

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources

Job Ref Number: 03852

Service Area: Facilities and Workspace Management

Grade: G16

Job Title: Head of Facilities and Workspace Management

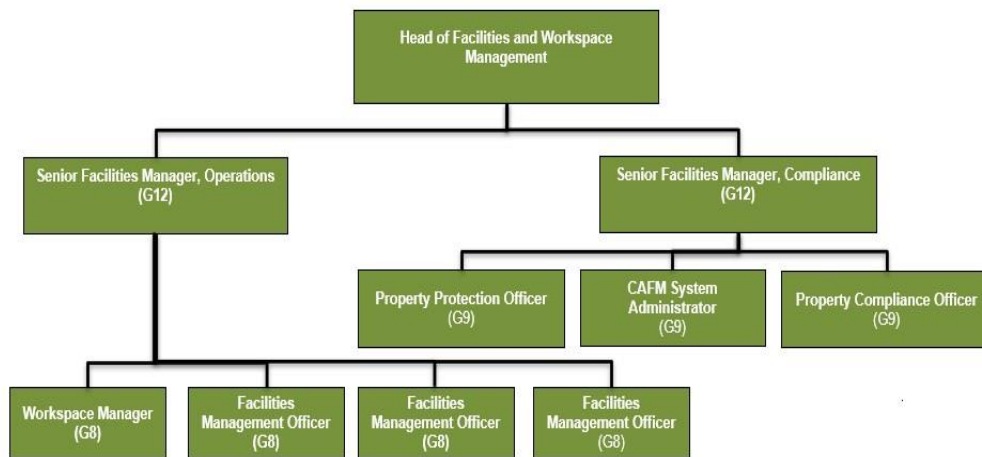
PURPOSE OF JOB:

This senior role will lead on all matters related to Facilities and Workspace Management relating to the Council's significant Property Portfolio; including statutory compliance matters, condition surveys, Repairs and Maintenance programme, and the development and implementation of a workspace management model for all office accommodation, including relevant processes and practices

The postholder will lead on the property contract and the development of the new Property Services contract to provide effective management and oversight to ensure the provision of safe working environments. The role includes the development of an intelligent client approach to work alongside its outsourced contractor to achieve effective service delivery and cost effectiveness.

The postholder will act as the senior client for the commissioning of hard and soft facilities management through an outsourced property contract, and programmes of work including the planned maintenance programme of up to £8 million capital pa. In addition, the postholder will be overall responsible for the day-to-day management of facilities management activity of the property supplier including reactive maintenance and cleaning and the revenue budget for these services is £5-6 million pa.

The postholder will contribute to the development and implementation of the Corporate Landlord approach for the Council ensuring that all property transactions are centralised; enabling services to undertake their valuable services to the residents, communities and businesses of Lincolnshire.



TEAM STRUCTURE:

MAIN DUTIES:

1.	To lead a team to ensure compliance and safety for the effective day to day management of the Council's extensive property portfolio.
2.	To ensure all LCC property assets are safe and compliant for occupation. They are the "Responsible Person" for fire safety as outlined in the Regulatory Reform (Fire Safety) Order 2005.
3.	To commission facilities management and property services from the Council's existing Property Services Supplier and have delegated contract management responsibility as defined by the NEC term services contract.
4.	Deliver and seek continuous improvement from the Property Services contract to ensure effective day to day management and adherence to legal requirements for the Council's extensive property portfolio.
5.	Deliver property Services through an intelligent client function commissioning services through the Council's Property Services Supplier or other suitable partnering/supplier routes.
6.	To develop and implement key strategies to mitigate health and safety risks in corporate properties and to ensure that all property related statutory health and safety legislation is complied with.
7.	To Manage emergency procedures and processes to ensure business continuity and reduce service disruption. Act as the Corporate Property representative for Business Continuity Steering Group and lead for Corporate Property. Act as Corporate Property representative in the even an Incident Management Group is called.
8.	As part of the Corporate Property Leadership Team to contribute to the development and implementation of a Corporate Property Strategy for the County Council.

9.	To further develop and embed the principles of Corporate Landlord across the organisation and ensure relationships are developed and maintained with key stakeholders.
10.	To manage the Facilities Management related capital and revenue budgets held by the Corporate Landlord.
11.	To develop a workspace management approach to the occupation of the Council's office accommodation, including relevant processes and practices.
12.	To manage the Gypsy and Traveller service (sites and unauthorised encampments).
13.	To remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
14.	To operate frameworks for Quality Assurance, using agreed appropriate performance standards and review processes with providers, and monitoring delivery against targets.
15.	To ensure the Council complies with its statutory obligations in relation to property management and where appropriate any national and local performance indicators.
16.	Deliver a professional Facilities and Workspace Management Service ensuring a commercial approach, accountable culture ensuring appropriate skills, knowledge and techniques are developed and effectively harnessed in support of Council priorities. Have responsibility for the leadership and professional development of the service, providing support and supervision to team managers, whilst establishing the approach for succession planning, career pathways, staff retention and managing performance.
17.	Manage and be accountable for the allocated budget, providing accurate outturn forecasts and ensuring financial matters are dealt with in accordance with the Council's Finance Procedures. Contribute towards the medium-term financial planning process, identifying base budget pressures and opportunities for reducing expenditure and maximising income across the Council.
18.	To identify and highlight emerging risks and potential roadblocks to successful property strategies and to initiate and facilitate deep dive reviews, where appropriate, of 'at risk' deliverables to identify and address issues and effectively mitigate risks that threaten the achievement of the overall property strategy goals.
19.	To provide clear and visible leadership that motivates and develops staff within the Facilities and Workspace Management service, and the wider organisation, so that the organisational capacity and capability expands to meet future challenges.
20.	Write complex reports, briefing papers and deliver presentations for a wide range of audiences and act as a point of contact for onward dialogue.
21.	To deputise for the Assistant Director – Corporate Property at identified meetings, briefings and through responding to enquiries from councillors and senior leaders.

PERSON SPECIFICATION:

Requirements	Where identified*	Essential	Desirable
Educated to degree level or with equivalent substantial experience of Facilities Management experience at a senior level with a strong working knowledge of NEC FM contracts.	A	X	
A member of the Institute of Workplace and Facilities Management (IWFM).	A		X
Demonstrable knowledge of all areas of Facilities Management, including Statutory Compliance, Repairs and Maintenance. Evidence of a proactive approach to FM to add value to a property portfolio.	A/I	X	
An awareness of the workings of local government, the challenges and opportunities currently facing it, and how this could affect service performance.	A/I	X	
Experience in managing and overseeing complex property contracts to extract optimum value.	A/I		X
Ability to work collaboratively with a one-team focus on service delivery in line with organisational vision, values and objectives.	A/I	X	
Extensive experience in leading high performing teams to achieve successful outcomes.	A/I	X	
A proven track record of managing change and influencing organisational culture at a senior level in a large, complex organisation.	A/I	X	
Ability to engage successfully with senior stakeholders, developing strong and effective relationships, challenging and influencing others to achieve desired outcomes.	A/I	X	
High degree of political nous and selfawareness.	A/I	X	
Strong and effective leadership skills and the ability to inspire and motivate people.	A/I	X	
High level of influencing, negotiating and professional integrity.	A/I	X	

Proficient in Risk Management ensuring risks are appropriately identified, controlled and escalated where appropriate.

A/I

X

*A = Application form

sment I = Interview P =

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Job Details:

Job Title	Head of Facilities and Workspace Management
Identifier	03852
Director Area	Resources
Service Area	Corporate Property
Section	Facilities and Workspace Management
Score	790
Grade	Grade 16