

## Job Description Facilities Manager – Operations

<b>Service:</b>	Facilities Management	<b>Team:</b>	Hard FM
<b>Location:</b>	County Hall, Preston (Sites based in West Lancs, Chorley and Leyland)		
<b>Salary range:</b>	£36,363- £40,777	<b>Grade:</b>	8
<b>Reports to:</b>	Senior Facilities Manager	<b>Staff responsible for:</b>	No

### Job Purpose

Supporting the Senior Facilities Managers in delivering and fully implementing policy, best practice, and legislative requirements across a diverse portfolio of county council premises.

The Operations Managers will be appointed to specific geographic areas of responsibility but will also be required to support colleagues in other areas of the County where required.

### Accountabilities/Responsibilities

#### Responsibilities

- Manage the premises compliance for a portfolio of approximately 30 sites across a geographic area of the county, in line with statutory requirements and corporate premises management standards.
- Deliver a high-quality facilities management service to the County Council's premises and building occupiers, ensuring that day-to-day and planned maintenance of the sites provides a safe and accessible working environment.
- Provide professional expertise and guidance to colleagues within FM and across other professions both within the County Council and with external contractors as and when required.
- Undertake risk assessments as required to identify risks to health and safety and demonstrate compliance with statutory requirements, developing and monitoring control measures and progressing corrective actions through to acceptable resolution.
- Ensure adequate records are kept with regards to incidents, near misses and accidents.
- Develop action plans to ensure compliance with relevant legislation and premises management standards.
- To carry out such other duties as required or delegated by the Senior Facilities Manager, including undertaking tasks performed by lower grades and deputising for management as required.

## Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

## Our Values

### We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers, and partners with respect, listening to their views, empathising, and valuing their diverse needs and perspectives, to be fair, open, and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners, and customers to help achieve the best outcomes for everyone.

## Person Specification Facilities Manager – Operations

All the following requirements are essential unless otherwise indicated by \*

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• Higher level qualification in Facilities Management or other relevant discipline, with a minimum of 2 years' experience in a similar role. *</li> </ul> <p style="margin-left: 20px;">OR</p> <ul style="list-style-type: none"> <li>• Minimum of 3 years' experience working in a similar role e.g., with responsibility for a range of facilities management functions and building related health and safety matters</li> <li>• Full UK Driving Licence</li> <li>• IOSH Qualification or demonstrable knowledge and experience of health and safety</li> <li>• Good standard of literacy and numeracy, with general education in maths and English at minimum GCSE or equivalent</li> </ul>
<b>Experience</b>
<ul style="list-style-type: none"> <li>• Minimum of 3 years' experience within facilities management, property management or other area relevant to accommodation management.</li> <li>• Experience of delivering hard and soft facilities services and discharging the associated health, safety and risk management responsibilities, including those relevant to fire safety legislation and the Equality Act.</li> <li>• Experience of working in a fast-paced environment with the ability to resolve complex issues and demonstrate good judgement.</li> <li>• People management experience working across multiple disciplines and the ability to demonstrate leadership skills.</li> <li>• Understanding of procurement procedures and management facilities related contracts.</li> <li>• Understanding of CAFM systems or other ICT based information and reporting systems.</li> </ul>
<b>Essential knowledge, skills &amp; abilities</b>
<ul style="list-style-type: none"> <li>• Understanding of the legislative and contractual obligations that attach to the provision and operation of property assets and facility services.</li> <li>• Understanding of budget monitoring processes and recording of accurate financial data for areas of responsibility.</li> <li>• Effective communication and reporting skills, both written and verbal, with the ability to influence and negotiate with stakeholders.</li> <li>• Proven ability to prioritise and deal with multiple issues on a regular basis.</li> <li>• Team management experience with excellent interpersonal skills for dealing with staff and customers at all levels.</li> </ul>

- Strong collaborative approach and team ethic
- Advanced proficiency in the use of Microsoft office applications (Excel / Word / PowerPoint / Outlook).

### **Other essential requirements**

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.
- This is an essential car user post  
*You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive*