**Job Profile Information: FM Soft Services Manager**

**Grade: Job Level 5, Zone 1**

**Salary: £46,756 - £54,238**

**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**

To ensure Camden’s Corporate and Commercial properties are maintained to high performance standards, enabling services to be delivered from buildings which are safe, comfortable, and serviceable. This role is responsible for the management and performance of Camden’s in-house cleaning services, leading and managing this through transition from Total FM Services (TFM) back to in-house delivery, monitoring, and management. Working with the Soft FM teams, this role will work closely with service managers and team leaders ensuring standards are set, delivered, and maintained through the life of the property. The role is also responsible for the contract management of the Corporate Catering contract and any other Soft FM contracts

**Key aspects of the role:**

* Responsible for management and performance of the cleaning services, building and maintaining positive relationships between the service leads and the in-house staff, to ensure high levels of service delivery, to ensure that they maintain Camden’s premises in accordance with best practice.
* This is a key role within the Soft FM team for a skilled Career Practitioner with good overall FM knowledge who will have a key responsibility for ensuring responsibilities are met or exceeded, by applying revised specifications, training, and monitoring of an in-house provision.
* Providing close control of costs to ensure services delivered within the budget.
* Setting, monitoring, and reporting for cleaners’ materials and equipment budgets with monthly forecasting.
* Overseeing staff cover and agency support as required
* Working closely with the Senior FM Managers for Soft and Technical services, providing co-ordinated work to a high standard. Planning in scheduled and periodic works and deep cleans around key projects and dates to reduce service delivery impact.
* The role requires setting and monitoring of delivery standards. Looking into Innovative ways of improving the service whilst reducing cost or generating income.
* Contract management of all Soft FM contracts

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

* The Corporate cleaning budget transferring from TFM back in-house to deliver this is approximately £1.5m per annum.
* Working with the Helpdesk Manager and their team to ensure all reactive request are resolved in accordance with performance KPI’s.
* Monthly targeted audits and KPIs are monitored and interrogated and any issues or failures are followed up.
* Systems and technical support are in place, appropriate and robust, to monitor compliance with all Authority Requirements, ensuring adequate cover is available and provided to cover holidays and sickness absence.
* Regular dialogue is effective between the cleaning Supervisors, Property Managers and building users to ensure any issues are proactively addressed, and if possible, dealt with immediately.
* Work variations and change requests are effectively managed within budgets, ensuring costs are clear and appropriate, and that liability for any cost increases is clearly allocated, understood, and accounted for with the relevant Property Manager.
* The transition to the new service is planned and delivered without causing gaps in service and/or operational problem.
* Relationships with all aspects of FM delivery and teams involved are built and used positively to enable all parties to work together to continually improve services
* Risk is proactively managed, and efficiencies secured.  Compliance or performance issues are recognised in a timely manner and resolved or escalated.
* Alterations to assets in buildings are notified to the Cleaning Supervisors so that costs are negotiated and reasonable, and clearly communicated.
* Constructive working relations are established with teams for other types of Council buildings, to identify common issues and solutions, as well as training opportunities

**People Management Responsibilities:**

* The post holder is wholly accountable for the performance management, regular meeting, and objective setting of Cleaning Team Leaders, setting clear direction on the delivery and standards to be achieved by the in-house cleaners.
* This post is one of Career Practitioner in the FM Service and having direct responsibility for contract management and delivery standards, risk and performance of staff and suppliers.
* The service operates on the principle of self-managed teams, involving a high degree of matrix management within Property and Contracts and the post holder will lead areas of work using staff resources across the service, without having direct line management responsibility.
* The post holder is responsible for applying and supporting colleagues to have good awareness of, and work in compliance with, all Council policies, standards, finance, procurement and legal requirements, and technical best practice, and proactively contributing to continuous improvement of the service.
* The post holder is required to take part in appropriate and relevant mentoring, training and development to support and develop him/herself and colleagues and working with colleagues to manage performance in accordance with and using the tools from Camden’s performance management procedures.

**Relationships;**

* The post holder is wholly accountable for the program, outputs and monitoring proceeds, setting clear targets and process for the Cleaning Auditor to deliver against.
* S/he will be required to exercise discretion and make decisions both in relation to achieving service outputs, and with responsibility for developing and improving the service
* The post holds a high level of operational responsibility for decisions and management of risk, which impact on the Council’s reputation and relationships with the public and elected members.
* The post holder needs to be able to write and speak in a style and with conciseness, clarity and focus which communicates effectively to the situation and audience.  S/he needs to be able to build support for maintenance standards and practices by building strong relationships with schools, contractors and officers, and in turn supporting them in their objectives.
* The post holder will work closely with the Senior Property Manager and Soft Services Team Leader under guidance from the Senior Practitioner Soft Service to provide quality services.

**Work Environment:**

* The job holder will be mainly office based and will be required to carry out occasional visits to schools and children’s centres to meet with school staff, and occasionally to visit building sites, where it will be necessary to wear personal protective equipment, with occasional meetings in other Council offices.
* The post-holder will be 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, and confidentiality and discretion must always be observed.

**About you**

* Specific qualifications are not as important in this post as strong experience of complex contract management, particularly Facilities Management contracts.  However, qualifications such as those listed below could be used to help demonstrate that the post holder has appropriate skills
* Facilities Management qualification
* Appropriate qualification in Cleaning Services Management
* Contract Management qualification or experience
* Evidence of ongoing CPD
* Experience of budget management of large revenue resources
* Experience of procuring and managing service contracts for a wide range of service users.
* Full working knowledge and understanding of contractual issues, practices, initiatives and law and the ability to use this knowledge in practical applications within the borough
* Personal credibility and professionalism always.
* Good organisational skills, self-motivated and ability to work under pressure and manage multiple priorities.
* Good diplomatic and clarity skills, whilst being firm in dealing with complex situations.
* A high level of English communication and interpersonal skills, both oral and written. Must be able to use these to influence and negotiate to achieve results with a wide and diverse range of different audiences.
* Ability to establish effective communication networks and working relationships with senior officers, and other key stakeholders
* A positive attitude to change and a commitment to improving own skills, knowledge and performance
* Ability to work effectively in a team and experience of developing teams
* Risk management experience
* Experience in following policies and procedures and using them to achieve agreed objectives
* Fluent and skilled in use of IT as a tool for budget and records management, communication and other purposes. Must be literate in use of MSWord, MS Excel, and asset or facilities management databases
* Ability to innovate and take initiative, yet be a team player
* A clear understanding of how to further Camden’s objectives in respect of equality and diversity

**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](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/8081811/file/document?inline).

**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 other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page2) for more information on our commitment.

**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,