

Head of Facilities Management

INFORMATION, JOB DESCRIPTION & PERSONAL SPECIFICATION



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Information, job description and personal specification

This purpose of this document is as a guide to provide prospective applicants with details of the company; what you can expect when you work for us; requirements of the role; and skills and competencies that we will be looking for in a potential employee of the company.

Who we are

GEN² are trusted public sector property experts.

We're transforming the management of public buildings and spaces for current and future generations through our inside knowledge of the sector.

And we're growing. Having successfully secured a five year agreement with Kent County Council's infrastructure division and securing new clients, GEN² is looking to expand its talented team of property professionals.

We manage 1,800 properties with a combined value of £1.87bn and have delivered £535 million of capital projects over the last three years. Our team of experts enable and facilitates the delivery of a diverse range of services for the public sector across London and the South East.

GEN² are driving innovative new changes to support the need to deliver services differently. We are keen to work with an exceptional individual who has the energy, drive and ambition to help us do things differently.

Someone who shares our commitment to improving public services and who is able bring skill and commercial awareness to ensure we deliver value for money and maximise clients' assets.

Our Vision

Our vision is to be the trusted property services advisor of choice to public sector clients in London and the South East. We understand our client's needs and objectives and our work supports the delivery of social and financial value. We do this by delivering excellent standards of service, in a commercially aware but ethical manner.



JOB & BENEFITS SUMMARY

Job Title: Head of Facilities Management, Full Time

Location: Sessions House, Maidstone

Salary: Competitive

Holiday Allowance: 25 days

Pension: Company Pension

PURPOSE OF THE JOB

Responsible for Total Facilities Management Contract Management, Clients Services/Class-care activities and outcomes.

This role reports directly to the CEO and forms part of the Senior Leadership Team. which has collective responsibility for the day to day operations of the business and contribute to the delivery of the company Business Plan including its growth targets.

The post holder shall also have direct responsibility in their business unit for the following: Health & Safety and Compliance reporting/auditing, service delivery and improvement, recruitment, management and development of staff, profit and loss management with responsibility to see the cost centre delivers to budget.

The post holder shall also lead on the acquisition and achievement of professional accreditation and memberships for disciplines appropriate to their business unit – e.g. RICS/IFMA, CIFM, APM, ISO.

MAIN DUTIES & RESPONSIBILITIES

- Lead the contract management of day to day facilities management of the customers estate portfolio. Manage the performance of the 3 TFM providers, and other suppliers whilst also monitoring and reporting on performance against planned/reactive budgets.
- Manage the three TFM suppliers to ensure that statutory maintenance activity is carried out regularly and effectively using suitably competent staff and in line with contract and legislative requirements.
- For KCC, ensure buildings are “safe, warm and dry” and that buildings support the delivery of front line services. Establish senior relationships with building users and take ownership of any issues that arise. Lead on the establishment/maintenance of streamlined and effective processes for raising, escalating and resolving customer complaints.
- Optimise the financial performance of Client assets – both revenue and capital. For KCC, identify and deliver work streams to support a balanced budget as specified in the KCC/Gen² Contract and Medium term Financial Plan Savings targets.
- Work with Gen² colleagues and suppliers to lead a whole life cycle approach to the management of assets in order to maximise asset performance and achieve best value. Specifically, manage TFM suppliers to support this through the provision of PPM schedules and asset condition data and surveys.



- Support the Director of Estates with the Asset Strategy for Clients' assets – including Estates Management Strategy and also the delivery of programmes of work to support these - for KCC these include Asset Utilisation, New Ways of Working, One Public Estate, Health Sustainability and Transformation Plans and Environmental Initiatives and others as required. Manage TFM suppliers to provide innovations and service improvement to support service enhancement and cost saving initiatives.
- Carry out regular reviews of service requirements, FM practices and estate condition as required by our Clients and best practice in order to identify opportunities for service improvement and cost efficiencies.
- Ensure that TFM suppliers support the timely and accurate updating of asset data records looked after by Gen² on behalf of Clients and ensure this data is compliant with legislation such as GDPR. Data should include but not be limited to plans, maintenance records, statutory compliance information, leases and planning information.
- Be the lead for FM Management in the Gen² business, providing quality technical advice to Gen² customers in all matters . Where required by Clients, deliver senior FM advice to stakeholders such as Members and Director of Services and at key governance forums and take ownership for recommendations and business cases put forward by the FM fraternity of Gen².
- Take the lead on the continuous improvement of Gen²'s FM management expertise, including accreditations, training and development plans, Continuous Professional Development activity and Thought Leadership in this discipline.

This job description is provided to assist the job holder to know what her/his main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.



PERSONAL SPECIFICATION

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should be a RICS/IFMA, BIFM accredited FM Manager, CIFA or equivalent Contracts Manager with 10 years + experience in FM/contract management or relevant demonstrable experience.

Applicants should describe in their application how they meet these criteria.

<p>QUALIFICATIONS</p>	<ul style="list-style-type: none"> • Educated to degree level in a building related field or equivalent and/or suitable building industry qualification commensurate with the post and/or significant building industry experience.
<p>EXPERIENCE</p>	<ul style="list-style-type: none"> • Senior level experience of working in the area of FM or contract management or similar. • Experience of working with public sector mixed use estate. • Experience of delivering revenue savings from property. • Experience of supervising and managing staff to maximise performance.
<p>SKILLS & ABILITIES</p>	<ul style="list-style-type: none"> • Attention to detail and ability to remain “solutions focussed”. • Excellent Client Relationship Management skills. • Excellent interpersonal skills and team approach including working in a “matrix” style and being able to influence others to gain buy in to change. • Able to manage own time and meet deadlines. • Excellent standard of computer literacy.
<p>KNOWLEDGE</p>	<ul style="list-style-type: none"> • Statutory Compliance. • Knowledge of property operations.
<p>VALUES & BEHAVIOURS</p>	<ul style="list-style-type: none"> • Prefers team work to working alone. • Is at ease in the presence of company directors, senior client representatives and able to command a sense of personal professional gravitas without being overbearing. • Has a concern for developing others professionally and growing talent from within the business. • Has a corporate approach to managing her/his areas of responsibility, seeing the bigger picture, supporting fellow executives and board members in meeting their objectives. • Ability to work under pressure, organise and prioritise own work and that of others, ensuring agreed programmes and project requirements are met and customer demands accommodated.



	<p>PROFESSIONAL Employees are expected to maintain the highest professional and ethical standards.</p> <p>COMMERCIAL Employees should provide optimum financial outcomes for our clients.</p> <p>COLLABORATIVE Employees work with clients to achieve success.</p> <p>INNOVATIVE Employees deliver smarter property solutions.</p>
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CORPORATE RESPONSIBILITIES

All Corporate Directors, Directors and senior managers have an explicit responsibility to deliver the collective agenda of Gen² and its clients. These are fundamental elements of their role not an addition and are summarised as follows;

Whole Company

- Understand, communicate and contribute to the delivery of our clients strategic aims
- Meet statutory obligations
- Promote the brand and enhance the overall reputation of our clients
- Understand and monitor the measures of performance, which define successful outcomes for GEN² services.

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within Gen² and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating leadership values and competencies.

Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of Gen²
- Challenge the status quo
- Ensure all services are delivered with appropriate reference to the market
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the company to needless and avoidable challenge or loss
- Overcome professional and service silos to achieve the company’s objectives.

Managing Change

- Understand and support the overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Deliver to agreed budget and income targets

