

LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
JOB DESCRIPTION

POST TITLE:	Head of Facilities Management
Grade:	MG1
Department:	Corporate Services
Location:	Various offices according to the needs of the service
Responsible to:	Assistant Director Infrastructure and Transactions
Responsible for:	<p>Building services and security Office accommodation planning Management, maintenance, refurbishment, remodelling and development of the council's corporate buildings Energy management Post and printing services Management of projects and maintenance works for schools and external bodies on a trading basis</p>
Post number:	33.5 staff FTE (+ 2 Chaucer)
	Date: October 2010

MAIN PURPOSE

- To be responsible for facilities management services, including building services and security; office accommodation planning; management, maintenance, refurbishment, remodelling and development of the council's buildings; energy management; post and printing services.
- To be a member of the Divisional Management Team and participate in the overall management of the Division.

MAIN DUTIES AND RESPONSIBILITIES

Professional

- To provide advice to Members, the Director, Head of Service and managers across the authority on facilities management issues.
- To interpret the corporate and service policies, strategies, business plans and programmes of the council, and to devise and implement measures so that facilities management services are developed cost effectively to support these policies, strategies, business plans and programmes.



- To lead on the development and implementation of policies, standards and plans for the security, maintenance and development of the council's buildings, and for energy management.
- To keep abreast of developments in the field of facilities management, and ensure that these support services operate in accordance with modern good practice.
- To contribute to corporate asset management planning in relation to the council's corporate buildings and office accommodation requirements; to make and implement proposals for the disposal and acquisition of corporate buildings in the context of the council's asset management plan; to make proposals to meet accommodation requirements and manage the implementation of agreed projects.
- To develop and implement a cohesive programme of maintenance, refurbishment, development and remodelling of the council's corporate buildings.
- To oversee the provision of building services and security for the council's corporate buildings; energy management services; post and printing services.
- To oversee the procurement and contract management of agreements for the provision of facilities management services.
- To contribute to corporate civil contingencies arrangements for emergency planning and business continuity, in particular in relation to the deployment of corporate buildings and facilities management resources.
- To secure business in management of building projects and maintenance works for schools and external clients on a trading basis.

Managerial

- To lead, manage and develop the facilities management team in accordance with council policies and procedures, legislative and regulatory requirements, covering the provision of quality, cost effective, and customer-focussed services as listed above.
- To be responsible for the team budget in the region of £6m per annum, and to ensure that effective financial management processes are maintained within the facilities management service.
- To manage the team ensuring that recruitment, training, development, appraisal, performance, workload allocation, supervision, quality assurance, risk and other management activities are carried out in accordance with council policy.
- To participate in intra- and inter-departmental working parties and to ensure that such groups receive appropriate contributions from the Division.
- To represent the Head of Service, Director or council, as appropriate at external meetings.



- To undertake such other duties of a comparable nature elsewhere in the organisation as may be required to facilitate management development and service flexibility.
- Any other duties as requested by the Head of Service or Director.

**LONDON BOROUGH OF MERTON
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PERSON SPECIFICATION**

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Qualifications and Experience

Professional and post specific requirements

- Experience of the strategic management of a large and diverse portfolio of buildings.

Management requirements

- Experience of staff management
- Experience of budget management

Skills and Knowledge

Professional and post specific requirements

- Understanding of the processes of construction and building maintenance and the ability to plan and manage programmes of building works.
- Thorough knowledge of statutory standards for the management and maintenance of public buildings.
- Understanding of the role of relevant statutory bodies and utilities providers, and the ability to liaise with them effectively in the management, maintenance and development of the council's corporate buildings.
- Knowledge of procurement processes, relevant legislation and best practice, and of how these are applied to facilities management and construction contracts.

Managerial and personal requirements

- Good communication skills, both orally and in writing
- Good numeracy and analytical skills
- Understanding of the role of support services and how they can contribute to the effectiveness of direct service provision
- Understanding of the principles of value for money and an ability to apply them in the management of support services
- Understanding of project management and governance principles and techniques and ability to apply them to support service projects
- Clear understanding of ways in which the council's policy of equality in employment and service provision can be reflected in all aspects of work of the team
- Understanding of the council's vision and mission statement and how they relate to the work of the team
- Ability to be available to attend council premises out of hours in the event of emergencies or urgent management issues



Personal Style and Behaviour

Please refer to LB Merton's Model of Leadership Behaviours (attached).