |
| Technical background with minimum 5 years experience  |  A, I & C |
| Formal training qualification in H&S and/or FM |  A, I & C |
| Membership of relevant trade body (IOSH, BIFM) |  A, I & C |

**A = Application form, I = Interview, T = Test, C = Certificate**