

## **Job Profile Information: Senior Practitioner (Facilities Management)**

**This supplementary information for Senior Practitioner (Facilities Management) is for guidance and must be used in conjunction with the Job Capsule for Job Level 5 Zone 2**

**Camden Way Category 4.**

**It 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.**

### **Role Purpose:**

Working within the FM Senior Management Team the post holder will lead and develop the Soft FM Team across the Corporate and Commercial property in delivery of all cleaning, repairs and maintenance, budget management throughout the transition to full in-house delivery. The post holder will review current processes bringing forward enhancements improving service delivery as well as further savings through strategic design and review of all services. The post holder will work with Accommodation and Estate's services to ensure best use of properties liaising with estates and accommodation colleagues.

### **Example outcomes or objectives that this role will deliver:**

- Chairing the Operational Management Group (OMG) meetings ensuring alignment with future operational use with strategic changes for the council, working closely with the Accommodation and Business Support teams ensuring consistent standards across the Corporate offices
- Working with the Head of Security to ensure all Void properties are transferred for cost effective management by Guardians
- On-boarding of the current outsourced cleaning service.
- Working with procurement team to deliver best value in procurements of material and equipment purchasing.
- Communication with all stake holders on changes, reporting lines and audit processes.
- Working with FM Performance Manager to ensure clear signposting for staff to improved ways of reporting and resolutions through one support helpdesk.
- Motivating and leading a large team of staff across multiple sites.

- Programmed works – Planning repairs and maintenance outside of Mechanical and Electrical service ensuring sites are suitably presented for service needs. Evaluating where other services can be brought in-house with potential savings and presenting Business Cases and procurement strategy reports.
- Work as one team to effectively manage property assets including administrative buildings, care homes, resource centres, libraries, sports centres, play centres and depots to deliver better outcomes for the people of Camden. □
- Take a lead in devising and implementing any projects to improve repairs reporting, property management and building efficiency, particularly in relation to health & safety statutory compliance, environmental management, information technology and quality assurance.
- Be directly responsible for managing, monitoring and forecasting revenue budgets to a value of £15m pa, and leading the Senior Property Manager and Property Managers ensuring accurately accounting and forecasting, adhering to financial deadlines and manage budgets in line with the council's financial control procedures.
- Taking a lead through proactive management of FM contractors and working together with Property Managers, to ensure that all building related health and safety legislation is met and implemented, including health and safety audits and risk assessments. Specifically, this includes control of asbestos, Diversity and Equality (EA2010), gas safety, electrical safety, fire safety, control of legionella, lifts hoists & lifting equipment and control of substances hazardous to health.
- Take a lead for developing and implementing robust emergency processes and procedures such as fire, flood and gas leaks, ensuring that these procedures are effectively communicated and if necessary rehearsed with building users.
- Take a lead in ensuring that energy efficiency, sustainability, health and safety and other policy and regulatory standards and targets are met.

### **People Management Responsibilities:**

This role has four direct report focusing on:

Property Management –

- This role will line manage the Senior Property Manager and 4 x Property Managers reviewing and setting budgets and future works requirements. This role will require close clear strategic direction of all Corporate and commercial properties leading to building Fabric condition management.

#### Cleaning Services –

- This role will line manage the FM Contract and Performance Officer, incorporating a team of 1 x Facilities Manager, 4 supervisors, a cleaning auditor and approximately 100 cleaning staff. This role we require clear direction and planning ensuring the successful transition and management of service transferring back to the council.

#### Quality Control –

- This role will line manage the Cleaning Auditor, reviewing standards of delivery, looking for continuous improvements in standards of delivery. This role will work closely with the FM Contracts and Performance Officer setting objectives, agreeing resources and equipment and training to maintain our sites.

#### Daily Maintenance –

- This role will line manage a small team of trades to maintain the building fabric of our assets. You will be tasked with business casing additional in-house resources and innovation to enable us to improve standards and reduce costs. Your team will work with the Helpdesk and Property Managers to agree timescales and programs of work. Communicating with internal stockholders and managing catered services and waste.

#### **Relationships:**

- This role reports directly to the Head of Facilities Management and as part of the FM Senior Management Team this role will work closely with the Senior Practitioner (Engineering), FM Development Manager, Schools Facilities Manager and Head of Security in delivering high quality FM services across the Schools, Corporate and Commercial properties.
- The post holder will be responsible for pro-actively managing budgets in respect of the corporate portfolio, including overseeing all budgets of individual property managers. The post holder will also be responsible for ensuring that all building operational plant is maintained to a high standard and complies with Health & Safety legislation.
- The post holder will be expected to embrace the ethos of a self-managed team. The self-managed team is expected to define priorities, set objectives, allocate work strands and manage the workload. The self-managed team will contribute towards sharing and developing knowledge within the team.

Key contacts will include:

- Senior managers and officers across directorates
- Communications Team
- Contractors
- Consultants
- Members of the Council
- Members of the public (Building users)

These relationships will involve the resolution of contentious matters that will require persuasion and negotiation with contacts. The outcomes of these discussions may have implications for the achievement of business objectives.

#### **Work Environment:**

- The job is predominantly office based, with regular visits to corporate and commercial properties, and meetings in other Council offices. The post holder may be required to be contactable for emergencies out of hours.
- The post holder is required to work in an 'agile' way in line with Camden's policy of a paperless and flexible work environment, which may include working at home for part of the week.
- The post holder operates within a complex and occasionally sensitive framework, and confidentiality and discretion must always be observed.

#### **Technical Knowledge and Experience:**

- An in-depth knowledge of building management and related services i.e. planned and reactive fabric maintenance, and of managing contracts and contractors on site as well as budgetary management and financial procedures.
- An in-depth knowledge and good practical application of health and safety legislation (Health & Safety at Work Act 1974) to property management together with a detailed knowledge of the Equalities Act 2010.
- Detailed knowledge of managing high value budgets, business continuity and emergency planning.
- Good knowledge of contractor management and monitoring performance.
- Knowledge of sustainability agenda.
- Excellent organisational skills and ability to manage a complex and varied workload and conflicting priorities.
- Strong leadership skills with ability to communicate and take initiative at all levels being flexible and pro-active in problem solving.

- National Examination Board of Occupational Safety & Health (NEBOSH) or IOSH Working and Managing Safety
- Strong knowledge of government procurement processes.
- Knowledge of tenant / landlord and lease obligations.

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

## Chart Structure

