



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

**POST TITLE: Senior Facilities Manager**

**Grade: ME15**

**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: Facilities Project Manager x 2 & Chaucer Centre Manager**

**Post number:**

**Date: February 2017**

**1. MAIN PURPOSE**

To manage and direct the delivery of facilities management services at approximately 110 corporate offices and operational buildings.

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.

Responsible for the strategic direction and management of workload of Facilities Project Managers.

To act as a technical client officer on all building and facilities related issues in respect of planned and reactive maintenance and improvement works for a portfolio of buildings.

## **2. MAIN DUTIES AND RESPONSIBILITIES**

### **Building Management**

Responsible for and lead contact for the operational management of all site based FM services and for service quality and development.

Ensures that statutory and corporate H&S standards are applied and adhered to in delivery of the FM service.

Takes a strategic overview of the portfolio and prepares formal commissions and technical briefs to manage complex programmes of work and projects, taking into account the impact on building occupants, staff and visitors and to minimise disruption to key areas of service delivery.

Acts as designated site manager for the Civic Centre, including remit for the safety of common parts; developing, testing and operating emergency procedures and risk assessments. This includes responding to emergency situations to ensure business continuity in and outside normal working hours.

Acts as a technical client officer and project manager for specific buildings within the portfolio, including:-

- Project managing all aspects of major schemes and liaise with occupying departments to ensure the smooth implementation of works and minimise any disruption to service delivery.
- Acting as “Duty Holder” for Asbestos, “Client” in respect to CDM and the responsible person in respect to water safety.
- Ensuring that statutory testing and maintenance is undertaken and that all necessary certification and records are maintained on site.

### **Performance Management**

Initiates, reviews and maintains a system of performance indicators for facilities services and monitors and compares performance with other relevant public and private sector organisations

Responsible for planning and implementing measurable performance standards for all work undertaken by the facilities project managers

Manages and monitors current and future workload of the team to ensure that individuals are able to meet required timescales for individual projects.

## **Creativity & Innovation**

Investigates and develops new ways of service delivery working collaboratively with colleagues as required.

Keeps up to date with current legislation and initiates research into current best practices and benchmark standards for all FM services and provides advice and guidance at a strategic level to the wider business about facilities issues.

## **Team Management**

Provides effective leadership: vision, direction and support to the team, including a visible and daily point of contact and escalation for team members and offers support, guidance and coaching as required.

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

Ensures that any directly managed staff are highly motivated and possess required skills and abilities by identifying development needs and providing coaching to develop the skills and knowledge of team members.

## **Client Management**

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

Communicates 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

## **Budget Management**

Takes responsibility for relevant facilities budgets up to a value of circa £800,000 and ensures cost centres are monitored appropriately to manage within budget and identify cost pressures and savings opportunities without detriment to service delivery.

## **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.

Deputises for the Head of Facilities as necessary.

Required to be available to work outside normal business hours.

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

**February 2017**



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

**POST TITLE: Senior Facilities Manager**

**Grade: ME15**

**Knowledge, Experience and Skills**

- Substantial post-qualification experience of managing a corporate property portfolio
- A good understanding of budget management including ability to draft project plans and bids for funding.
- Analytical skills and sound judgement
- 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.
- Demonstrable experience of managing and leading multi-disciplinary teams.
- Ability to think, plan and act under pressure to meet deadlines and service priorities.
- Persuasive communication and negotiation skills
- Excellent time management, organisation and prioritisation skills.
- Experience in the commissioning and management of external technical consultants to deliver a program of capital improvement and repair works within occupied premises.
- Experience in the delivery of major building improvement and repair/maintenance projects within agreed time scales and allocated budgets.
- Experience of managing projects and works within a rapidly changing environment with frequent requirements to produce original and innovative solutions to problems for which no pre-set plan or procedure exists.
- Experience of undertaking and reviewing elemental building condition surveys within large occupied buildings.

- Knowledge of statutory standards and requirements for the safe management of public buildings in respect to building repair, maintenance and operation.
- Knowledge of current contract standing orders, procurement processes, relevant legislation and best practice, and of how these are applied to construction contracts.
- Knowledge of statutory obligations in respect to building related issues (i.e.) DDA, fire risk assessments, asbestos, gas safety, legionella and CDM.

### **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
- Highly developed and persuasive communication and negotiation skills; including the ability to influence peers and more senior stakeholders to
- Customer focused
- Problem solver
- Decisive
- Team player able to work collaboratively
- Flexible attitude

### **Education, Training and Qualifications**

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

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