

**JOB DESCRIPTION**

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| **JOB TITLE:** | Facilities Manager |
| **RESPONSIBLE TO:** | Director of Operations |
| **LOCATION:** | Head office (Olton) with frequent travel across West Midlands |
| **RESPONSIBLE FOR** | All staff in maintenance, domestic services, laundry services and catering services. |

1. **JOB SUMMARY AND PURPOSE:**

* Overall leadership responsibility for SJMT maintenance, domestic services, laundry services and catering services.
* Responsibility for the day to day, medium and long-term maintenance of all our buildings including residential lettings, service buildings, offices and specialist areas such as care facilities.
* The development and management of a rolling 5-year maintenance plan, delivery of building improvement works and projects to enhance the building user experience.
* To ensure that all areas of responsibility are compliant, works are completed on time, within budget and meet quality standards
* Management of the expansion of service delivery in the area of domestic, laundry and catering services to all our sites.
* To lead the management of relevant tendering and procurement activities
* To play a key role in in delivery of our Housing Development Strategy, including the implementation of new development projects.

1. **RESPONSIBILITIES & DUTIES**
   1. **Day-to Day Maintenance Function**

* To routinely carry out site inspections and surveys to ensure properties always comply with relevant legislation and agreed standards are maintained.
* To manage a rolling programme of property inspection throughout the year
* To lead on the maintenance and upkeep of the Trust’s properties, grounds and accommodation including void management
* To oversee the management of the delivery of the repairs service in line with targets, having regard to the agreed maintenance budget and staff availability.
* Maintain accurate property records of work carried out, using both paper-based systems and the Trust’s database.

**2.2 Health and Safety Issues**

* To lead on all health and safety matters for the Trust ensuring that we are fully compliant with all Health & Safety Legislation
* To ensure that all necessary risk assessments are in place and regularly reviewed to ensure compliance and best practice.
* In liaison with relevant managers to inform and implement health and safety policies and procedures which may affect staff, contractors, residents or any visitors to the organisation.
* To report any health and safety recommendation or implications affecting the organisation to the Trustees, Chief Executive and senior management team.
* To report into the organisations Information Governance Group on all Health and Safety matters and prepare annually a comprehensive Health and Safety report for Trustees.

**2.3 Planning**

* To ensure an up-to-date stock condition survey is in place, with reliable financial information costs and use this to inform future planned maintenance forecasting.
* To prepare detailed condition and dilapidation reports, feasibility studies and project cost estimations.
* Implement and maintain appropriate registers
* To devise a planned programme of works for each rolling year i.e.- Bathroom replacement, window, door and boiler replacement programmes
* To support the setting of the annual budget and conducting regular monitoring of costs and commitments to effectively manage property budgets.

**2.4 Catering, Laundry and Domestic Services**

* To ensure that high quality and effective services and maintained across the Trust and all sites
* To create more business opportunities within catering services and domestic services through proactive leadership and customer focussed responses and ensure the quality of services provided is at the heart of what all the team do.

**2.5 Tendering & Procurement**

* To be involved in developing and leading relevant procurement activity including writing tender documentation including creating technical specifications
* To source and issue industry specific contracts to new contractors.
* To manage the performance of contractors, ensuring value for money at all times.

**2.6 Development**

* To support the development and implementation of the Trust’s ambitious long term Housing Development Strategy providing technical advice and guidance to the Senior Leadership Team and Trustees.
* To lead on planning application process for any developments in liaison with the Senior Leadership Team and Architect/s.
* To project manage new property developments and refurbishment programmes monitoring the quality and safety of works, making sure that building plans and specifications are being followed correctly on behalf of SJMT.

**2.7 General - you will be expected to:-**

* Ensure, demonstrate, review and monitor compliance, to meet the expectation and needs of the residents/customers, the quality and organisational goals of the company and satisfy the requirements of BS EN IS0 9001:2015
* Produce reports and Trustee papers at regular intervals determined by contract detailing physical progress, including monitoring of output specification by key performance indicators.
* Ensure budgets are adhered to or produce variance reports as required.
* Uphold the values of the organisation and fully implement the Trust’s policies and procedures concerning equality and diversity.
* To be responsible for and generate relevant policies that underpin the service areas and ensure they are in date, reviewed and in line with relevant SJMT requirements and the law.
* To follow the Trust’s Standing Orders, Financial Procedures Policies, and Procedures, including confidentiality and data protection legislation.
* To participate in the recruitment and appropertie checks and record keeping for new staff and contractors.
* To undertake relevant training and to keep up to date with legislation and compliance.
* Undertake any other duties which may be required from time to time in keeping with the seniority of the post.

Signed: ………………………………………………………… Date: …………………

**Facilities Manager**

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| **DRAFT Person Specification** | **E** | **D** |
| **Knowledge** | | |
| Able to write technical specifications and manage building contracts. | **x** |  |
| Good knowledge of building construction and able to diagnose defects and recommend solutions | **x** |  |
| Able to demonstrate sound technical knowledge of health and safety regulations, governance and compliance through previous work experience | **x** |  |
| A good knowledge of IT packages including the use of database systems, CRM’s and Excel | **x** |  |
| A sound understanding of the social housing and/or social care environment |  | **x** |
| **Experience** | | |
| Project Management: experience of facilities management including managing property maintenance, compliance and improvement projects, programmes or contracts within budget and deadlines | **x** |  |
| Experience in managing hospitality services |  | **x** |
| Experience of building development including preparing and managing procurement activity including JCT contracts | **x** |  |
| Experience of preparing documents to put out tenders for contracts | **x** |  |
| Proven track record, sound knowledge and experience of working in contract management and directly monitoring contractors with a strong focus around productivity, quality, health and safety compliance and cost effectiveness | **x** |  |
| Able to demonstrate sound technical knowledge of the building maintenance and construction industry through previous work experience | **x** |  |
| Experience of successfully submitting planning applications for developments | **x** |  |
| A track record of building and managing successful multi-disciplinary teams and delivering consistently high levels of service and high levels of resident satisfaction | **x** |  |
| Proven customer service skills | **x** |  |
| Operating a commercial activity or service |  | **x** |
| Strong financial and budgetary management skills | **x** |  |
| Experience of providing a maintenance service to vulnerable clients | **x** |  |
| **Skills** | | |
| Excellent interpersonal skills with proven ability to work collaboratively. | **x** |  |
| Excellent communication and influencing skills, in person and in writing. | **x** |  |
| Able to present complex information in a clear and concise manner. | **x** |  |
| Analytical and problem-solving skills | **x** |  |
| Proven ability to make decisions | **x** |  |
| Able to find pragmatic solutions and adapt to changing situations. | **x** |  |
| Attention to detail but also the ability to see the implications for the bigger picture | **x** |  |
| Ability to lead change and drive service and performance improvements | **x** |  |
| Excellent organisational & time management skills; prioritising and the ability to handle a complex, varied workload |  |  |
| **Qualifications** | | |
| Relevant qualification in fields such as facilities management, building studies, construction, engineering or an apprenticeship/NVQ qualification in a technical trade such as electrical, plumbing, carpentry. | **x** |  |
| Qualification in Health and Safety - IOSH Managing Health & Safety or NEBOSH Certificate or equivalent | **x** |  |
| Managing Fire Safety Qualification |  | **x** |
| **Other** | | |
| Full driving licence with use of a vehicle | **x** |  |
| Covid-19 double vaccinated or second vaccine in progress | **x** |  |
| Enhanced DBS Check | **x** |  |