

## Facilities Manager

### Grade 9

#### **About the Service**

Strategic Property is responsible for ensuring that Staffordshire County Council has a safe, efficient, and cost effective corporate and maintained schools' estate. It develops and delivers a property strategy and asset plan for corporate properties and schools to manage the estate to suit the changing needs of a dynamic and diverse organisation. It implements changes via acquisitions and disposals and development of council property and maintains the estate in a safe and usable state. It does all this set in a context of the larger public estate working closely with partners looking at overall service and property efficiency.

#### **About the Role**

To lead and manage facilities operations for the organisation's Headquarters building (Staffordshire Place), ensuring a safe, compliant, efficient, and high-quality workplace environment for employees, visitors, and stakeholders.

The role is responsible for ensuring the delivery of hard and soft Facilities Management (FM) services, statutory compliance, building maintenance, workplace experience, and supporting the organisation's strategic goals in sustainability, health and safety, and corporate asset management.

#### **Reporting Relationships**

**Responsible to:** Property Manager

**Responsible for:** N/A

#### **Key Accountabilities:**

1. Responsible for Facilities Management (FM) activities at Staffordshire County Council's head office premises and Stafford campus buildings. This will include support for leased or tenanted

areas within Staffordshire Place 1 & 2, including business units, particularly in relation to shared services.

2. Provide wider premise management support, knowledge sharing and advice to other corporate asset premise managers to enable best practice of facilities management across the corporate estate.
3. Understand and apply the County Council arrangements for Health and Safety maintaining a detailed knowledge of relevant current health and safety issues, procedures, and ensure operation within these requirements are adhered to and communicated to colleagues within the premises. Act as Responsible Person/Deputy for fire safety and workplace Health & Safety as required.
4. Support space utilisation planning, workplace optimisation, and change initiatives (including hybrid working models) by working with property colleagues, suppliers and contractors to deliver alternative work environments, office designs and producing reports to inform and evidence asset management decisions.
5. Provide expert advice on Facilities Management risks, opportunities, and investment requirements to ensure full compliance with statutory and regulatory requirements including fire safety, electrical safety, gas, water hygiene (L8), asbestos, and building regulations.
6. Maintain accurate compliance records/health and safety files, ensuring the building is always audit-ready.
7. Conduct and/or oversee delivery of cleaning, security, grounds maintenance, waste services, risk assessments, method statements, emergency plans, incident investigations and planned preventive maintenance (PPM) for head offices to ensure a safe positive environment for officer workers and visitors.
8. Management of critical building systems including Heating, Ventilation, and Air Conditioning, Electrical systems, Lifts, Building Management System, and Backup power infrastructure by ensuring service & testing schedules have been arranged and any repairs/maintenance issues are completed in a timely manner.
9. Performance manage hard and soft Facilities Management contracts, ensuring service delivery meets agreed KPIs and SLAs.

10. Monitor and report on building performance to identify potential efficiencies including implementation of waste-reduction, energy efficiency and carbon reduction initiatives for the premise.
11. Respond effectively to service requests, internal and external stakeholders, complaints, and feedback, driving continuous improvement and professional workplace experience.

## Person Specification

### Qualifications/Professional membership

- Degree or equivalent property-related qualification or a relevant Facilities Management qualification e.g. Level 4 Certificate in Facilities Management. However, candidates with extensive Facilities Management experience will also be considered.
- Property related Facilities Management (FM), Compliance and Health and Safety training.

### Knowledge and Experience

- Significant experience working in facilities management within a large, complex building (preferably HQ / campus environment) with multiple buildings and occupancy types.
- Detailed knowledge of statutory compliance, building services, workplace safety, and FM best practice.
- Demonstrable experience managing both hard and soft Facilities Management Services.
- Knowledge of and continued professional development of relevant legislation relating to facilities management, Security arrangements (Martyn's Law) and associated health & safety.
- Experience in managing contractors delivering property maintenance services and property professional services providers.

### Skills

- Competent with computer systems and Microsoft suite of products with experience of property asset information and management systems.
- Analytical and ability to use software to analyse data and produce reports e.g. Excel.
- Ability to work on own initiative, independent thinking and to plan work or problem solve in a fluid environment.
- Budget Management skills.
- Effective communication, and stakeholder engagement skills.
- Effective time management and organizational skills.
- Ability to deliver high quality customer service.

This job is designated as a casual car user

**The content of this Job Description and Person Specification  
will be reviewed on a regular basis.**