**Job Profile Information: Technical FM Lead**

**This supplementary information for Technical FM Lead is for guidance and must be used in conjunction with the Job Capsule for**

**Job Level 6 Zone 1.**

**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:**

The post holder will come into the Property Management division at an exciting time, being the technical lead for FM across portfolios and leading the core support functions for the Council’s in house FM service. The role will lead and develop a professional, pro-active, and cost-effective FM service providing robust management of the supply chain, making sure the FM service is safe and compliant and leading on FM systems development. It will also provide professional leadership for the insourcing of engineering services in all settings (housing, schools, corporate and commercial).

The role will lead a data integration program spanning commercial and corporate property and will be responsible for developing a cross service culture ensuring there is adequate provision and support across all FM services. The post holder will benchmark FM and other engineering services against industry standards, make sure servicing regimes are correctly specified and equipment is maintained in line with manufacturers’ recommendations.

**Accountability, Knowledge, Expertise, What the role will deliver – breadth of the role**

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

* Leading the insourcing of engineering services across Property Management, valued at £16m per annum, and being the Technical FM lead for the Property Management Division
* Leading the analysis and presentation of insourcing projects at the strategic and local insourcing, commissioning and procurement boards
* Responsible for leading work with HR and service areas to develop the workforce plan, terms and conditions for the engineering workforce in all settings across the portfolio
* Responsible for making sure FM systems are compliant with industry benchmarks (such as SFG20) and manufacturer’s requirements, determining which take precedence in the design of planned maintenance regimes.
* Build the operational support, systems and infrastructure required for a compliant and efficient FM service
* Build and implement, including the recruitment of staff, the helpdesk and computer aided FM (CAFM) systems
* Build a consolidated work scheduling system and processes to create an efficient, customer focussed and responsive schools and corporate FM service
* Be the lead for working with Valuers on the Commercial Portfolio, aligning their estate management needs and building automated systems for rent review, compliance auditing and reporting aligned to lease or licence agreements.
* Review live and historic data and provide recommendations on investment based on measure outcomes, dictating the expenditure on a £10m capital programme and best use of responsive work streams totalling £2.1m per annum
* Make sure asset data is accurate by tracking works, replacements and warranties ensuring these are managed through the life of assets
* Develop training packages for in-house and contracted engineers on use of CAFM systems for live reporting.
* Directly manage, forecast and report on the staffing and operational budgets aligned to their service:
	+ Staffing budget of £620k PA (14 staff)
	+ Supply chain contract value of £1m PA
	+ Planned preventative maintenance £600k PA
	+ Reactive maintenance budget £500k PA
* Manage supply chain contracts, ensuring contract compliance via 14 KPIs monitoring, Monthly contract meetings and reporting with escalation as required.
* Report on the core compliance for the FM service on asbestos, electrical systems, gas, water, fire safety and lifts
* Develop one consolidated CAFM system in Technology Forge, directing the Property Data Manager and Lead Data Officer to ensure effective transition.
* Responsible for reviewing essential statutory information from our Insurance department (ZURICH) generating work orders to address matters in recommended timeframes.
* Develop systems for the asset management of all CCTV assets across the borough for planned preventative maintenance and repairs
* Design and deliver Permit to Work systems to be implemented on corporate sites, working with operational staff in how to complete them remotely

**People Management Responsibilities:**

* To directly line manage the Helpdesk Manager, Property Data Manager, Lead Data Officer, Compliance Manager and Schools Buildings Officer ensuring that they receive adequate support, supervision and appraisals.
* To ensure that annual objectives are set and monitored providing continuous improvement of service and individuals.
* The post holder will take the lead in managing the externally procured Mechanical and Electrical contract, and in such seeking best practice and performance from them at all times.
* The post holder will monitor KPIs and seek performance improvement plans form the supplier where necessary.
* The post holder will be expected to embrace the ethos of a self-managed team within the wider corporate and commercial team and ensure that the team understand this ethos. 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.

**Relationships:**

The post holder will work with teams, establishing and maintaining strategic relationships both internal and external to the Council. 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.

The post holder will work closely with councillors and customers to ensure a positive and progressive service is agreed and delivered

Key contacts will include:

* Senior Practitioner – Engineering and Facilities Management
* Emergency Planning and Business Continuity
* Director of Property Management
* Director of Development
* FM Senior Management Team
* Councillors
* Members of the Council
* Asset Management and Business Planning
* Property managers
* Lease or licence holders (where duty of care remains with LBOC)

**Work Environment:**

* The job is office based, with regular visits to corporate and commercial properties, and meetings in other Council offices. The post holder will be required to be contactable for out of hour’s emergencies.
* With the changing scope of how we work due to COVID the post holder and his team will need to adapt to future patterns of working with greater emphasis on those who can Work from home. You will need to support teams with suitable equipment, support and equipment as appropriate.
* 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 will operate within a complex and occasionally sensitive framework. Confidentiality and discretion must always be observed.

**Technical Knowledge and Experience:**

**Essential:**

* Degree or similar, in an Engineering/Facilities Management discipline
* Experience of developing Computer Aided Facilities Management (CAFM) systems
* Detailed knowledge of the application of industry benchmarks such as SFG20
* Statutory Compliance Management
* NEBOSH or ISOSH
* Experience of delivering Business Continuity Planning
* Experience of successfully managing contracts and of implementing continual service improvement.
* Experience of managing staff members and of managing internal and external stakeholders.
* Excellent inter-personal, organisational and communication skills, both written and verbal.
* Project Management skills

**Desirable:**

* Knowledge of Technology Forge, Planet and ASH system.
* Knowledge of health and safety legislation (Health & Safety at Work Act 1974).

**Leadership Behaviours**

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| **INSPIRE**  | Our leaders demonstrate the organisational values every day. They are passionate about the services they lead and delivering the vision and outcomes in the Camden Plan. They are authentic, inspirational and engage others through their personal leadership and ability to make the vision meaningful to all. Leaders are highly visible to staff and partners across Camden, have an interest and curiosity about the work of the whole council and ‘make everything their business’. Because they understand the bigger picture and always do things in the best interests of Camden, our leaders can lead different areas and work across the Council. They are recognised as exemplary leaders by organisations beyond Camden.  |
| **ARE POLITICALLY ASTUTE**  | Leaders demonstrate a wide understanding of the national and local political and economic environment and the perspectives of key stakeholders. They utilise this to shape the vision for the future, influencing the thinking and direction of stakeholders, including Members, partners and residents, and building credibility as a trusted advisor. |
| **DEVELOPS PEOPLE**  | Our leaders identify talent and develop capability so that we have the highly skilled, committed and motivated workforce we need to deliver the Camden Plan. They create a culture of accountability – ensuring all staff, Members and other stakeholders deliver agreed outcomes and act in line with our ways of working. |
| **COLLABORATE**  | Our leaders create the conditions for effective collaboration between stakeholders across Camden. Leaders establish relationships building trust and rapport. They listen to and understand different stakeholder perspectives, and are open and honest with others, be they staff, peers, Members, partners, providers or customers. Our leaders build a shared sense of purpose across Camden, unlocking the borough’s collective resources for the benefit of all. Challenge is accepted and encouraged as a means of delivering the best outcomes.  |
| **DRIVE QUALITY AND VALUE**  | Our leaders are ambitious and innovative in their approach to driving high standards, quality and value for money. They trust and respect staff and partners as experts in their work and empower them to be courageous and try new approaches in order to improve services and outcomes for customers. |
| **INFLUENCE**  | Our leaders scan the environment and seek out the latest thinking, tools and technologies across all sectors. They think broadly about how this applies to the Camden context, taking the best of what’s around us to set the future direction for the borough. |

**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

For further information on the Camden Way please visit by clicking [HERE](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1)

**Chart Structure**

