

# Property Facilities Team Leader

<b>Department</b>	<b>Property and Facilities</b>
<b>Pay Grade</b>	<b>G10</b>
<b>Responsible to</b>	<b>Head of Property and Facilities</b>

## Role Purpose

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To be responsible for the day-to-day facilities management of the Council's operational, housing and investment portfolios; The work includes the management of the preventative and re-active maintenance function, including contract management, compliance, landlord and tenant liaison, coordination of service charge work and day to day property issues.

To work collaboratively with the Head of Property and Facilities to continually improve the service offer.

## Direct Reports

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- Trainee Surveyor x 2
- Building Services Engineer
- Property and Facilities Administrator
- Premises Maintenance Operative

## Role Specific Responsibilities / Accountabilities

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- To lead the facilities management function for the Council's operational, housing and investment property portfolios to ensure delivery of a high quality, service driven operation with a focus on reducing carbon use.
- To be responsible for annual and long term planned maintenance to ensure that the Council's properties are kept in good repair and condition and rental stream is maintained, drawing on internal or external technical or specialist advice as required.
- To manage the Council's building health and safety and compliance function.
- To manage Council's service contracts including competitive tendering for the provision of security, cleaning, facilities management and utilities.

- To prepare financial budgets for property expenditure and approval of relevant invoices.
- To manage the reduction of utility costs across the portfolio through organising meter readings where applicable and regular monitoring of use.
- To advise and liaise with both external and internal clients, tenants and other stakeholders to support good estate management.
- To identify and carry out revenue and capital projects in line with annual budget allowances.
- To appoint and manage external professional advisers, where necessary.
- To support the development of other team members to ensure that they benefit from the post holder's professional experience in undertaking their respective roles within the department.
- To allocate work and to manage our external facilities contractor as well as technical and building surveying professionals to ensure that properties are kept in good condition, at minimum cost and that works are completed on time and on budget.
- To support the Trainee Surveyors to progress through professional courses to support their development and succession planning for the department.
- To identify and carry out revenue and capital projects in support of decarbonising the portfolio to support the Council's green agenda.
- To carry out such other duties that may reasonably be required.

## Knowledge, Skills and Qualifications

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**Minimum knowledge, skills and qualifications required to perform this role; relevant experience may be a substitute.**

### Essential Criteria

- Commercial facilities management experience gained in a local authority or client-side private sector company
- Experience in supervision and team management including staff development and positive relationships
- An understanding of Carbon Net Zero and energy efficient methods and products including retrofit and building improvement work
- Experience in contract administration and project management
- Experience in the management of internal and external professional specialists
- An understanding of construction relating to residential, commercial or operational properties
- Knowledge of operational building compliance requirements
- An understanding of finance and budgets
- Customer service and negotiation skills
- Educated to both GCSE and A Level, or equivalent.
- Membership of the RICS
- Full and current UK driving licence

## Appendix

### Generic Employee Responsibilities / Accountabilities

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- Engage and participate in delivering the corporate objectives of the Council and contribute to the collective leadership, development and management of the organisation to assist in the implementation and realisation of the Council's strategic objectives and Corporate Plan through the development of business plans.
- Ensure that all duties are carried out in compliance with statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to improve ways of working by evaluating activities to determine what adds value and where necessary, implement changes to improve / enhance performance to continuously deliver improvements to services.
- Develop team members' skills and knowledge through a culture of learning, collaborative working and excellence to build a culture of high performance which inspires and enables people and supports the delivery of the Council's Corporate Plan and strategic objectives.
- Develop good working relationships with local people, local businesses, the voluntary sector, regional authorities, government and a wide range of other partners in order to promote the interests and uphold the reputation of the Council and so building a positive image of the organisation.
- Participate in the recruitment and management of team members, giving clarity regarding targets, standards and performance expectations. Review performance giving regular feedback and implementing solutions to address both high performance and poor performance. Before acting as recruiting manager you must partake in training on the Council's recruitment processes.
- Ensure all team members, and new team members, including casual workers undertake mandatory training (Fire, Health and Safety, Data Protection and Safeguarding).
- Support in the management of budgets and resources ensuring that they are deployed effectively with robust internal controls to deliver intended outcomes in a manner which demonstrates value for money and compliance with relevant policies and guidelines.
- Contribute in the provision of advice and guidance to cabinet / Council, Scrutiny Committees and Advisory Groups to assist in supporting the translation of political objectives and priorities into coherent initiatives that will deliver their intended outcomes for Horsham District
- Promote equality, diversity, inclusion, access to services and tackle discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Assess risk management in service areas and follow reporting procedures, as appropriate, to minimise risks to people and the Council's operations.

- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

## Generic Employee Behaviours

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**Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.**

### Customer Focus

- Managing customer service
- Constructive customer relationships
- Improve customer service to meet local needs and aspirations

### Achieving Excellence

- Strive to be an excellent organisation
- Deliver continuous service improvement
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

### Our People

- Support the team to work collaboratively
- Invest in our people for continuous improvement
- Support creativity and responsibility