



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: FM Performance and Service Quality Manager	Grade: MG1
Section: Facilities Management	Directorate: Residents Services
Responsible to following manager: Assistant Director of Facilities Management	Responsible for following staff: 11
Post Number/s: 1	Last review date: October 2025

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

To manage the FM Performance, FM Finance, FM helpdesk and CAFM team.

Work closely with the Assistant Director of Facilities Management and the wider FM Management Team to lead on, develop and demonstrate high calibre, high quality Facilities Management service delivery.

Identify key stakeholders (customers), establish regular FM service delivery review meetings to drive collaborative working and continuous improvement in FM service delivery.

Promote the FM service and forge positive collaborative relationships with all Council site management teams, FM contractors and FM supply chain based on high level customer service and customer satisfaction.

Review and monitor contracts to ensure value for money and that contractors meet or exceed their contractor contractual obligations

Specific Duties and Responsibilities

1. Work closely with the Assistant Director of Facilities Management and FM Management Team to develop high calibre, high quality Facilities Management service delivery.
2. Responsible for quickly establishing metric(s) to measure current FM service quality baseline for FM Hard Services, FM Operations and FM Performance.
3. Responsible for Identifying, recommending, prioritising and managing opportunities for FM service quality improvement(s)
4. Responsible for identifying key stakeholders and customers, establishing regular FM service review meetings. Including but not limited to Children's Services, Achieving for Children, Residents Services, Highways, Places Leisure and 3rd party providers GLL and Enable.
5. Responsible for relationship mapping to key stakeholders and customers whilst taking responsibility for positively resolving highlighted concerns/issues to prevent escalation.
6. Act as the FM Relationship Manager for key sites including but not limited to Civic Campus buildings and Depot's.
7. Responsible for developing and managing a FM Service Quality Continuous Improvement Plan, the FM Procurement Strategy coordinating with corporate Procurement



8. Responsible for drafting, developing and managing SLAs and KPIs for all key contractors and suppliers, including Mobilisation of FM Service requirements in contractor meetings.
9. Work closely with FM Hard Services, FM Compliance and FM Operations to regularly review and re-engineer policies, processes and procedures.
10. Lead the FM Performance, FM Finance, CAFM with Helpdesk team to develop and continuously improve its role in delivering excellent customer service.
11. Work closely with SSA Health and Safety Team, ICT and other Better Service Partnership support services to mitigate and minimise risk in FM service delivery, coordinating, developing and managing a delivery risk register for the FM service and working to achieve and maintain Better Service Partnership wide ISO accreditations
12. Works collaboratively with term-contractors and FM supply chain to manage process review and ensure that continuous improvement is understood and measured using SMART metrics. Reporting on contractor performance.
13. Mentor the FM Team to ensure that FM led projects & Works are robust, regularly reviewed and continuously improved using 360-degree reviews of completed projects.
14. Regularly attend site meetings with key stakeholders to review FM service delivery including progress, quality and customer satisfaction levels with FM led projects.
15. Responsible for developing and managing a schedule of FM service quality accolades and complaints.
16. Responsible for quickly investigating and resolving all FM service delivery complaints and establishing an SLA for complaint resolution. Using lessons learned to identify opportunities for continuous improvement(s) in FM service delivery.
17. Responsible for developing, maintaining the FM Business Continuity Plan to ensure that it operationally robust in supporting the Councils overarching BCP.
18. Establish a baseline for FM customer satisfaction, identify and manage projects and to improve satisfaction level(s) across all areas.
19. Responsible for managing, identifying and implementing invest to save initiatives which will improve FM service delivery and reduce annual revenue budget across all areas.
20. Identify opportunities for 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 team.
21. Prepare reports and contract specifications relating to FM Services, attending procurement Board and other meetings as necessary to present reports.



- 22 To support the Assistant Director of FM in representing the Better Service Partnership in dealing with any external organisation(s) / stakeholder(s).
23. To manage FM response and completion of all Hard and Operational FM Reactive Tasks reported via the FM Helpdesk and recorded in the Concerto CAFM system. Ensuring that Tasks are correctly prioritised and scheduled to ensure that KPIs are met.
24. Oversee the management of the CAFM Team and CAFM system to ensure that site location and site asset data is always current and accurate and to be responsible for the regular auditing of the integrity of the data, reporting back to the Assistant Director of FM. To assist in the development of relevant and accurate management information reporting which demonstrates the FM Service Delivery Performance and identifies opportunities for continuous improvement.
25. Uses the Helpdesk / CAFM system to monitor Customer satisfaction and escalates any service issues/complaints to the relevant FM Team to ensure that customer perception is high.
26. Monitors and reports on the productivity of the FM direct workforce and integrated supply chain contractors / partners.
27. Monitors and reports on the first fix ratio of all Reactive Tasks received via the Helpdesk and recorded in the CAFM system.
28. Monitors and reports on FM financial performance against budget. Highlights any significant variance(s) and assists the Assistant Director of FM and Hard Services Manager in the provision of budget forecasting.
29. Provide operational and motivational leadership to the FM Performance, CAFM Helpdesk, & Finance Team promoting a positive working environment conducive to the delivery of high-quality FM services, encouraging innovation and supporting continuous improvement.
30. To ensure that all FM service queries from Members, senior management or staff are dealt with promptly and effectively. Ensuring that any accolades and complaints are recorded in the CAFM system and that complaints / issues are quickly investigated and resolved to the customer's satisfaction.
31. To participate in direct workforce and integrated contractor / supply chain performance reviews.
21. To ensure that robust contract management processes and procedures are in place and communicated to ensure the highest level of service delivery.

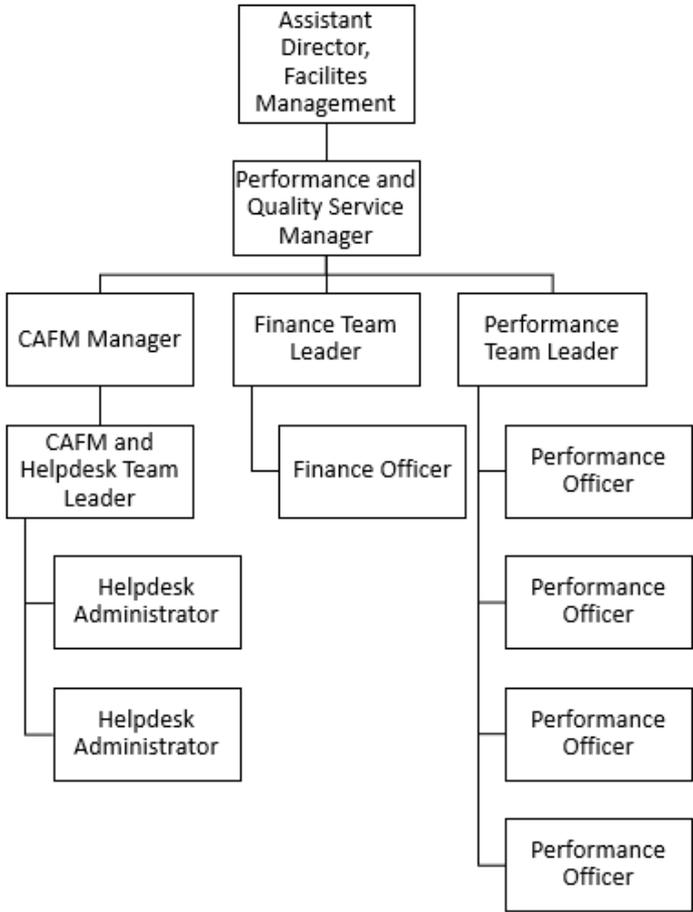
Generic Duties and Responsibilities

- 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.
- The FM management team are responsible for promoting a "one team" service delivery approach, using both in-house and outsourced resources to ensure a proactive and professional FM service
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Additional Information

- To be proactive, positive and resilient with a 'can do' attitude for support in all FM Services.
- To be proactive in identifying and developing new processes around service provision to enhance the vision of the team.
- To have a visible presence on the Corporate Campuses and to provide support outside of usual working hours as required
- To work across the Better Service Partnership as needed
- The role will require the ability to proactively organise and manage a high workload often with conflicting priorities in a dynamic and very fast-moving work environment

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
Excellent understanding of what great customer service is and how to drive continuous improvement in service delivery	X		A/I
Excellent knowledge of performance management, process re-engineering and service improvement	X		A/I
Excellent knowledge of the Council's property portfolio and the operational needs and expectations of the Council services		X	A/I

Excellent understanding of FM Service Delivery models, SLAs and KPIs		X	A/I
Experience	Essential	Desirable	Assessed
Extensive experience of working in local authority Facilities Management		X	A/I
Extensive experience of developing strong working relationships with key stakeholders, including expectation management and Issue resolution with positive outcomes	X		A/I
Developing and managing SLAs and KPIs to monitor contractor and inhouse team performance		X	A/I
Chairing and presenting at senior management meetings		X	A/I
Skills	Essential	Desirable	Assessed
Excellent customer services skills, able to consult, communicate and work collaboratively to improve the Customer experience and raise the Profile of the FM team	X		A/I
Proficient IT skills, including Microsoft Office.	X		A/I
First class ability to organise and prioritise own workload despite conflicting priorities and manage wider team priorities.	X		A/I
Excellent verbal and written skills including Report Writing and presentational skills	X		A/I
Qualifications	Essential	Desirable	Assessed
Formal qualification in Facilities Management, Project Management, Staff Management of Health & Safety		X	A/I
Membership of relevant trade body (IOSH, BIFM)		X	A/I

A – Application form / CV

I – Interview

T – Test

C - Certificate