**Building Services Manager**

**Job Description & Person Specification**

**Employing Council**

London Borough of Newham

**Job Title**:

Building Services Manager

**Grade**

Havering G8/. Newham PO4

**Location**

Havering/ Newham. The post holder must be flexible and able to work across council sites.

**Accountable to:**

* Campus Services Lead

**Accountable for**

* Senior Facilities Officer (x1)
* Building Services Officers (2-8)
* Temporary staff and contractors
* Campus buildings and therefore managed staff within may be dispersed

**Job Purpose**

* Manage the day to day operational activities in line with all health and safety, environmental and company procedures, legislative requirements, budgetary costs and client/tenant requirements in line with the required customer service criteria and key performance indicators.
* Lead and co-ordinate the delivery of a range of ‘soft and hard FM’ services across buildings within a specific campus, including both maintenance, public, front-facing activities and back office support functions. Manage and allocate FM resources within allocated budgets to meet changing needs
* Manage & Monitor external service providers
* Liaise with building occupiers to determine FM needs, assess service performance and monitor accordingly.
* Promote hire/letting of space to maximise income streams
* Manage the accommodation of events, where required.

**Specific Responsibilities**

* Lead the delivery of a variety of hard and soft FM services across a specific campus. The following may be subject to in-house provision or supplied externally - Soft Services provision included but not limited to :- porterage, security, cleaning, meeting room setup, room booking, waste management, staff parking, office sundries, consumables, and other administrative work. Hard Services includes planned preventative maintenance, asset management, reactive maintenance and minor project works.
* Carry out inspections of the facilities to identify and resolve issues
* Check building plant such as boilers, pumps, fire alarms, HVAC, mechanical and electrical systems to ensure functionality.
* Plan and oversee all repair, maintenance and installation activities.
* Monitor expenses and control the site budget expenditure.
* Evaluate plant maintenance reports to resolve address and resolve reactive maintenance.Management and monitoring of the service charge budget in accordance with the site budgetary agreement and the time scales set by the business, in conjunction with the Senior Facilities Manager.
* To be responsible for all health and safety compliance in buildings within your responsibility. This includes ensuring that all health and safety audits, fire and other evacuations are carried out on a regular basis in accordance with the laid down requirements, the emergency plan and related site maps are continually and regularly updated etc.
* To assist with the compilation of external contracts in conjunction with the Corporate Landlord Lead and the Procurement Department. This includes ensuring all procurement needs are carried out in line with Council’s policy.
* To compile and maintain all required management information and records relating to the site. This includes asset register, emergency plans, plant testing, etc.
* To ensure building plant and fabric (both externally and internally) is maintained and serviced to a high standard in accordance with the management contract and agreed budgets.
* To ensure the agreed planned maintenance programme is carried out in accordance with the laid sown timetables and monitoring FM works on site including the required liaison with service providers and/or contractors.
* To further development and maintain excellent occupier relationships, ensuring that they receive the highest standards of service in relation to their operational needs and attend tenant meetings.
* To oversee and regularly review the work carried out by contractors to ensure the required standards are achieved and maintained in accordance with the contractual contracted SLAs and KPIs.
* Co-ordinate the production of performance reports, carry out analysis of the results and take appropriate action to ensure continuous improvement is achieved.
* Prepare draft budget for approval and thereafter manage expenditure to the agreed budget.
* Liaise with and manage tenants’ occupation of the premises, in line with Corporate Landlord specific requirements.
* Establish ‘value for money’ strategies for delivering the management service, with approved budgets.
* Building security, access control, building opening and lockdown, including arrangements for specific events. Liaise with colleagues within Asset Management to ensure effective arrangements for the following:
  + Contractors and associated works within Buildings
  + Evacuation and other Emergency arrangements
  + Specific events
  + Office moves and relocations
  + Service charge administration
  + Post, deliveries and post room activities
* Manage communications with building occupiers regarding any activities within buildings that may impact upon them.
* Act as the escalation point for public enquiries which cannot be resolved at reception / first point of contact. Support the Campus Services Lead in:
* Procurement of external services
* Determining policies and protocols for buildings
* Fire drills, evacuation arrangements and related record keeping
* Managing the on-site list of Emergency Evacuation Co-ordinators, Fire Wardens and First Aiders
* Responsible for monitoring and reporting of service level agreements and key performance indicators internal and external, also tracking of risks/rewards mechanisms
* Attend meetings on behalf of the Campus Services lead as required
* The post holder may be required to work pre-planned, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.
* The postholder may be required to provide key holder cover out of hours, however this requirement is not obligatory. Attendance will only be required subsequent to the initial alarm activation response and investigation being carried out by the corporate security provider and where direction and advice is required by them or the emergency services to resolve the situation. An appropriate allowance will apply for all call-outs and attendances

**oneSource Corporate Critical Success Factors**

* Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money
* Anticipates different customer needs – delivering a customer focused shared service which is a cultural ‘fit’, is flexible and proactive in approach
* Delivers a resilient business, which continuously improves and innovates with healthy revenue streams
* Operates an ethos of joint working and operates across the board regardless of location
* Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this
* Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve
* Invests in people and skills to deliver a sustainable business
* Provides a transactional service that is multi-channelled, face to face, local and nationwide

**General**

* oneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work.
* Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately
* Deal with any Safeguarding issues that might arise, in line with the Council’s policies and procedures.
* Comply with Health and Safety Regulations associated with your employment.
* Be aware of the council’s responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
* To treat all information acquired through your employment, both formally and informally, in strict confidence.

**Newham Person Specification**

**Able to demonstrate and evidence a highly developed Competence in:**

* Knowledge of the technical aspect of premises and asset management.
* Effective management of a disparate team across different buildings within a broader campus.
* Customer service skills
* Effective stakeholder engagement
* Use of relevant ICT and systems

**Able to demonstrate and evidence Knowledge and experience in:**

* Health and Safety legislation and knowledge of environmental protection requirements,
* Managing a multi-faceted service across a range of buildings
* Understanding, interpreting and responding effectively to customer needs
* Experienced and influential communicator
* Service charge budgetary management, including budget reconciliation, expenditure and income.
* Cost control, variance and forecasting reporting

**Behaviours and personal qualities:**

* Performance focussed
* Committed to customer service
* Resilient – able to utilise negative service feedback to drive service improvement