

JOB DESCRIPTION FORM **Proposed subject to change**

Job Title: **Head of Service – Compliance and Facilities Management**

Job Holder:

**Reports to:
(Name & Title)** Service Director – Commercial, Property & Asset Management

1. **Job Purpose:**

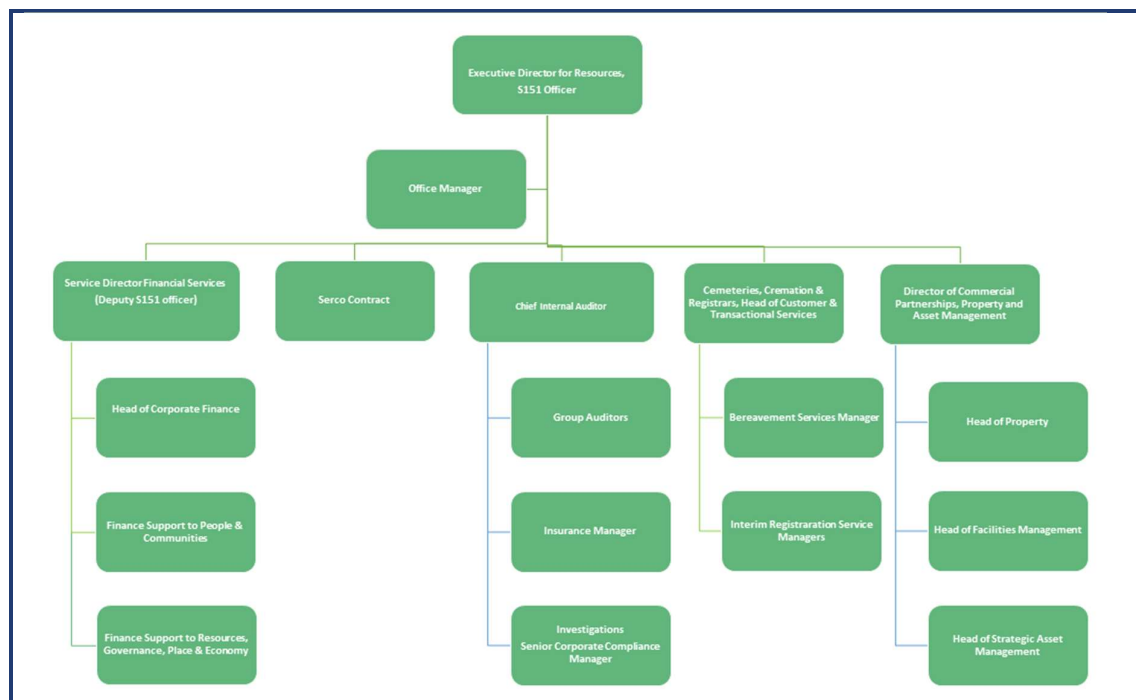
Acting as the lead professional on all property management, facilities management and compliance matters including planned and reactive repairs and maintenance, property compliance, soft facilities management services, contracts for maintenance of Council land and property, building management and security, in an emerging corporate landlord model, and so provide suitable and safe working environments for occupiers and users of all Council buildings in accordance with statutory requirements and good practice while delivering the Council's political, strategic, and operational business priorities.

This post is responsible for a range of Council services that includes, but is not limited to:

- To act as the Deputy Responsible Person within the Council for building compliance
- To set and deliver a Compliance Policy for the Council's build estate ensuring that all Council land and properties are demonstrably compliant and that all contractor, maintenance and construction activities are carried out in accordance with the relevant H&S/CDM legislation
- To devise and implement a regime to audit and measure against the new Compliance Policy
- To identify and set minimum performance standards for the occupied estate and to ensure the Planned and Preventative Maintenance Regimes are appropriate and adequately reflect the nature of the Council's build estate
- To be accountable for the delivery of all facilities management related commercial relationships either directly or as lead client through external contracts and commissioning as appropriate
- To develop and implement a Planned Maintenance Programme
- To develop and manage a compliance and property maintenance risk register
- To ensure service providers are demonstrably performing in accordance with their agreement and to review and refresh KPI and SLA metrics.

- To innovate against service delivery and reduce the overall cost of service provision
- To provide strategic direction, leadership, management and financial control for the planning, delivery and maintenance of the Council's operational and non-operational property portfolio
- To advise, review and deliver in relation to facilities management related commercial partnerships, companies and contracts and to be the lead client for the Council's involvement in property management contracts or internal delivery
- To establish appropriate governance for corporate decision making on facilities management matters ensuring that the Council's responsibilities are met on issues including statutory compliance, security and carbon management, whilst providing suitable working environments for occupiers and users of all Council buildings
- As part of a team to identify opportunities to use Council property to support the current and changing requirements of the Council in delivery service outcomes and priorities for growth
- To actively identify and promote sustainable property initiatives to reduce the Council's Carbon usage across its estate
- To support the development and implementation of the Council's Strategic Asset Management Plan in relation to property compliance and facilities management, including managing the corporate maintenance budgets and collecting Property data to guide investment or rationalisation decisions about assets.
- To be a fully participating member of the service Management Team, driving strategy and performance and championing the delivery of the Council's vision with all stakeholders
- To participate in the broader corporate management of the authority
- Ensure surplus and vacant land and properties are properly decommissioned and managed until re occupied or sold

2. Organisation: Subject to change



3. Leadership and collaboration:

Demonstrates compassionate and inclusive leadership through the line management of services for whom the post is accountable and provides strong and motivational leadership to drive continuous improvement, efficiency savings and higher levels of satisfaction for residents.

Demonstrates strong contract and performance management skills in managing third party suppliers.

Actively understand the challenges faced by colleagues across the organisation to be able to support the delivery of corporate objectives.

Actively promote and role model the council's priorities and ways of working, values and behaviours to ensure they are delivered throughout the service.

Develop and implement effective communication and engagement arrangements with all stakeholders to facilitate effective relationships that drive improvements in service delivery.

4. Governance:

Understand and uphold the Constitution, Scheme of Financial Delegation and Contract Procedure Rules of the Council and ensure that they are followed throughout the directorate.

Support the democratic process, providing advice to elected members on the appropriate response to local and regional matters as well as the internal business of the Council.

Champion effective management of risk and the active response to audit findings in relation to service delivery. Be jointly accountable with others in the Directorate for the local risk register and any aspects of the corporate risk register and corporate risk framework of the Council relevant to services areas that the postholder is accountable for.

Ensure that teams under the postholders sphere of influence fulfil their duties in relation to standards, complaints and scrutiny, maintaining an open culture of transparency, accountability and ownership, taking responsibility for mistakes, putting them right and learning lessons for future improvement.

Promote, preserve and protect the health, safety and wellbeing of councillors, employees, service users, contractors and partners in the provision of Council services, ensuring that the provisions of all relevant legislation are achieved, such as the Health and Safety at Work Act 1974.

5. Innovation:

Champion innovation by being open minded to new and radical ways to deliver services, actively seeking out good practice from others to learn from to develop our own service design and delivery.

Promote a culture of continuous improvement by encouraging colleagues to share ideas, take appropriate risks, and recognising innovation.

Champion and embed a performance and quality assurance culture that delivers results through rigorous open challenge, personal accountability and continuous improvement.

6 Equality, Diversity and Inclusion:

Promote an organisational culture that is positive, safe, respectful and compassionate, as well as open to change and feedback enabling everyone to feel empowered and valued.

Act, at all times, in ways that create an inclusive environment where people can thrive and be empowered to do their best. Role model good behaviour and practice and proactively seek ways to ensure staff feel valued and develop a sense of belonging.

Demonstrate awareness of the diverse needs of our residents to inform the decisions made about the services we deliver and ensuring a robust approach to equality impact assessments and their application to employment, service delivery and policy development.

7. Finance:

- The Head of Service Property Management will be responsible for the delivery of Property Management for the Council's land and property assets excluding Highways.

The Head of Service Property Management is responsible for managing the service budget and the commercial income targets, within the allocated cash limits, the provision of timely forecasts and projections for budgetary control purposes and for taking appropriate action if and when significant variances are identified. The property portfolio has a capital value of £370m and generates rents in the region of £3.4m per annum, with revenue budgets of running the estate of circa £17.2m

Responsible for budget of running the estate of £17.2m, reporting on revenue reduction, identifying capital receipts and identifying all investment budgets

The Head of Service Property Management will hold the budget for condition surveys, property data

The post holder will:

- continually review and reshape service delivery to achieve financial efficiencies and maximise opportunities for income generation, whilst maintaining the highest standards of service delivery
- ensure the effective management and deployment of all appropriate budgets in line with agreed financial processes, envelopes and savings, including contract budgets for people services and pooled budgets where appropriate
- plan capital and revenue expenditure to reduce the maintenance backlog in support of the Strategic Asset Management Plan.

8 Staff:

The postholder will be responsible for a workforce of approximately 8-10 but with wider responsibility for commercial contracts and outsourcing arrangements

9. Principle areas of accountability:

- Ensure the Council's built Estate and the activities therein are demonstrably compliant with the relevant H&S legislation
- Represent the Council, set the agenda for delivery partners and ensure effective management of resources (within budget), ensure delivery of corporate priorities and client requirements
- To deputise for the Service Director as required
- Responsible for the leadership of those functions that are set within the direction of this post
- Promote managerial responsibility for cross-organisational team working, and across boundaries with other agencies and partners, to improve services and solve

problems in a coherent and integrated manner

- Ensure that relevant and best professional advice, guidance and information is available in an intelligible and timely fashion to the Cabinet, Scrutiny, all elected Members, as well as to other stakeholders
- Sustain and improve the overall reputation of the Council and act in the best interests of Peterborough through effective representation locally, regionally and/or nationally
- Ensure clear strategic direction with coherence between functions and responsibilities, established through service and organisational plans and within the resources allocated with the aim of achieving business objectives, enabling transformation and delivering performance improvements across the Council's Property function
- Support the Service Director to ensure that the Council's statutory obligations relating to property and related assets are met, and to support Executive Directors to ensure that the Council's assets support service delivery of the Council's priorities, within the budgetary framework
- To undertake any other duties and responsibilities (including taking a lead responsibility for particular issues and projects) as may be required by the Service Director

10. Areas of responsibility:

The post holder will be responsible for the following service areas:

- Property compliance programme and management and risk management
- Repairs and Maintenance programme identification and management.
- Managing the Council's Facilities Management services contracts or service agreements.
- Building Management and security of Council property

11. Key relationships:

Manager (Service Director)

- 1:1 meeting with the Service Director
- Service Management Team meetings
- Annual performance conversation and mid-year review.
- Regular e-mail, telephone and personal contact and ad hoc meetings as required

Direct reports

- 1:1 meetings
- Service management team meeting fortnightly
- Regular e-mail, telephone, personal contact and ad hoc meetings as required

Other contacts

- Frequent contact from elected members, including out of normal working hours.
- Frequent requests for advice on a range of issues from officers across the Council (including outside normal working hours where necessary)
- Elected Members: contact as and when required, including:
 - Cabinet Members
 - Committee Chairs and Vice Chairs
 - Group Leaders and Spokespersons
 - Local Ward Members
- Attendance at Cabinet Policy Forums, Chairs and Vice Chairs and other meetings requested by the Service Director
- Attendance at Scrutiny Committee meetings as and when required
- Contacts with Local Government Association and Government Departments on property related matters
- Occasional contact with MPs on issues affecting them or their constituents.
- Representing the authority at external local and national events
- Contact with statutory, independent, voluntary and private sector organisations

12. Decision Making Authority:

Delegations subject to review

13. Person Specification:

Knowledge / Experience:

Significant and successful experience of:

- Working at a senior level delivering or managing Compliance and Facilities Management or related services within a large and complex organisation
- Providing balanced corporate advice and guidance in a political setting
- Leading the delivery of Facilities Management services with competing priorities and demands
- Understanding and experience of managing property related compliance matters
- Leading change and creating innovative service models
- Leading and contributing to decision making, resource allocation and to policy formulation and delivery, adopting a problem-solving culture
- Delivering creative and innovative solutions to improve the use of resources and achieve value for money across an organisation
- Establishing a strong performance culture including effective performance measures, evaluation of service quality and the improvement of service delivery to achieve the Council's objectives
- Leading, managing and developing employees to sustain high levels of service delivery, recognising and developing talent
- Developing and nurturing positive and constructive working relationships with a wide range of customers, stakeholders and partners, maintaining a positive personal and organisational profile

Role specific:

- Evidence of successfully working in a senior management role in a relevant property environment (either in local government or other large and complex organisations)
- Evidence of successfully delivering quality assured outcomes, utilising a performance management framework in property related functions
- Evidence of a pragmatic commercial approach in achieving outcomes, whilst having regard to constraints of the local government business environment
- Project and programme management experience, including successfully specifying and overseeing delivery of a wide range of property projects within a complex, political, multi discipline, multi-cultural environment
- Proven track record decision making and resource allocation and of problem solving and meeting objectives
- Evidence of successful partnership development or delivery through partnerships including an ability to work with local partners to develop joint strategies for delivery of property related services or activity
- Demonstrated evidence of service improvement through managing change including staff engagement, capacity building, workforce modernisation and organisational reform
- Experience of working effectively in a political environment and of winning the confidence of elected members
- Experience of the preparation, management and control of budgets in a relevant service area ensuring prioritising and targeting of resources to achieve maximum value for money and income generation
- Experience of driving performance management using appropriate quality and management methods and models to deliver efficient and effective services through collaborative working
- Evidence of personal commitment to diversity in the workplace and in the shaping of service outcomes

Skills:

Ability to demonstrate:

- Understanding of the current issues and challenges facing local government as well as the statutory framework governing the post responsibilities
- Skills in understanding and responding to different perspectives and taking a cross-organisational approach, gained by working in a political or similarly challenging environment
- Business acumen and an entrepreneurial mindset to lead the strategic delivery of services and maintain a focus on obtaining best value for money at all times balanced, against the difficult and sensitive challenges faced

- Ability to lead, develop and sustain effective team, partnership and multi-agency working through strong effective advocacy, influencing and negotiating skills
- Skills to provide creative solutions to complex problems together with high level analytical, presentational and communication skills
- Ability to establish and sustain positive relationships that generate confidence, ability and trust
- Influencing and negotiation skills to operate at a strategic professional and political level, locally and nationally

Role specific:

- An ability to relate to and win the confidence, trust and respect of Members, colleagues, partners and the wider community
- Excellent management and leadership skills, which encourage commitment from others and promote a positive, motivated service culture
- Excellent communication skills and the ability to communicate complex information both orally and in writing in a clear articulate and balanced way to a variety of audiences
- Excellent negotiation skills and an ability to influence outcomes through reasoning, persuasion and tact
- Strategic and logical thinker and decision-maker able to provide practical and creative solutions to the management of partnership and directorate issues
- High intellectual and analytical abilities; able to assimilate and analyse information quickly, identifying issues, priorities and solutions and using effective models, techniques and resources to resolve issues
- Strong financial and budgetary awareness with the ability to manage finance and wider resources within a strong performance management culture
- Ability to use information technology to improve service delivery and reduce costs

Personal Effectiveness:

Ability to demonstrate:

- A clear and strong personal commitment to equality, diversity and inclusion and a track record of developing inclusive services and leading by example
- Evidence of leading people and services to recognise, respect and value individual needs to achieve a culture of inclusivity
- Evidence of operating effectively and openly within the democratic process with the political acumen and skills to develop productive working relationships with Councillors that command respect, trust and confidence
- Personal and professional credibility which commands the confidence of elected members, senior managers, staff, external partners and external stakeholders
- Leadership by example with a style that empowers others and is open to question and challenge as well as a commitment to continuous self-improvement
- A commitment to and evidence of successful strategies in managing personal resilience and wellbeing at a leadership level and promoting positive leadership practice, role modelling these behaviours for others

- Evidence of planning for the future delivery of services, including effective workforce planning for future challenges

Essential qualification:

Relevant Health and Safety Qualification such as IOSH or NEBOSH

Desirable qualification:

- A relevant and recognised management qualification is desirable
- Further relevant professional qualification and professional membership, such as BIFM or CDM

14. Additional Information:

Political Restriction

This post is politically restricted under the Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 and the post holder may not have any active political role either in or outside work.

SIGNATURES:

After reviewing the questionnaire sign it to confirm its accuracy

JOB HOLDER: _____ **DATE:** _____

LINE MANAGER: _____ **DATE:** _____

