

**Office of the Police and Crime Commissioner for Hampshire & IOW**

**ROLE PROFILE**

<b>Job Title</b>	Facilities Manager
<b>Job Grade</b>	Grade F
<b>Reporting to</b>	Soft FM Manager
<b>Direct Reports</b>	Senior Facilities Officer Facilities Officers Facilities Assistants
<b>Relationships</b>	Head of Estate Soft Facilities Manager Hard Facilities Manager Compliance Manager Compliance Officer Facilities Managers from other Geographical Areas Hampshire Constabulary Third Parties Engaged with delivery of Sub contracted FM Services Helpdesk Supervisor / Operatives
<b>Job Purpose</b>	To oversee the delivery of Facilities Management Services. To be a Single Point of Contact (SPOC) for the Area Commanding Officer for all FM Related issues. To line manage a team of in house facilities operatives ensuring an efficient and compliant service is delivered to multiple buildings within the Hampshire Police Estate  Routinely reports on the overall team and property performance to the OPCC Heads of Service for Hard FM, Soft FM and Compliance
<b>Context</b>	The OPCC operates a varied estate portfolio which is used by Hampshire Constabulary for the purposes of policing the county. As with all property owners/tenants – the OPCC has to comply with all the relevant law and statues regarding the operation and occupation of premises.  Compliance with said laws and statutes requires a governance and management structure to ensure that the PCC's duties are being correctly and adequately discharged and that those who are contracted to discharge said duties are audited and checked on a regular basis.

<p><b>Key Responsibilities</b></p>	<p>To provide facilities management and maintenance to ensure that building are well maintained, preventing facility deterioration</p> <p>Provide a report of the compliance position of Buildings and performance of FM team on a monthly basis in line with OPCC Estate monthly reporting criteria</p> <p>Manage a team of FM operatives to support the delivery of FM services</p> <p>Support OPCC Estates Management Team with building projects, improvements and changes including relocations and decommissioning of estate</p> <p>Manage contractors and control their activities onsite in line with OPCC Hazardous Work Procedure and OPCC Contractor Management Policy including vetting requirements</p> <p>Ensure that team are competent and that training records are maintained for all FM related tasks as per FM task matrix</p> <p>Responsible for the maintenance of all building compliance records, ensuring that audits are carried out as per schedule</p> <p>Supporting the maintenance of custodial facilities in line with statutory regulations ensuring that they are always available for use</p> <p>Ensuring the OPCC is legally compliant with all health and safety legislation</p> <p>Ensure the postal service both internally and externally is delivered as required to support the OPCC / Constabulary</p> <p>To maintain FM team coverage between the core working hours of 07:00 – 18:00</p>
<p><b>Key Decision Making Areas in the Role</b></p>	<p>Resolve conflicting demands on resource to meet business requirements.</p> <p>Prioritise enquiries and interpret a range of options for action or referral to more senior management.</p> <p>Evaluate and recommend options for the resolution of complex enquiries and complaints escalating any unresolved issues through the OPCC Estates Management Team</p> <p>Assess the need for issue escalation through the organisational governance procedure to avoid unnecessary risk being introduced to the organisation, its officers or the PCC</p>

<p><b>Role Dimensions– financial (e.g. budgets) and non-financial units (e.g. workload, customers/staff)</b></p>	<p><b>Financial</b> Approval of Minor Works tasks within agreed scope and budget Limit set by Soft and Hard FM Heads of Service</p> <p>Supporting Facilities Heads of Service with budget setting and monitoring in relations to delivery of Hard and Soft FM Services</p> <p><b>Non financial</b> Management of compliance of multiple buildings within the Police Estate</p> <p>Management of direct and indirect resource to meet planned and reactive maintenance regime</p> <p>Prioritisation of actions dependent on risk, severity and consequence.</p>
<p><b>Role requirements for operational effectiveness</b></p>	<p>The post holder will be required to display evidence of the following:</p> <p>Previous experience in a similar Facilities Management role with a relevant level 4 qualification or a minimum of 3 years' relevant experience to bring the post holder to a comparable level (Public Sector Experience Desirable)</p> <p>Previous experience &amp; knowledge of estate services management, including direct and indirect supplier services agreements</p> <p>Experience &amp; knowledge of interpreting and managing KPI's and SLA's</p> <p>Strong time management skills and an ability to prioritise workloads by being aware of deadlines imposed from a variety of partners.</p> <p>Well developed and effective communication and interpersonal skills including drafting correspondence and reports, and able to liaise confidently and sensitively with a wide range of high level contacts on a regular basis.</p> <p>To currently hold, or be suitable to hold a relevant industry qualification, ie. IWFM, RICS etc</p> <p>Experience of working as part of a team, but the ability to work autonomously in that set-up;</p> <p>A flexible approach to hours of working, whether office based or working remotely;</p> <p>Ability to use tact and diplomacy when handling sensitive situations and confidential information.</p> <p>Experience creating / managing PPM's and ensuring maintenance compliance – Desirable</p> <p>Experience delivering customer service, managing complaints, working safely</p> <p>Experience managing a mobile team delivering Hard and Soft FM services to a multi-site / building Portfolio using a computerised FM program</p> <p>Strong knowledge of building systems, maintenance practices, and relevant regulations.</p>

	<p>Excellent leadership and team management skills.</p> <p>Knowledge of safety and security protocols and emergency response procedures.</p>
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**Corporate and statutory initiatives – Equalities/ health and safety/ e-government/ sustainability**

Maintains an awareness of corporate and departmental equalities and health and safety policies and procedures, and applies them in the day to day job requirements

Fulfils professional competencies where these are an essential requirement of the role.

**Working Conditions**

Core working hours will be 08:00 – 16:00. The post holder may need to work occasional unsocial hours and in a variety of locations within Hampshire and the Isle of Wight and should have the flexibility and access to reliable transport in order to meet this requirement.

A full driving license is required and the post holder will be required to complete the Constabulary’s basic vehicle use training and test, to enable them to access and use pool vehicles.

Post holders will need to pass NPPV Level 2 vetting

The post holder will join a 1 week in 4 Rota to be an out of hours point of contact for any emergency FM related Calls

Expenses can be claimed in-line with policy, and the OPCC Flexible Workplace Policy applies to the post-holder.

Subject to Coronavirus restrictions, the post-holder will work from the appointed OPCC work base. Home working will otherwise be permitted in-line with policy and subject to agreement with the post-holder’s line manager.

Additionally, the post-holder may also need to work from other police buildings by agreement, as well as attend or hold workshops and meetings at other location.