

Post Specification

Date	February 2023
PG Number	7152
Post Title	Facilities Lead
Job Family	Operations
Job Family Role Profile	OP9i
Final Grade	Grade 9

To be read in conjunction with the job family role profile

<p>Service Area description</p> <p>This is a key post within the Commercial Investment and Property team. The Commercial Investment and Property team is responsible for the delivery of the reactive maintenance and management of all of the County Council's assets including corporate buildings and schools, over 500 assets. The service supports a diverse range of property requirements to ensure statutory compliance and management of the council's portfolio to enable council functions to be delivered efficiently and effectively. The Commercial Investment and Property team act as the intelligent client, providing technical and professional advice to support service delivery and improvement through the retained portfolio and form a key team within the Economy and Infrastructure Directorate.</p>
<p>Purpose of this post</p> <p>The Facilities Lead will assist the Facilities Manager and Corporate Landlord, to provide a workplace environment that is an exemplar of best practice, is economical, efficient, effective, flexible and meets the changing needs of the organisation. To ensure the provision of information to customers in order to support the development of knowledge in terms of key facilities issues and priorities and associated compliance requirements. Formulating facilities led communications and initiatives to engage customers/building users on often challenging issues.</p> <p>To act as advocates for a high quality facilities service, liaising with building users to communicate key messages to support an optimum work environment. Facilities leads will advocate clear programmes of work by the Council including transformation, improvement and decarbonisation related activities within the Corporate Estate.</p>
<p>Key job specific accountabilities</p> <ol style="list-style-type: none"> 1. Ensure the distribution and communication of knowledge and information relating to key issues and priorities for the facilities service across customer bases in order to enable an understanding of good working practices for customers. 2. Build on continuous improvement, identify, justify, implement and communicate new processes and procedures that improve operational outcomes while optimising financial and non financial benefits. 3. Lead and motivate the team in proactively providing and delivering a compliant working environment and ensuring a welcoming, secure, clean, safe and comfortable work place, ensuring all building users experience a quality service. 4. Assist the Facilities Manager by developing and maintaining building standards, files, fire evacuation procedures, relevant Health and Safety requirements reporting on issues in line with required timescales and working on a cross directorate basis. 5. Ensuring all building users are aware of their responsibilities under Health & Safety.

6. Ensure building maintenance takes place for all required buildings and equipment, both planned and time sensitive creating a safe working environment for all. Ensure all H&S information is displayed in line with appropriate guidelines.
7. Management of all relevant systems required to support the operation of the business.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • Manage agreed resources and financial transactions.
Staff Management Responsibilities	<ul style="list-style-type: none"> • Management of up to 10 employees
Other	<ul style="list-style-type: none"> • None

Essential Criteria - Qualifications, knowledge, experience and expertise

- Institute of Workplace and Facilities Management (IWFM) level 3 qualification, or equivalent demonstrable experience.
 - Understanding the requirements to deliver the highest level of customer service with excellent attention to detail, communication and people skills
 - Working knowledge of Health & Safety and hygiene regulations eg manual handling etc
 - A demonstrable understanding of FM Operations and management of a range of services.
 - Excellent people management skills, able to effectively delegate roles as required and provide strong line management
 - Experience in dealing with a range of stakeholders with varying of dealing with difficult people
- Effective multi tasker, able to respond to and address workloads and issues that may arise across multiple sites.

Disclosure and Barring Service – DBS Checks

- This post requires / does not require a DBS check.

Job working circumstances

Emotional Demands	<ul style="list-style-type: none"> • Minimal
Physical Demands	<ul style="list-style-type: none"> • No additional demands
Working Conditions	<ul style="list-style-type: none"> • Office environment

Other Factors