|  |  |
| --- | --- |
| **Role Title** | **Technical Services Manager** |
| **Job Family** |  |
| **Competency Level** | **Senior Manager** |
| **Pay Scale** | **PO10** |
| **Purpose** | |
| The Technical Facilities Manager is the council’s subject matter expert for all technical aspects of facilities management service delivery. This will include responsibility for the council’s Planned & Preventative Maintenance regime and statutory compliance for all non-domestic buildings within the FM scope of responsibility.    The Technical Services Manager leads the development of the council’s maintenance strategy and ensures the council is up to date with current legislation and best practice in the servicing and maintenance of building plant and fabric and all other relevant matters.  The Technical Services Manager is responsible for the performance and delivery capital replacement programme/forward maintenance plan. This will include the planning of projects, commissioning of technical advisors and contractors as appropriate for each scheme. | |
| **Generic Accountabilities** | **End Results/ Outcomes** |
| Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered. | The service is delivered to the quality, Council, professional and legislative standards required.  Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.  Corporate strategies are effectively implemented within area of responsibility.  External inspections are managed effectively.  Service delivers excellent customer service. |
| Manage responses to complex professional or politically sensitive issues within the area of responsibility.  Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility. | Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.  Major issues are managed through to a satisfactory conclusion.  Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.  Customer outcomes are clearly understood and specified.  Services / goods are delivered on time, to budget and standards agreed.  Opportunities to improve delivery / capacity of provision are proactively identified and actioned.  Suppliers and supply chains are resilient and adaptable to meet changing needs.  Expected operational efficiencies are realised. |
| Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards. | Service plan and targets for area of responsibility are developed from Council’s overall strategic directives and agreed and communicated within required timeframe.  Strategic and operational input is provided to wider business planning and development.  Progress against objectives is effectively monitored and delivered. |
| Ensure the development and delivery of continuous improvements in all aspects of the service. | Improvements are developed and delivered effectively.  Stakeholder requirements are met. |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | The team is highly competent, effective, motivated and outcomes focussed.  Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.  Effective team meetings take place to required timescales. |
| Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives. | Resources including, equipment, people, and systems are utilised optimally and efficiently.  Annual budget is planned, developed and delivered. Value for money is maximised.  Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance. |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained. | Safeguarding standards are monitored and maintained in compliance with Council policy.  Appropriate safeguarding training is provided. |
| Implement a risk management programme and advise on issues affecting Council service areas. | Business threatening situations are recognised, planned for and managed or escalated as appropriate.  Systems and governance are in place to and respond promptly to critical events.  Continuous service is provided. |
| Ensure the successful implementation of health and safety legislation, policies and practices. | Risks to staff and others are assessed and managed.  Suitable health and safety instruction and training are provided.  There is a safe working environment. |
| **Job Specific Accountabilities:** | **End Results/Outcomes** |
| To be responsible for the preparation of annual budgets for major works, planned and cyclical maintenance, and responsive repairs. | Value for money is achieved across the relevant budgets and all spend is responsibly restrained. |
| Ensure that effective arrangements are in place for the routine maintenance of equipment and services, in compliance with legislation and good practice. | All council premises and equipment is correctly maintained, safe and greater longevity is ensured by the proper management of it’s maintenance. |
| Ensure FM team and relevant stakeholders are trained on all relevant legislation and their specific responsibilities | All stakeholders are aware of their duties and responsibilities with regarding to managing their relevant facilities |
| Develop and lead the performance and delivery of the council’s maintenance strategy and capital replacement programme/forward maintenance plan | The maintenance strategy and forward maintenance plan deliver medium term savings across the council estate |
| Manage the capture and management of all data relating to compliance across the responsible areas, ensuring agile reportability. | Live data is available at all times, in an easily accessible format allowing transparency across the entire FM discipline |
| Manage all contractor permit schemes across the council estate (hot works, confined spaces, working from heights etc) | All works on FM managed sites are conducted safely and within the relevant legislation, regulation and codes of practice |
| Provide pragmatic professional and technical advice on property maintenance (building surveying, mechanical and electrical), contract procurement and project management matters, to colleagues and other stakeholders. | Works engaged in are completed with the necessary risk assessments, budget agreements etc in line with all council policies including procurement policies. |
| Undertake a range of building surveying and project management duties where required Including: inspections and surveys, defect analysis, feasibility studies, preparing reports and cost estimates, producing specifications and tender documents, procurement of works, services and supplies, project management | Projects are properly planned, funded and completed within necessary timeframes.  All council policies are adhered to without failure. |
| Preparing reports for decision making at senior management level, for committees and Cabinet meetings ensuring language is clear and understandable to all potential readers | Appropriate reports are written to a high standard stating clear facts, in persuasive language and are completely transparent |
| Develop all necessary policies arising from relevant corporate strategies | The council has a full suite of clearly written policies relating to the FM service area’s responsibilities |

|  |
| --- |
| **Nature of Contacts**  Senior managers, directors, members and equivalent level external contacts, key stakeholder’s partners and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery. To provide expert advice, guidance and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.  Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions. |

|  |
| --- |
| **Procedural Context**  Manage highly complex / high risk issues within a framework of policy and regulatory guidelines. Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take. Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service.  Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.  Occasionally the post will be expected to work from other locations |
| **Key Facts and Figures** |

|  |
| --- |
| **Resourcing**  May have some line management responsibilities  Budget responsibility in the region of £2M |
| **Knowledge, Skills and Experience**   * Specialist knowledge – All round FM experience, with bias for Hard Services FM provision. * In depth technical knowledge of professional aspects of work, continually seeks to maintain knowledge. (E) * Substantial experience FM Hard Services and generalist experience in the property field including surveying, inspection and reporting; maintenance and servicing contracts; design and specifying (E) * Sound knowledge of all aspects of planned maintenance for all building types, including lighting, power, fire alarm and emergency lighting, intruder and security entrance systems (E) * Excellent knowledge of Building Regulations and Statutory requirements as they apply to the facilities management discipline eg. Asbestos, fire, water, electrical, gas regulations and relevant HSE codes of practice (E) * Experience of developing Forward Maintenance Plans and asset planning (E) * Experience of managing planned maintenance and statutory compliance (E) * Experience of public sector procurement of contracts valued up to £1M (E) * Experience of implementing and/or managing an Intelligent Client Function (E) * Knowledge and experience of operating in a complex local authority, or similar, environment (D) * An excellent understanding of good practice in contract management (E) * Ability to manage, interpret and present large amounts of performance and other data from providers, highlighting key messages and areas of strength and weakness (E) * Excellent ICT skills, including the ability to full utilise Microsoft Office products, particularly Excel (essential) and experience of Concept and Concerto (or other similar CAFM and AM packages) would be an advantage (D) * Well-developed project management skills (D) * Strong commercial skills with experience of operational cost management. (D) * Proven track record of delivering year on year productivity improvements. (E) * Proven ability to think outside the square and provide pragmatic solutions to complex problems (E) * Work effectively in a multi-disciplinary team environment and ability to work alone as required, requiring minimal supervision (E) * Able to share good practice and experience with and learn from others (E) * Demonstrable commitment to and awareness of equality and diversity in the workplace (E) |
| **Indicative Qualifications**   * Must hold relevant either mechanical or electrical degree or suitable higher education qualification * IOSH qualified as minimum NEBOSH Certificate (General Level) desirable * Membership of recognised relevant institute desirable |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |