Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:** Facilities Team Leader | **Director/Service/Sector:** Barry Scarr/Finance/Property | **Office Use** |
| **Band:** 7 | **Workplace:**  | JE ref: 3189HRMS ref: |
| **Responsible to:** County Hall Manager | **Date:** 1st May 2018 | **Manager Level:**  |
| **Job Purpose:** Responsible for the day to day delivery of Building Management, Catering, Building Cleaning and Caretaking Services in County Hall to designated customers ensuring high standards are maintained and customer needs and targets are met. |
| **Resources** | Staff | Catering, Cleaning and Attendants staff in County Hall |
| Finance | Manage budgets up to £275k |
| Physical | Some lifting and carrying required |
| Clients | Senior Council Officers, Senior Building users and Members |
| **Duties and key result areas:**Deliver high levels of customer and stakeholder satisfaction and meet the objectives, targets and programmes, which are agreed for service delivery, across the whole area of supervision. Responsible for the management of catering, cleaning, security, fire safety, building maintenance and Health & Safety within County Hall.Ensure plans are in place for statutory checks for fire safety, building security.Ensure the service is responsive to customer timescales and always seeks value for money solutions. Keep the customer fully informed of project progress and planned timescales.Manage and control designated budgets, authorising expenditure for the service.Attend Building User Group meetings.Manage a team of Building Attendants, Catering Staff and Cleaners.Monitor and co-ordinate staffing and service delivery to provide an innovative, flexible and customer focused service within County Hall. Liaise with suppliers regarding the provision of equipment and commodities and resolve any associated problems.Respond to all comments, complaints and compliments in accordance with the agreed procedures.Be responsible for the recruitment administration, appointment, notification of leavers, management, motivation, performance and monitoring of employee performance and conduct, sickness absence management and appraisal for Facilities staff within County Hall, in accordance with the policies and procedures of good employment practice. To provide support to the County Hall Manager on a range of issues, including, leave of absence, termination of employment, implementation of policy and retirement and deputise as and when required for County Hall Manager.Act as Investigating Officer in respect of routine capability and disciplinary investigations and present the case on behalf of management across the area of supervision at the request of the County Hall Manager or Head of Service. Identify and implement a staff development programme for all FM employees with any training requirements being determined. Liaise with the Organisational Learning & Development team to devise training programmes and carry out appropriate training. Develop and maintain communications with all employees and establish appropriate meetings as necessary.Promote all Soft Facilities services with existing and potential customers to increase sales.Promote and maintain procedures and safe systems of work to comply with the Health & Safety at work Act and all other relevant legislation. Ensure that appropriate documentation is in place in relation to all legislation and accident reporting and investigation procedures are adhered to. Develop, maintain and comply with the requirements of Quality, Environmental and Health & Safety Management control systems. Review plant, equipment and supplies and ensure all relating records and data are maintained. Ensure time sheets, invoices, orders and other documents are authentic and liaise with the appropriate personnel to authorise appropriate payments. Ensure financial targets are monitored and achieved in line with Service objectives.Maintain unit details including sickness, overtime and holiday sheets.May be required to cover staff absence The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. |
| **Work Arrangements** |
| Physical Requirements:Transport requirements:Working patterns:Working conditions: | Ability to driveThe work involves the need to visit schools or work sites throughout the North/South of the County on a regular and routine basis. Flexible working the ability to work occasional evening or weekend.Post based indoors |

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**PERSON SPECIFICATION**

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| **Post Title:**  Facilities Team Leader | **Director/Service/Sector:** Finance/Property Services | **Ref**: 2978 |
| **Essential** | **Desirable** | **Assess****by** |
| **Knowledge and Qualifications** |
| HND in Facilities Management A level standard of general education specifically numeracy and literacyCatering Qualification NVQ 3 or above.Evidence of recent relevant Management Training and continuous professional developmentCustomer Care SkillsIT LiterateTrained in Manual Handling. | Degree Level or equivalent standard of general educationMembership of a relevant Professional InstituteFirst Aid Certificate |  |
| **Experience** |
| Considerable experience of Supervision and the delivery of all or one of the Facilities Service (Building Management, Building Cleaning, Caretaking)Considerable catering experience.Experience in using Microsoft / Google applicationsExperience of resource co-ordinationConsiderable experience of sickness management, carrying out staff appraisal and recruitment and selection of staff.Thorough understanding of the requirements of the Health & Safety at work Act and Employment LegislationConsiderable experience in the management of resources including financial managementExperience of budget managementExperience of dealing with personnel issues and supervision of staff | Experience Quality, Environmental and Health & Safety Standards.Experience of working in multi site environment/ multi disciplined environmentExperience of coaching othersTrained in Manual Handling. |  |
| **Skills and competencies** |
| Customer FocusedAble to develop and maintain professional working relationshipsEffective IT skills and able to use ICT to achieve work objectives.Able to apply own initiative to overcome day-to-day operational problems.Works cooperatively with customers/ stakeholders, maintaining regular consistent and clear communications to achieve solutions.Builds and maintains strong working relationships both externally and internally.Excellent communication skillsCommercial awarenessAbility to plan & schedule work for periods of up to 12 monthsAbility to work on a day to day basis largely without supervision.Self motivated, adaptable and resourcefulLogical, numerate and resourcefulTeam builder, leader and motivator |  |  |
| **Physical, mental and emotional demands** |
| Normally works in a seated position with some standing, walking, stretching and lifting.Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands.Able to operate effectively under pressure and conflicting demandsSome contacts can be contentious which may result in emotional demands |  |  |
| **Other** |
| Ability to meet the transportation requirements of the post |  |  |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits