

Job Title: FM Commercial Service Manager

Job Grade: L5 Z2

Salary Range: £59,759 - £69,584

About Camden:

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the Role:

You will be operationally and commercially responsible for managing the Mechanical & Electrical work, fabric and specialist works of internal engineers, apprentices and associated trades persons and those of specialist external contractors for the Schools', Children's centres and some corporate property portfolios. In addition, you will be central on the integration of the Helpdesk CIVICA property and asset management system with the Council's Oracle financial system

This will include the delivery of planned preventative maintenance and statutory compliance together with routine day to day and more complex repairs, improving customer satisfaction, maintaining contractor compliance whilst reducing delivery costs. You will be responsible for managing the in-house traded service which is currently in the region of £2m and will continually look at opportunities of developing the service with other schools and council services buying into the service provision. You will manage small project works in line with the developing skill set of the growing team. You will continually review and develop the service whilst considering opportunities for expansion and improvement. Your ability to build and maintain effective working relationships with stakeholders will enable you to make the best use of LBC resources and support the wider property management strategy. As a people manager, you will lead by example, attract, and retain the best people and ensure that the team have the skills, knowledge and experience to meet the current and future needs of the business. Responsible for management and oversight of the operational cost, which is made up of fixed and variable costs, with an emphasis on cost control to avoid overspend on materials, agency staff, and sub-contractor use. Direct line management of 13+, as well as contract staff and play a lead role for procurement of specialist M&E schools' contracts with support from the procurement team.

You will liaise with schools on commercial strategic partnership to include buying into the services provided by the team. You will deputise for the Contracts, Performance & Commercial Lead in their absence and support the project manager for review and roll out of CCTV Housing upgrade project.

As Camden's PFI school come to the last years of their contracts you will be instrumental in the 7 year transition planning back to the LA. Working with consultants and range of PFI providers you will map out a clear strategy and investment plan required for these properties to smoothly transition to and in-house service offer.

About You:

- You will be responsible for the delivery of a premium quality and cost-effective M&E service to budget across the property portfolio while demonstrating high levels of safety standards and statutory compliance.
- Management and co-ordination of all elements of M&E reactive works, testing and PPM programmes and their efficient delivery in accordance with allocated resources and within timescales through the management of a team working in partnership with consultants and contractors where appropriate, acting as designated Service Manager under a contractual partnering framework.
- Responsible for the delivery of best value and the review and implementation of service improvements by determining priorities and allocating resources into M&E planned, reactive and new works programmes to achieve flexibility and full potential.
- Establish and develop systems and processes to ensure that the delivery of M&E works complies with all relevant legislative and regulatory requirements, standards and industry best practice.
- You will be responsible for a trading budget in the region of £2m and ensure that expenditure is kept within budget.
- Produce reports for Committees and internal and external stakeholders as required.
- Contribute to the development of the Asset Management strategy by using repairs feedback and information to support overall business objectives.
- Leading the work of Camden's technical staff and advisors to support Camden schools and children's centres by monitoring the technical performance, resolving complex or persistent building maintenance issues, advising schools on technical maintenance issues, and controlling costs.
- Ensure all works meet relevant statutory requirements, ensure audit of servicing works takes place and act on results to improve service delivery and compliance. Acquire appropriate landlord certification demonstrating compliance with all relevant safety requirements and ensure any works arising are addressed in an expedient manner.
- Ensure a strong customer focus to achieve high levels of service delivery and overall satisfaction, understanding customers' aspirations and using customer feedback to raise performance standards.
- Manage and monitor contract performance in order to demonstrate and achieve efficiency and value for money.
- Take responsibility for facilitating effective co-operation between relevant stakeholders/partners, including subcontractors and ensuring they follow legislative obligations and the Council's standing orders and service standards.
- Share information willingly, appropriately and work with others to improve integration and efficiency.

- Work with the Technical FM Lead to deliver new strategies to improve the M&E operations service and the Helpdesk.
- Work with the councils Apprenticeship team, course providers and construction skills centre and the private sector partners to seek, train and develop our trade apprentices/junior surveyors along an academic development pathway
- Manage the annual training budget for the Schools' FM team and annually assess training requirements of the Team and trade individuals
- Lead on the procurement of specialist technical support contracts working with procurement team on a forward plan to minimise impact on service delivery
- Update and present to Schools Head Forum the performance and financial standing of the School's FM traded services.
- Provide support and guidance to the Technical Service Manager in relation to the TRA and VCS project work.

Work Environment:

Responsive M&E repairs is a high-volume, fast-moving environment and can involve high pressure on a regular basis. Flexibility, adaptability and the need to make decisions quickly is vital as priorities frequently change and information is updated in real time. You will be expected to visit properties on a frequent basis. The post holder will work across the Council's offices at Crowndale Centre and 5 Pancras Square. This will include hybrid home and office working.

People Management Responsibilities:

- Direct line management of a team of up to 13+ . Overall operational control and management for entire team consisting of managers, supervisors, trade staff, apprentices' sub-contractors, agency staff.
- Point of escalation for all operational repairs and maintenance enquires from Schools, children's centres and other operations employees.

Relationships:

- Build and maintain effective and productive working relationships with technical delivery managers and colleagues.
- Provide support and guidance to management teams when technically challenging situations occur.
- Work in partnership with other service team leaders to deliver an efficient school wide M&E and fabric maintenance and repairs service.

- The post holder will work closely with senior management, Headteachers, business managers, property managers and key stakeholders such as building managers. Commercial Team, other technical teams within the Council housing.
- Establish supportive and effective relationships with supervisory teams, trade and support staff
- Work in partnership with the council apprentice team and Construction skills centre and their respective academic course providers.
- Provide support and guidance to our Apprentices and trainees in the Engineering team throughout their respective career development
- Build and maintain strong relations with Schools Heads forum on service delivery and client's needs.
- Work with the PFI providers on smooth transition of service back to the council.

Technical Knowledge and Experience:

- Extensive experience of managing a direct delivery workforce
- Experience of working in a high-volume maintenance environment.
- Experience of managing sub-contractors to remain within service level agreements
- Up to date understanding of health and safety responsibilities of a maintenance service, preferable NEBOSH National General Certificate in Occupational Health and Safety Managing Safely.
- Extensive experience of managing supply chains to tight deadlines
- Extensive experience in delivering M&E and fabric repairs, servicing and PPM service for council portfolio.
- Ability to project manage complex programmes of work.
- Strong budget and financial management experience.
- Extensive experience in planning, organising and implementing individual training development plans for technical staff and apprentices

Over to you:

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion:

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile Working:

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments:

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,

Note:

This document is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.