



Lambeth

Job Description and Person Specification

FM Technical Services Manager

A Lambeth to be proud of



Job Title: FM Technical Services Manager

Department: Resident & Enabling Services

Division: Highways Environment & FM

Business Unit: Property Services & FM

Grade: PO7

Reports to: Head of FM Technical Services & Projects

Responsible for: FM Surveyor (Technical Services & Projects) x2

Context

The Property Services & FM Team ensures that the Councils property assets are safe, clean, and compliant. Located within the Highways Environment & FM Division, and the FM & Property Services Business Unit, the team are knowledgeable across a broad range of technical disciplines and use their detailed knowledge and/or technical skills for inspecting and maintaining aspects of the physical environment (offices, libraries, park buildings, schools etc.) recommending/specifying the best course of action.

Job Purpose

Working within the Councils FM & Property Services Business Unit, to provide operational support and ensure the delivery of building surveying and engineering related services such as planned and reactive maintenance, minor refurbishment works and Buildings related project functions. This will include operational asset management, maintenance programme development, building surveying services, input into planned & reactive maintenance regimes and mechanical and electrical services support.

The post holder will ensure that Hard FM services comply with the relevant statutory requirements as well as Lambeth's requirements. The post holder will ensure all contractors and consultants provide value for money and will be responsible for ensuring high customer satisfaction levels from "internal clients". To actively promote an integrated approach to energy efficiency initiatives influencing the approach to maintenance programmes and supplementary project works.

To assist in promoting the branded and traded service function of Lambeth FM & Property Services across Lambeth's directorates and market this service on a commercial basis to schools and other external bodies to ensure maximum 'buy in'. These services can include but not limited to:

- Site Safety Inspection and Audits
- Compliance Inspections and Audits
- Fire Risk Management Advice
- H&S Legislative and Bespoke Training
- Clerks of Works duties
- CDM Client Advisor
- Schedules of Work / Specification Writing
- Development of Planned, Preventative Maintenance (PPM) Schedules and Regimes
- Minor Works Projects
- Asset Management Advice

- Feasibility Studies and Options Appraisals

To monitor the planned and reactive maintenance services provided as well as minor works for Lambeth Property Services. To assist the Head of FM Technical Services to develop and monitor the corporate rolling programme of Building Stock Condition Surveys and Access Audits.

Responsibilities

1. To monitor, develop, and motivate the FM Surveyors to facilitate their continuous professional development and performance.
2. To develop the FM Surveyors in relation to specialist works such as asbestos management and low zero carbon technology .
3. To monitor the Hard FM service contract function for compliance with the schedules of all programmed service visits for each building, and each type of service.
4. To monitor and ensure the delivery of planned maintenance regime and remedial works to ensure statutory compliance within buildings under their control especially in relation to all mechanical and electrical assets and services
5. To ensure all plant and fixed equipment items to corporate buildings and for 'buy-in' schools are captured in separate comprehensive asset registers such as the Crimson Insurance date base and the Techforge database are updated and maintained on a regular basis.
6. To plan for new requirements identified through the execution of service visits to be reported on a frequent, structured basis to the Head of Technical Services for the management and programming of significant repairs and replacement respectively.
7. To play a lead role in the development of a three-year rolling capital replacement programme for corporate buildings from repair trend data and service contract reports.
8. To manage the Building Stock Condition Survey programme through the appointment of external specialist consultants, and to ensure that the data is evaluated and recorded robustly by working closely with the Data Officer. To develop and manage programmes of improvement works arising from the survey data, and to provide management reports on performance as required.
9. To develop condition ratings for each type of asset and provide programming information to the Head of Technical Services when required.
10. To work with the Safety Manager on the programme of fire risk assessments for corporate buildings; to ensure that all relevant building maintenance related recommendations are fully discharged.
11. To represent Property Services on sustainability and energy efficiency matters, ensuring that as far as possible sustainability issues are integrated into the property management and maintenance processes.
12. To actively contribute to future procurement of servicing and other corporate contracts when required. To manage the tender and procurement of works in accordance with Council Standing Orders and legal requirements.

13. To provide timely detailed professional advice and information to senior management and elected members on all matters pertaining to FM and Property Services.
14. To work with the FM Project Manager to monitor Project Management Contracts, to ensure they deliver a consistent structured approach to all project set up, communications, documentation and execution.
15. For minor works ensuring all statutory requirements such as planning approvals, listed building consents and building regulations approvals are sought and gained; work with the Safety Manager to ensure all health and safety matters are addressed, including appropriate asbestos surveys, risk assessments and method statements are obtained; and to ensure that projects are assessed under the Construction, Design and Management Regulations (CDM 2015).
16. To work with the Client Relationship Manager actively promote the traded service function of Lambeth Property Services across Lambeth's schools and third sector organisations.
17. To create a culture of dedicated customer focus and use feedback from customers to review and improve the performance of service contract delivery.
18. To contribute to the preparation, development and implementation of the Property Services' and Facilities Management business plan.
19. To champion and direct staff in the maintenance and improvement of performance through devised in house systems, and also adopted/quality management systems such as such as ISO9001;2000; EMAS; IIP.
20. To deputise for the Head of FM Technical Services in their absence.
21. To carry out any other duties within the general scope of the post as required by the Head of FM Technical Services.
22. To prepare and co-ordinate Facilities Management & Property Services responses to complaints, Members enquiries and FOIs
23. Lead motivate and develop direct reports to ensure they perform successfully, prompting creativity, change and innovation in supporting the service to achieve its objectives
24. To maintain accurate records, to ensure information and documentation is organised in a systematic fashion enabling easy retrieval of information on internal service Sharepoint and Teams sites, FM mailboxes and customer information websites.
25. When required, provide an "intelligent client" role and be a proactive participant to external property related services consultants comprising; Project Management Specialists; Ground Investigation Engineers; Architects; Structural Engineers; Mechanical & Electrical Engineers, Asbestos Surveyors; Building Surveyors; Quantity Surveyors; Building Conservation Specialists etc. Co-ordinating the above diverse professionals with a view to ensuring the maximisation of the benefits accruing from the Council's property portfolio for effective efficient and economic service delivery.
26. To provide operational professional and technical advice at the highest level, on all property service matters (including those delivered by the council for partner organisations) within and outside the authority. This will require the post holder to provide guidance, direction and recommendations to enable the delivery of council's corporate property service.

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
Key Knowledge	K1	Detailed knowledge and understanding of legislation and major legislative issues applicable to building/property management, construction, maintenance including building safety compliance	✓A
	K2	Detailed working knowledge of M&E installations in complex buildings, and compliance requirements under specific relevant statute, regulations, ACOPS, directives, CIBSE and HVAC guidance	✓A
	K3	Strong working knowledge of Building Regulations and Planning Legislation, including the CDM Regulations, and construction related health and safety legislation	✓A
	K4	Working knowledge of asbestos regulations	✓A
Relevant Experience	E1	Proven experience at management level contributing to organisational goals and managing significant planned maintenance and capital works programmes.	✓A
	E2	Direct management and development of staff, project management, procurement of services including the clienting and management of consultants in the delivery of major projects/programmes.	✓A
	E3	Experience of translating policy changes, legislative changes and statute, and developing workable business policies and procedures and process	✓A
Qualification		Relevant Building Services Engineering qualification minimum BSc/BEng or equivalent, (IEng/CEng MCIBSE desirable) and/or Degree Qualification in relevant technical discipline, Building Surveying, Construction Management etc. MRICS, MCIQB, MCABE.	✓A

CORE VALUES AND BEHAVIOURS

Equity behaviours



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- Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.
- Ensure fairness and justice is at the heart of my decision making and support to my team and others.
- Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.
- Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part.
- Take positive action to ensure everyone in my team has opportunities to learn and grow at work.
- Encourage everyone to be themselves at work and value who they are.
- I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.

- Treat each member of my team with respect and dignity just as I would want for myself.
- Encourage each member of my team to do their very best work and am available to them to provide support and guidance.
- Personalise my support to each team members and look out for them, lending a hand wherever I can
- Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together
- Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard
- Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.
- Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.
- Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.

Kindness behaviours



One Lambeth
CONNECTED BY PURPOSE

- I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way.
- I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.
- I ensure my team plan ahead, getting the basics right and take swift action when problems arise.
- I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.
- I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.
- I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same.
- I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.
- I encourage my team to learn and grow and ask questions to find the information they need to do their jobs.

Accountability behaviours



One Lambeth
CONNECTED BY PURPOSE

Ambition behaviours



One Lambeth
CONNECTED BY PURPOSE

- Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.
- Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.
- Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together.
- Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes.
- I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.
- Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.
- Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.