



**LONDON BOROUGH OF MERTON**  
**CORPORATE SERVICES DEPARTMENT**  
**JOB DESCRIPTION**

**POST TITLE: Compliance & Maintenance Manager**

**Grade: MGA**

**DIVISION/SECTION: Infrastructure and Transactions Division / Facilities Management Team**

**Location: Merton Civic Centre or any other location as required**

**Responsible to: Head of Facilities Management**

**Responsible for: Directly manages 6 and a further 3 within the team**

**Post number:**

**Date: November 2016**

## **1. MAIN PURPOSE**

Responsible for the delivery and management of planned and responsive maintenance across approximately 110 LBM operational sites, including the provision of a 24 hour emergency call out service, ensuring that buildings meet statutory compliance standards and are safe environments to use by staff and visitors.

Responsible for the management of the FM Helpdesk, which determines if work is undertaken through in-house team or external contractors, and also acts as the 'front door' to the whole facilities team. Manages budgets up to £3 million and key maintenance and repairs term contracts to control a range of specialist disciplines, which requires liaison with clients across all Council directorates.

Provides an effective technical assurance service by developing and implementing technical and performance standards ensuring that

maintenance and projects comply with corporate governance responsibilities and provides value for money and fit for purpose solutions.

Undertakes work at a high level across a range of technical disciplines and commissions work and negotiates with external property professionals and liaises internally clients across all directorates

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Maintenance Management**

Ensures the FM team delivers high quality, professional maintenance services to appropriate technical standards.

Takes a strategic overview of the condition and state of repair of buildings in the property portfolio. Develops and implements programmes of work to ensure all buildings remain operational and fit for purpose based upon condition survey information and budget availability.

### **Financial & Contract Management**

Responsible for budgeting, estimating, planning and objective setting for contracts up to a value of approximately £3,000,000.

Develops, implements and monitors a set of Key Performance Indicators with maintenance term contractors and other suppliers in order to drive service improvements and value for money.

Monitors performance and takes corrective action where necessary.

Reviews service delivery to ensure that agreed targets are met and makes proposals to make improvements and meet forecast changes in the level or type of service.

### **Technical Assurance Standards**

Keeps abreast of industry trends and best practice developments to set and maintain technical standards for planned responsive maintenance and provide advice guidance at a strategic level to the wider business about regulatory and legislative compliance issues.

Ensures that statutory and mandatory requirements and regulations are upheld. Works in close collaboration with the Safety Services Team and liaises with statutory enforcement agencies (e.g, H&S Exec, LFCDA) to ensure consistency and appropriate preventative actions and recommendations are followed up.

Acts as the technical specialist within the Council on electrical, mechanical and building related matters providing technical design advice and guidance

at a strategic level to the wider business about regulatory and legislative compliance issues.

### **Team Management**

Provides effective leadership: vision, direction and support to the team.

Prioritises and allocates workload; takes appropriate action to ensure team performance including undertaking appraisals and regular one-to-one meetings with team members.

Identifies development needs and provides coaching to develop the skills and knowledge of team members.

### **Client Management**

Builds long-term, influential, strategic relationships with all client departments to understand their needs and acts as a focal point for customer contact.

Excellent communication and advocacy skills both orally and in writing to work effectively at all levels and deals with complex issues and potentially contentious matters in a persuasive and sensitive manner.

Manages colleagues in their dealings with clients; initiates procedures to improve service to and relationships with clients.

### **Creativity & Innovation**

Undertakes work which requires creativity and innovative input and range of expertise to deliver appropriate solutions

### **Data Management**

Reviews and introduces systems and processes to collect and maintain data including servicing records and certification to produce reports to demonstrate statutory compliance relating to asbestos, water safety, etc.

Develops a regime to collect and maintain data to support an asset inventory; register and produce appropriate need based programmes of work.

Reviews and updates policies, operating procedures and risk assessments to mitigate compliance risks.

## **General**

Works in accordance with Merton's Equal Opportunities, Health & Safety, Data Protection and other relevant policies and legislation.

Acts as a role model for the fair and respectful treatment of others, actively challenging discrimination and disrespect where necessary.

Required to be available to work outside normal business hours.

Deputises for the Head of FM as necessary.

Any other duties commensurate with the grade of the post, as may be required from time to time

**November 2016**



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**CORPORATE SERVICES DEPARTMENT**  
**PERSON SPECIFICATION**

**POST TITLE: Compliance and Maintenance Manager**

**Grade: MGA**

**Knowledge, Experience and Skills**

- Significant knowledge of construction related legislation including: Control of Asbestos Regulations (CAR); Construction, Design and Management (CDM); water risk management; and other mechanical and electrical cyclical requirements.
- Substantial post-qualification experience across a varied property portfolio
- A demonstrable commitment to achieving customer service excellence.
- Ability to build and maintain excellent working relationships across a broad spectrum of internal and external stakeholders including consultants, contractors, public and staff.
- Demonstrable experience of managing and leading multi-disciplinary teams, ensuring the highest professional standards and performance; able to lead and secure commitment from staff, to motivate and direct staff to succeed and to develop a productive and positive team culture.
- Ability to think, plan and act under pressure to meet deadlines and service priorities.
- Highly developed and persuasive communication and negotiation skills; including the ability to influence peers and more senior stakeholders to ensure that technical advice is acted upon and negotiate with suppliers on contractual matters.
- Excellent time management, organisation and prioritisation skills.
- Experience of setting, managing and controlling budgets
- Significant numerical and analytical skills

## **Understanding and Aptitude/Behavioural competencies**

- Innovative and creative thinker with ability to foster and maintain a culture of innovation, creativity and continuous improvement within the team
- Self-motivated
- Embraces change
- Effective communicator
- Customer focused
- Problem solver
- Decisive
- Team player able to work collaboratively
- Flexible attitude

## **Education, Training and Qualifications**

- Degree or equivalent appropriate technical qualification at a higher level, such as BTECH HNC/HND in a construction related discipline
- Member of a recognised relevant professional body, such as Royal Institute of Chartered Surveyors (RICS); Chartered Institution of Building Services Engineers (CIBSE) etc

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