

Job Profile

Position Details	
Post	Corporate Contracts Manager – Facilities Management
Service Area	Environment & Neighbourhoods / Organisational Resilience
Reports to	Commissioning & Client Manager
Grade	PO6
Job Family	To be completed by HR

Role Purpose
<p>To lead on contract management for the Corporate Contracts team, including Facilities Management for the corporate estate, and commissioning of services to support the corporate estate. Setting and agreeing service standards that meet stakeholder requirements ensuring that a value for money service is delivered.</p> <p>To manage the council's built assets to an agreed asset management plan so they are fit for purpose and support the delivery of Council services. To ensure that the estate meets legislative and health and safety compliance, good practice and agreed service levels.</p> <p>To provide a high quality, customer focused service to building occupiers and strong contract management of suppliers.</p>

Main Responsibilities
<p>Commissioning – Corporate Contracts.</p> <ul style="list-style-type: none"> • To deliver a cycle of continuous reviews of in- house services and external contracts to secure outcomes, value for money and the achievement of corporate priorities, both service specific and cross cutting. • Through the commissioning cycle, identify service delivery options/models and either through procurement of an external provider or working with colleagues/partners to remodel in-house services/existing contracts, secure transformational change. • To work with partners, stakeholders and Members in the development and commissioning of services and their successful implementation. • Use and actively seek out data and benchmarking information to guide the delivery and development of services within the Corporate Contracts service area and ensure that an intelligence led approach is taken to maximise positive outcomes against a backdrop of reducing resources.

Contract Management - Corporate Contracts.

- Responsibility for contract management for Facilities Management, including the Total FM contract, securing service improvement and the achievement of the Council's financial and service outcome targets.
- Through a cycle of regular service and contract reviews, data analysis and benchmarking, compare the commercial viability, unit costs and overall value for money of services and contracts against market leaders.
- Respond to and action the receipt of risk assessments, building surveys, service data and recommendations from the service provider that align with the Council's requirements and financial planning processes.
- Responsible for implementing a robust performance management framework that delivers continuous assessment of contract performance, customer satisfaction, delivery of priority outcomes and unit cost.
- To agree and review Key Performance Indicators that meet customer expectations and ensure that these are maintained as relevant at all times. Recommend changes to the KPIs as required for effective service delivery.
- To receive and review the management information from the service provider and ensure that the standards of operation meet the service levels as agreed within the contract.

Property Management

- Ensure that all occupied buildings have appropriately trained and identified First Aiders, Fire Wardens and Emergency Controllers in place, in line with Fire Safety Management Policy.
- Ensure that all corporate property assets meet and are maintained to the relevant statutory compliance at all times.
- To work closely with the Council's Health and Safety officers in order to set and maintain up-to-date relevant policy.
- To receive H&S reports from the service provider and to update and escalate matters to the relevant council service and undertake audits ensuring that the service provider fulfils their obligation.
- Working closely with the service provider to lead and champion sustainability and environmental improvements within the estate, contributing to the achievement of corporate and national improvement targets.
- To participate in the Duty Facilities Management rota, providing out of hours cover for building-related incidents.

Customers

- To ensure services are customer focused and that customer feedback informs how services are delivered and develop systems that support customers regularly engaging and influencing service design.

- Meet regularly with stakeholders to agree service priorities throughout the portfolio. Attend forums as necessary advising tenants and building users on all matters relevant to their buildings.
- To actively promote and lead partnership working and joined up service delivery, by developing and maintaining key relationships with people inside and outside the council.
- Prepare committee reports and briefings on Facilities Management-related matters and attend meetings and advise the Councils' Senior Officers and Members.

Budgets & Procurement

- To support the budget monitoring process for the Corporate Contracts Team including management of service related budgets and contract spend. Includes forecasting and projections for responsible budgets.
- To ensure robust procedures are in place and followed to manage and monitor spend against the service provider's contract.
- To follow the processes and control for Capital and Revenue expenditure to secure maximum income collection and debt recovery where appropriate.
- Ensure that all procurement is undertaken with regard to value for money and report accordingly and, where the financial limit exceeds the delegated authority of the service provider, to provide guidance on provision of spend, procurement and ensure probity in adherence to the Council's standing orders.
- Working collaboratively with partners and colleagues to actively identify funding opportunities and prepare funding bids.

Team Management

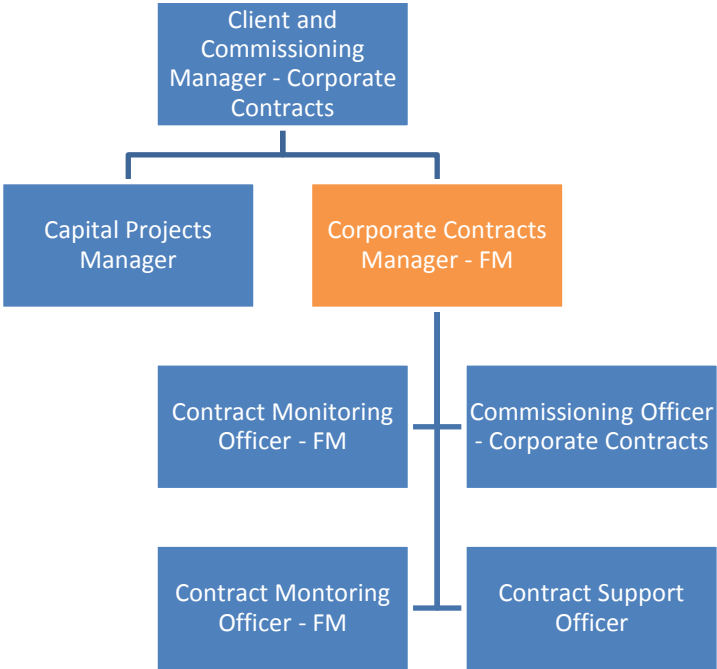
- To manage the team including recruitment, induction, performance management, delivery of performance appraisals, dealing with poor performance and encouraging a continuous cycle of learning and development.

Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance to Health and Safety at Work, Data Protection and other statutory requirements.
2. Knowledge and experience of using IT/working knowledge adequate or sound knowledge required etc.
3. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
4. To undertake any other temporary duties consistent with the basic duties and/or objectives of the post.

<ul style="list-style-type: none"> • Excellent written, verbal and interpersonal communication skills, including the ability to communicate technical and/or complex information to a range of audiences. 	E
<ul style="list-style-type: none"> • High level of self-management and organisational skills and ability to manage a complex and demanding workload with multiple priorities. 	E

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <ol style="list-style-type: none"> 1. Lead Members and Ward Members 2. Senior Managers (DMT, SLT) 3. Priority Boards 4. Partners and providers – External IT Providers, AMEY, Schools, council departments. 5. Capital Projects Team

Organisational Structure
 <pre> graph TD A[Client and Commissioning Manager - Corporate Contracts] --> B[Capital Projects Manager] A --> C[Corporate Contracts Manager - FM] C --> D[Contract Monitoring Officer - FM] C --> E[Commissioning Officer - Corporate Contracts] C --> F[Contract Monitoring Officer - FM] C --> G[Contract Support Officer] </pre> <p>The diagram illustrates the organisational structure. At the top is the 'Client and Commissioning Manager - Corporate Contracts' (blue box). This role oversees two main branches: 'Capital Projects Manager' (blue box) and 'Corporate Contracts Manager - FM' (orange box). The 'Corporate Contracts Manager - FM' oversees four roles: 'Contract Monitoring Officer - FM' (blue box), 'Commissioning Officer - Corporate Contracts' (blue box), 'Contract Monitoring Officer - FM' (blue box), and 'Contract Support Officer' (blue box).</p>

Additional Information

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
	X			
Are the staff based at the same work location?				Yes
Will the post holder be responsible for contract / agency / project staff?				Yes

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Y	60%	Use of a computer.	Y	50%
Audio typing.	N		Crisis or conflict situations.	Y	<5%
Walking more than a mile.	Y	5%	Manual handling.	Y	<5%
Working alone or in isolation.	Y	<5%	Working in confined spaces.	Y	<5%
Driving a car, van or minibus.	N		Preparing or serving food.	N	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	N		Working in awkward positions, e.g. stooping, bending, reaching.	N	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	N		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	N	
Regular and repetitive movements.	N		Working shifts / unsocial hours, nights.	Y	<5%
Outdoor work involving uneven surfaces.	Y	<5%	Standing or sitting for prolonged periods.	N	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	Y	<5%	Working at heights / on ladders, roof work.	Y	<5%
Teaching, or responsibility for, children.	N		Outdoor work involving extremes of temperature.	N	
Electrical hazards.	N		Control and restraint.	N	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
Laptop and mobile phone
Budget management for capital and revenue budgets
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
No
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
No
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
No
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
Responsibility for record keeping for the corporate estate
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
Yes – Corporate Contracts includes landlord responsibilities for the council's estate. Responsible for compliance, security and repairs.