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

**Job Description**

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| **Job Title:**  Technical Services Manager | **Grade**:  MG2 |
| **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 2023** |

**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.

The FM Service has recently undergone a transformation and restructure to form a new model of service delivery to provide improved, responsive, professional support to staff, Councillors and visitors to both Richmond and Wandsworth.

**Job Purpose**

Technical Services within FM covers reactive and planned maintenance services, compliance and project delivery, including accommodation moves/churn and this role manages these three key areas.

Responsible for managing the delivery of statutory compliant FM Maintenance across buildings in the Wandsworth and Richmond estate.

Manage the Compliance Team to ensure all FM responsible properties are compliant with statutory and mandatory legislation.

Manage the delivery of all FM related projects and assist other directorates to make bids for capital revenue to fund relevant projects as required. Oversee projects from initiation to end of defects liability period, demonstrating innovation, quality, value for money and timely completion of works.

Manage all 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.

To provide technical support to the energy and sustainability team to implement the Councils climate change and sustainability strategy through innovative energy and CO2 reduction which will include design reviews of consultant’s proposals for de-gasification and decarbonisation.

Develop plans, strategies, and processes to move towards smart buildings with the focus on building user satisfaction, comfort and wellbeing.

**Specific Duties and Responsibilities**

1. Day to day management of statutory compliance, planned preventative, reactive maintenance and building compliance across the Council’s estate.
2. Management of the directly employed FM Technical Services Team and integrated contractors and supply chain partners. Including management of technically qualified staff including but not limited to mechanical, electrical and fabric trades.
3. Determining cost effective maintenance plans that can be delivered within budget to industry best practice and ensure statutory compliance.
4. Support the formulation and development of BMS strategy to ensure that assets are maintained and operated in accordance with current legislation and to their optimum efficiency to align with the accommodation strategy and new ways of working.
5. Responsible for delivery of accommodation moves to support the accommodation strategy and agile working.
6. Mentor and provide technical and professional support to the FM Building Services Team. Effectively delegate to the FM Maintenance Manager and Maintenance Officers/Project Manager and engender a ‘One Team’ Team approach between FM and Property Services internal staff and contractors.
7. Undertake regular quality inspections to audit and ensure high standards of workmanship, including process for monitoring external contractor performance.
8. 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.
9. Ensure the highest levels of Health and Safety are achieved across the Council’s estate working with the Corporate Safety team for safe systems of work to mitigate risk and respond to emergency situations.
10. Coordinate and work closely with Design Service (the in-house consultancy Service) and the PMO (Project Management Office) in preparing Capital bids and delivering projects for all corporate assets.
11. Support and assist the Design Service technical consultancy expertise in confirming the scope of statutory compliance remedial works and project works.
12. Champion and assist the policy and sustainability teams to deliver all FM actions that are part of the Councils’ sustainability strategies and action plans including the decarbonisation of buildings and net-zero carbon by 2030.
13. Support and assist the Design Service to ensure the preparation of appropriate technical specifications for all projects works with particular focus on future maintenance and alignment with the agreed FM strategy. Provide input into the prioritisation of capital and revenue expenditure to develop risk-based works programmes.
14. Manage the FM Building Services budget, liaising with the FM finance team leader and HoFM to ensure compliance with all budget management, procurement, and financial regulations through the effective monitoring of purchase orders issued and works undertaken to ensure clear audit trails and financial accountability.
15. Work in partnership with external contractors, supply chain partners and key stakeholders to ensure the effective delivery of high-quality technical services management to meet and exceed customer expectations and develop strong collaborative working relationships.
16. Oversee and implement technical services aligned to and compliant with Council’s Procurement policies.
17. Identify opportunities for innovation, continuous improvement which deliver cost efficiencies without compromising service levels.
18. Cultivate and maintain professional collaborative working relationships with customers, service users, contractors, suppliers, consultants, and key stakeholders.
19. Use a range of communication methods, including presentations and progress reports to a range of internal and external stakeholders as required.
20. Ensure that good practice and continuous improvement from lessons learned is embedded into the delivery of all building services works and projects.
21. Prepare reports and attend committee meetings as required to present business cases to senior managers and Councillors.
22. Review all hard services contracts with the Performance and Service Quality Manager, review KPI’s and service level agreements to ensure they are fit for purpose and provide value for money. Write specifications for hard services contracts and projects, evaluate tender returns as necessary to meet the service requirements of the Councils.

**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 information security and 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.
* The FM Management team are responsible for promoting and fostering a “one team” approach to FM service delivery, using both in house and external resources (approved suppliers).

**Additional Information**

To review, monitor and manage the allocated “hard FM” capital and revenue budgets raising any potential issues with the HoFM and AD Property Services.

**Team structure**

* **Manages**
* x27 FTEs

**Person Specification**

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| **Job Title:**  FM Technical Services Manager | **Grade**:  MG2 |
| **Section:**  Facilities Management - Property Services | **Directorate:**  **Housing & Regeneration** |
| **Responsible to following manager:**  Head of FM | **Responsible for following staff:**  X27 FTEs including x2 Apprentices |
| **Post Number/s:** | **Last review date: May 2023** |

**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.

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| **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 |
| Design of building services systems | A & I |
| Building Regulations | A & I |
| All aspects of statutory compliance | 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 |
| Designing of building services systems | A & I |
| Project Management including RIBA stages | A & I |
| Dealing with Building Control, Planning & Listed Building Consents | A & I |
| Managing Compliance in a multi-site portfolio | A & I |
| Change management in a dynamic, pressurised environment | A & I |
| **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** | |
| Degree in Building Services or approved equivalent  Health and Safety Qualification (Nebosh/IOSH) | A & I |
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**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**