**Job Description**

**Facilities Maintenance Manager**

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| **Service:** | Facilities Management | **Team:** | Hard FM / Technical Services | |
| **Location:** | County Wide | | | |
| **Salary range:** | £46,142 – £51,356 | **Grade:** | | 10 |
| **Reports to:** | Principal Facilities Manager | **Staff responsible for:** | | 14 |

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| **Job Purpose** |
| To support the Principal Facilities Manager in the strategic management of the FM core business; leading, developing and implementing all aspects of maintenance, repair and replacement of FM Service operated building engineering services and plant, and in relation to the operational maintenance of building fabric, finishes and external works for a delegated portfolio of corporate premises.  To manage and to provide a senior technical reference to teams of technical staff, multi-skilled mechanical and electrical maintenance engineers, general building maintenance operatives, and external mechanical, electrical and specialist contractors, ensuring delivery of a cost-effective operational maintenance service.  To ensure that the operation of all FM operated building engineering services, and the delivery of all planned, reactive, and preventative maintenance activity, that is undertaken by both internal and external resources, is fully compliant with legislative obligations, applicable national and industry standards and codes of practice, and with council requirements, policies and procedures.  To provide strategic professional advice to senior management in relation to business-critical engineering services and complex engineering plant installations, working collaboratively with internal and external stakeholders, including a range of professional services staff and senior leaders to influence decisions and direction. |
| **Accountabilities/Responsibilities** |
| * Manage the effective, efficient and compliant maintenance of mechanical and electrical engineering services and of building fabric, finishes and external works, translating broadly defined deliverables into clear work plans for maintenance staff, including:   + Setting work objectives and standards for the maintenance teams, translating overall FM service objectives into clear and detailed activities for individual team members.   + Motivating, coaching and supporting staff and identifying training and development needs to equip them to deliver an effective, responsive and compliant service.   + Monitoring the performance of staff and undertaking performance engagement appraisals in line with council policy and guidance.   + Managing staff and maintaining staff records in line with all relevant council policies, procedures and guidance. * Develop and implement comprehensive PPM schedules for building engineering services and for building fabric assets, to optimise building performance, energy efficiency and asset longevity, ensuring full compliance with statutory and regulatory obligations and with Council guidance and standards. * Lead on the procurement and implementation of PPM services for FM operated building engineering services and plant, selecting cost-effective and reliable contractors, and managing contractor performance to ensure compliant service delivery. * Conduct regular inspections and condition assessments to identify potential issues early, implementing corrective actions, and establishing robust quality control measures. * Develop and implement comprehensive risk assessments, work instructions, standard operating procedures, guidance and reporting to ensure continuous and consistent compliance with relevant legislative duties, corporate policies, health and safety guidance, codes of practice, and maintenance industry standards, ensuring compliance through effective monitoring and management. * Manage communication and stakeholder engagement effectively, providing clear updates on maintenance activities, addressing concerns promptly, and ensuring minimal disruption to building occupants and business operations. * Oversee the delivery of ad-hoc facilities refurbishment and workspace improvement projects, managing internal teams, suppliers and contractors to ensure comprehensive realisation of project aims and workplace strategy objectives. * Work collaboratively with the Building Services Engineering team within the LCC Property Service to ensure that:   + All mechanical, electrical and specialist engineering services are subject to appropriate servicing regimes to ensure availability and continuity of operation, and to ensure compliance with statutory obligations.   + Suitable and sufficient servicing records are provided and stored electronically for audit and compliance purposes, and that all safety critical or compliance critical remedial works are progressed in a timely manner.   + Lifecycle replacement of mechanical, electrical and specialist engineering services are designed and delivered so as to accurately reflect the operating requirements and circumstances of the County Hall complex of buildings * Provide technical advice and guidance to senior management to assist with the management of risk relative to the condition and operation of premises and their building engineering services and take a lead role in relation to the identification and implementation of priorities and controls to mitigate risks to premises availability and business continuity. * Develop and implement initiatives to realise improvements, efficiencies or best practice in relation to maintenance, energy consumption, health and safety, and building overhead costs. * Produce meaningful KPI reports to allow senior managers to fully understand the current status of maintenance delivery and compliance and develop and implement improvement plans as required. * Maintain 24/7/365 standby or on-call cover by the plant maintenance team to respond to building faults, security issues, and emergency access requirements at our County Hall site in central Preston. This may involve the post holder's inclusion within the on-call rota to ensure adequate cover (Note: performance of on-call duties attracts additional payments). * Keep up to date with legislation, codes of practice, and industry guidance. * Participate in wider Facilities Management Service activities such as senior management meetings and staff engagement events etc. * Represent Facilities Management, as a stakeholder, e.g. in relation to resilience planning or large corporate events. * To carry out other duties as required or delegated by the Principal Facilities Manager, including undertaking tasks performed by lower grades and deputising for management as required. |
| **Other** |
| * **Equal Opportunities**   We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.   * **Health and safety**   All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help to apply our general statement of health and safety policy.   * **Customer Focused**   We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times. |
| **Our Values** |
| **We expect all our employees to demonstrate and promote our values:**   * **Supportive**   We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.   * **Innovative**   We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.   * **Respectful**   We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.   * **Collaborative**   We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone. |

**Person Specification**

**Facilities Maintenance Manager**

All the following requirements are essential unless otherwise indicated by \*

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

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| **Qualifications** |
| * HND or other higher level technical qualification in a relevant building engineering services discipline plus a minimum of 3 years' experience in a similar role, OR significant demonstrable experience in a technically demanding building engineering services maintenance or installation role at a middle or senior or management level over a period of at least 5 years. * Degree Level Qualification in Building Engineering Services\* * NEBOSH Qualification\* * Full UK Driving Licence |
| **Experience** |
| * Minimum 3 years' experience of building engineering services maintenance in a middle or senior managerial role with line management responsibility for multi-disciplined engineering teams. |
| * Demonstrable experience of discharging health and safety and other legislative obligations relative to the operation and maintenance of mechanical, electrical and specialist building engineering services, including associated record keeping. |
| * Extensive experience of the operation and maintenance of Building Management Systems ensuring optimum performance and availability of building services. |
| * Experience of planning maintenance schedules to ensure the operational availability and efficiency of building engineering services to minimise business continuity risk and ensure compliance with legislative requirements. |
| * Experience of using CAFM applications to develop, deliver, manage, monitor and report on preventative maintenance regimes and reactive repairs. |
| * Experience of managing general building maintenance works. |
| * Experience of maintenance contract management and procurement procedures |
| * Experience of maintaining services installed to support computer data suites\* |
| * Demonstrable successful experience in people management, motivation and leadership. |
| **Essential knowledge, skills & abilities** |
| * Extensive knowledge and understanding of the installation, maintenance and repair of mechanical, electrical and specialist building engineering services, including all associated underlying engineering principles. * Extensive knowledge and demonstrable ability to investigate faults and resolve performance issues relative to the operation of mechanical and electrical plant and specialist engineering services. * Knowledge of general building fabric repair and maintenance. * Ability to read and understand technical drawings, schematics, as-installed information and operation and maintenance manuals. * Knowledge of relevant health and safety legislation and ability to interpret requirements to ensure compliance. * Proven ability to prioritise and deal with multiple issues on a regular basis. * Team management experience with excellent interpersonal skills for dealing with staff and customers at all levels. * Sufficiently proficient in the use of IT applications (CAFM systems, BMS systems, Email, word processing and spreadsheet applications). * Good standard of literacy and numeracy, with general education in maths and English at minimum GCSE or equivalent |
| **Other essential requirements** |
| * Commitment to equality and diversity. * Commitment to health and safety. * Display the LCC values and behaviours at all times and actively promote them in others. * This is an essential car user post *(You will be required to provide a car for use in connection with the duties of this post and must be insured for business use)*. |