**Job Description**

**Main Purpose of Job:**

To manage and deliver the requirements of FM services to the East Suffolk Council Service level agreement and commercial contracts, ensuring effectiveness, growth and profitability, managing the provision of integrated services within the relevant portfolio of buildings and associated sites.

**Initial Key Responsibilities:**

1. The management of operational FM services to the requirements and agreed service level requirements.
2. Provide leadership and management to enable the operational teams to deliver services as set out in the SLAs.
3. Supervise and organise sub-contractors utilised in service delivery.
4. Ensure appropriate management of all staff engaged in the delivery of FM services, including sub-contracted services.
5. Liaise with both staff and senior managers on a regular basis, informing of any changes in priorities, schedules and/or relevant procedures to ensure compliance with statutory law, national regulations and policy.
6. Ensure all required individual/team processes and procedures are completed and recorded and that suitable evaluation is undertaken supporting business direction and decision making.
7. Carry out regular QA and H and S inspections for works carried out by Contractors and in house teams to satisfy partner, customer and business requirements.
8. Ensure that all customer processes and responses are completed in a timely manner and in accordance with agreed procedures and service standards.
9. Provide one point of contact for clients, for all issues both contractual and operational.
10. Report on operational performance at Client and ESSL meetings.
11. Ensure effective Partner and Customer Relations are developed and maintained.
12. Direct, coordinate and plan essential services such as maintenance, security, waste disposal and recycling, to ensure sites meet health and safety requirements and that facilities comply with regulations.
13. Comply with the Health and Safety at Work Act 1974.
14. Agree goals and objectives with Operations Manager and implement them for directly employed staff, to achieve KPI’s at all locations.
15. Ensure that agreed works undertaken by all directly employed staff and contractors have been completed satisfactorily and follow up on any deficiencies.
16. Ensure all training needs are identified, planned and delivered in response to service and legislative demands.
17. Line management of Operative Supervisor and FM Co-ordinators.

**Specific responsibilities in role**

1. Monitoring road condition predictions from 31st Oct to 30th April to make an informed decision whether to grit Car Parks, Leisure Centre, Riverside, PFI Fire Stations and Private Housing sites (Commercial contracts) and communicate with Operational staff to ensure gritting is carried out.
2. Monitor Flood Alerts and Flood Warnings and instigate appropriate action for the ESC Controlled seasonal defenses. May be required to attend site during events to monitor and report back to EA or JEPU.
3. Manage ESSL’s involvement in the deployment of the Lowestoft Emergency Flood Barriers, jointly co-ordinate with ESC Coastal Management Team and Water Management Alliance to arrange staff into teams and shifts to erect barriers and perform security duties once barriers erected, making sure they have the appropriate PPE and equipment to safeguard their welfare. Hands on manage the Teams on a 12 hours on 12 hours off shift system in co-ordination with a specifically trained ESS AM, during the entire deployment and specifically the tidal event.
4. Involvement in the protocols for above and be a Default point of contact 24/7, should existing protocol routes fail.
5. Point of contact for Duty Managers and Standby Operative out of normal working hours to advise or instigate the appropriate course of action, to ensure Health and Safety of General Public and staff, protect the reputation of ESC and ensure the best course of action is taken to preserve long term budgets.
6. Liaise with Town and Parish Councils to solve issues with their portfolio or ESC portfolio that has a detrimental effect to their operations and sell our services to secure further income streams.

**Line Manager: Operations Manager**

**Responsible for:**

Note: This is a description of the job as it is constituted at August 2023 but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of the Company to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Company’s aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Company reserves the right to insist on changes to the Job Description after consultation with the postholder.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Knowledge and Experience** | * Well-versed in Facilities Management requirements and best practices. * Previous experience with managing building requirements including M and E. * Experience of managing multi-disciplined teams. * Commercially aware, with financial and budgetary experience. * Experience of procurement, and management, of sub-contractors. |  |
| **Skills and Abilities:** | * Excellent communication skills, both verbal and written, with excellent negotiation skills. * Leadership qualities – able to motivate, support and lead others in order to reach both local and organisational goals. * Show awareness of goals and standards, follows through to ensure that quality and productivity standards are met. * Able to prioritise and reprioritise workload under pressure. * Ability to problem solve and react quickly to health and safety or reputational issues communicate and obtain buy in from involved parties and mobilise corrective actions. * Understand and apply commercial financial principles, in terms of costs, profits, markets and added value. * Positive approach - maintain effective work behaviour in the face of setbacks or pressure. |  |
| **Education and Training** | * Relevant professional qualification. * Conversant with Health and Safety legislation and statutory compliance, ideally holding an IOSH or NEBOSH qualification. |  |
| **Other Requirements** | * Full Driving Licence to meet the travel requirements of the role. |  |