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

**Job Description**

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| **Job Title:** FM Projects Officer | **Grade**: PO5 (£40,183 - £47,274 depending on experience) |
| **Section:** Property Services - FM Building Services  | **Directorate:** Housing & Regeneration |
| **Responsible to following manager:**Head of FM | **Responsible for following staff:** NA |
| **Post Number/s:**  | **Last review date:**NA |

**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**

To effectively manage and deliver FM projects by developing positive collaborative working relationships with key stakeholders and internal and external customers, understanding and interpreting their requirements and managing projects to their expectations within programme and budget.

Responsible for coordinating all project inputs, resources and overseeing the delivery of FM related projects to achieve customer satisfaction.

Ensure that FM projects are well managed, deliver value and are compliant with the Council’s PMO process and procurement rules.

**Specific Duties and Responsibilities**

1. Establish project requirement(s) through regular update meetings with FM Building Services Manager, Design Services and Project Management Office (PMO).
2. Responsible for consulting with the customer(s) to fully understand their requirements and expectations. Coordinating all project stakeholders to ensure that requirements and expectations are clearly understood.
3. Responsible to writing and issuing the technical scope of works (specification) document(s) with input from the FM Building Services Manager, Design Services and PMO as required.
4. Responsible for agreeing the project budget with HO Facilities Management, Design Services and PMO Teams ensuring that costs (pre-tender estimate) are within the agreed revenue or capital programme budgets.
5. Responsible for agreeing project programme with all stakeholders including the customer(s) and contractors.
6. Responsible for coordinating project pre-start meetings with all stakeholders to ensure that where required a Construction Phase Plan is in place and CDM Regulations have been addressed.
7. Responsible for regular site inspections whilst the project is in progress to ensure that the works are being delivered safely, to the required quality of materials. Workmanship and are on programme and budget.
8. Regularly meet with the customer(s) to ensure customer satisfaction. Ensure that the project works are causing minimal disruption to their core business operation, the local community and the environment.
9. Responsible for ensuring that any variance to project cost and/or programme are risk / impact assessed, justifiable and communicated to all stakeholders.
10. Work with Council’s PMO Team to identify framework approved Project Management consultants for use in complex high value projects.
11. Ensure that effective project management, planning, budget and risk management controls systems are in place to ensure a high standard of project delivery.
12. Work with the Head of Facilities Management, Head of Design Services, Head of Construction and FM Building Services Manager to develop the annual Capital programme(s) for Richmond and Wandsworth.
13. Understand the Capital Bids process and timetable so that feasibility and budget is established in advance of Capital Bids timetable.
14. Ensure the highest levels of Health and Safety are achieved on all projects. Ensure that all project related work i is undertaken safely and is compliant with statutory and industry regulations including CDM Regulations 2015.
15. Responsible for project financial management and planning to include the management of project budgets in line with the Council’s procurement guidelines.
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. Produce, develop and manage a project database in Share Point which captures all relevant project data including but not limited to site location, project description, cost, duration, risk and critical success factors.
18. Develop strong collaborative working relationships with all project stakeholders including customers, contractors and stakeholders.
19. Identify opportunities for innovation, continuous improvement which deliver cost efficiencies without compromising service levels. Ensure that good practice and continuous improvement from lessons learned is embedded into the delivery of FM projects
20. Use a range of communication methods, including presentations and progress reports to update internal and external stakeholders as required.

**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.

**Additional Information**

This role requires the ability to proactively manage a large workload with multiple projects of varying values and conflicting priorities.

**Manages**

NA

**Team Structure**



**Person Specification**

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| **Job Title:** FM Projects Manager | **Grade**: PO5 (£40,183 - £47,274 depending on experience) |
| **Section:** FM Building Services - Property Services | **Directorate:** Housing & Regeneration |
| **Responsible to following manager:**Head of Facilities Management | **Responsible for following staff:** NA |
| **Post Number/s:**  | **Last review date:** NA |

**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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| **Requirements** | **Assessed by** **A &** I**/ T/ C**  |
| **Knowledge**  |
| Thorough knowledge of project management methodologies | A & I |
| Thorough knowledge of delivering FM Building Services projects | A & I |
| Technical knowledge of construction, mechanical and electrical systems | A & I |
| Extensive knowledge of the Council’s properties, assets and operations.  | A & I |
| Knowledge of Concerto CAFM system | A & I |
| Knowledge of contractual matters and their impact upon the delivery of an operational service | A & I |
| **Experience**  |
| Extensive experience of managing FM Building Services projects in a dynamic multi-site organisation | A & I |
| Experience in process review and re-engineering. | A & I |
| Managing multi-faceted technical projects | A & I |
| Change management in a dynamic, pressurised environment | A & I |
| **Skills**  |
| Technically competent in project management methodologies | A & I |
| Excellent organisational skills, ability to quickly identify pragmatic solutions to complex operational problems | A & I |
| Excellent verbal and written skills  | A & I |
| Ability to organise and prioritise own workload to meet tight deadlines whilst managing a large variable workload and changing priorities. Ability to plan and co-ordinate activities despite conflicting prioritiesAbility 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**  |
| Recognised RICS Project Management qualification | A & I |

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