

**JOB DESCRIPTION**

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| **Post Title**: Head of Corporate Landlord | | | |
| **Department:** Department of Operations | | **Post No:** | |
| **Division/Section:** OperationsStrategy | | **Post Grade:** SM2 | |
| **Location:** Town Hall, Bury or any other location in the Borough | | **Post Hours:** 37 hours – Flexible working scheme | |
| **Special Conditions of Service**:   * To be responsible for services that are provided from various locations across the Borough and outside of core hours. * Extended flexi time scheme in operation. * The post holder will be required to work flexibly outside of normal working hours in accordance with the exigencies of the service, this includes attendance at evening meetings, weekend working and service responses to emergencies. * The ability to travel inside and outside of the Borough for which expenses will be payable in accordance with the council’s conditions of service. * To attend evening meetings in accordance with service requirements. | | | |
| **Purpose and Objectives of Post:**   * To ensure that Bury Council provides an effective and efficient Facilities Management (FM) Service within a Corporate Landlord model including centralised helpdesk, council wide statutory FM compliance and testing for all buildings and facilities (all public estate, including Leisure, Markets, Parks, Seedfield etc), effective contract procurement and lead the centralised Hard FM team and Property Management team, and Major Projects Team. * Strategically move the Council from reactive maintenance to a proactive and forward planned regime for repairs and maintenance and ensure that associated centralised budgets provide best value for money and ensure whole life cost decisions. * To manage an effective Administrative Buildings function and contribute to the long term strategic direction of the whole operational estate, Council’s administrative buildings, asset management plan and wider corporate landlord model. * Establish and manage corporate FM systems including an effective digital platform for managing centralised FM, control of capital minor works, centralised repairs budgets, digitally smart buildings and effective energy management systems. | | | |
| * Design, implement and manage comprehensive and robust strategies and systems for FM statutory compliance and testing including asset audits, building surveys, compliance certification, specifications, quality compliance and compliance monitoring. * To lead and manage significant change within the Service in adapting to the changing requirements of buildings, facilities and service customers. * To take a lead in de-carbonising the public estate and ensuring the health, safety and wellbeing of staff, customer and the public. * To be responsible for the delivery of the Councils Capital Planned Maintenance Programmes, and work with colleagues to develop a strategic forward maintenance plan. * To be responsible for the Council’s Major Projects section, whose function it will be to project manage the range of Capital Maintenance projects commissioned by the Council and in liaison with external partners. | | | |
| **Immediately Responsible to**: Assistant Director (Operations Strategy) | | | |
| **Immediately Responsible for**: All staff within FM helpdesk, Hard FM Team, Energy Management, Property Management Team and Compliance Team, Major Projects Team | | | |
| **Relationships: (Internal and External)**  **Internal:** All Elected Members and the MPs  Service Managers, building users, climate change team, corporate procurement team, emergency services  Trade Unions  **External:** Contractors and suppliers  Representatives of external/outside bodies  Dealing with the Press  Members of the Public  Government Departments  Statutory Bodies  IT and other systems providers | | | |
| **Control of Resources**:  **Premises:** Responsible for the operation and maintenance of the Administrative Buildings function, property management and Council premises repairs, maintenance and statutory compliance. Council wide statutory FM compliance and testing for all buildings and facilities (all public estate, including Leisure, Markets, Parks, Seedfield etc.  **Financial:** Control of capital and revenue maintenance expenditure. Centralised R&M budgets, project budgets and procurement of FM contracts.  **Personnel:** All staff employed within the FM helpdesk, Hard FM team, Admin buildings team, property management team and compliance team  **Equipment:** All equipment associated with the provision of the Service.  **Health & Safety:** Responsible for the execution and adherence to the Council’s Health and Safety policy and legislation relating to the operation of the service, including asbestos, legionella, pool quality. To maintain robust health and safety procedures, risk assessments, risk register and robust systems of maintaining records. Ensure FM statutory compliance for a wide range of buildings, services and functions. | | | |
| **Duties/Responsibilities**:  **Strategic:**   1. To promote and implement organisational change ensuring the appropriate systems of performance and development, communications, equality measures, monitoring and review are in place. 2. To formulate and implement commercially focused FM strategies and business plans that will enhance all aspects of the service and be customer led. 3. Develop and implement FM strategies which support a corporate landlord model for all buildings and facilities. Develop strategies for monitoring buildings and assets. 4. Develop and implement strategies for centralised FM contracts for repairs and maintenance and statutory compliance across the Council’s built assets with appropriate procurement of centralised contracts. 5. Within agreed budgets, to develop policies, plans and priorities for service provision. 6. Develop and implement strategies and plans that support the Councils climate and carbon management plans including the GM clean air plan, carbon efficient assets and effective energy management systems. 7. Develop proposals and recommendations to existing and potential clients in response to building projects, tenders and new business opportunities. 8. To contribute to the Bury plan and departmental and service plans, ensuring that identified objectives and performance targets are achieved. 9. Prepare reports for Scrutiny/Cabinet/JET/Executive Committees as required. Also to brief elected members on the content of such reports. 10. To keep up to date with national strategies and standards and implement appropriate local plans together with training and guidance to others. 11. To develop partnerships relating to corporate landlord functions, service benchmarking, service provision and contract frameworks. 12. To ensure all Council assets comply with Health and Safety regulations and statutory requirements. 13. Ensuring appropriate standards of working conditions are maintained, and the safety and wellbeing of staff, customers and the general public is paramount. 14. To manage External Partnerships through as part of the Major Projects team to ensure the Council has the ability to draw on Technical Expertise where required to assist on the delivery of Major Capital Projects. 15. Ensure that all Major Capital Projects and Planned Maintenance activities secure best value to the Council, both in terms of their procurement and also decisions taken throughout their implementation and through value engineering exercises over the long term.   **Performance Management and service delivery:**   1. To be responsible for the effective day to day management of the Corporate FM service including centralised FM helpdesk, Property Management Team, Hard FM Team, Compliance Team, Energy Management Service, Major Projects Team, and responding to complaints as required. 2. To establish and maintain quality systems for the delivery of an effective FM, Property and Major Projects service. Ensure complaints and requests for service are managed in line with Council policy and procedures. 3. Establish an appropriate Corporate Landlord governance structure across the Council and within property, facility and strategic asset management. 4. Develop and maintain a robust asset register. Ensure the collection, recording and management of asset data, energy management information and contribute to strategic asset management plans. 5. To ensure that systems are in place to manage, develop, monitor, evaluate and review performance and deliver services against agreed targets, service standards, performance indicators and budgets. 6. Ensure a ‘contract management’ arrangement to monitor all FM and Major Project contracts. 7. To research and develop new operating systems and FM and Asset Management technology platform. Monitor developments in Best Practice and introduce digitally smart buildings and other changes as appropriate, to ensure continuous improvement in all areas. 8. Prepare detailed contract documentation and Service Level Agreements for the service, defining the standards required and undertake detailed negotiations with clients, self-managed facilities, Schools, other service managers and building users. 9. To prepare bid documentation in line with procurement, legal and financial guidelines. 10. Support the Council with wider Council office relocations, office space rationalisation, and decommissioning of redundant assets. Assist with providing effective office design solutions. 11. Strategic and day to day management of the Councils property portfolio including Bradley Fold Estate. 12. Ensure that services are delivered to customers’ individual needs within the agreed financial constraints, whilst maintaining a commercial and competitive service. 13. Ensure that health and safety procedures are monitored and audited as required. 14. To advise the Authority on the corporate landlord model, FM strategies, procurement strategies, FM compliance, major capital projects, and the strategic management of the estate. 15. To assist as required with the authority’s Emergency plan. 16. To ensure that the FM service meets all statutory requirements, including statutory compliance and testing, risk assessments, risk register, continuity plans and Health and Safety legislation. Liaise with emergency planning, operational security service public health and communications as required. 17. To develop the use of information technology to improve service delivery and management information systems. 18. To plan, design and co-ordinate work programmes of repairs and maintenance, ensuring that targets, specifications, budgets and statutory requirements are achieved. 19. To deputise for the Assistant Director (Strategy and Climate Lead) as required. 20. Maintain accurate plans/measurements of buildings together with specifications of work, manpower planning and associated billing for estimating work. 21. To conduct formal contractual negotiations with schools and other clients to generate and grow business and maximise revenue. 22. To ensure that the Forward Maintenance Plan is delivered whilst securing best long-term value for the Council, both in terms of Capital and ongoing revenue expenditure. | | | |
| **Resources and Financial Management:**   1. To lead, motivate and develop the performance of staff within the Corporate Landlord Service. 2. Provide effective centralised control of all Property and FM related budgets for buildings and facilities including management of capital, revenue, operational and project budgets. 3. Develop savings plans across all services, identifying opportunities for delivering savings through the increased efficient use of FM contracts, one-off contract spend and the wider supply chain through reviewing contracts and frameworks. Look to grow the income from the Council’s Commercial portfolio and trading the Service’s offer where possible e.g. Schools. 4. To manage staff within a strong performance management framework. 5. Standardise FM contracts to reduce management time and costs. Ensure specifications are consistent and that quality is delivered across the asset portfolio. 6. To ensure that the Service works as a highly professional organisation where the potential of staff is fully appreciated and utilised. 7. Ensure that limited centralised Property related budgets are spent correctly and ensure they have the greatest positive impact. Maximise the simplicity of budgets including simple coding and minimise the duplication of building maintenance functions. 8. Drive value for money out of the supply chain with effective FM contracts as well as specify and estimate work, materials and labour. 9. Develop effective programmes and action plans to reduce backlog maintenance including the preparation of associated capital funding bids. 10. To manage and control substantial revenue budgets ensuring that council, departmental and divisional guidelines are adhered to. 11. To plan and control capital expenditure projects and budgets. To prepare appropriate budget recovery plans as required, invest to save business cases as well as overall project management of schemes. 12. To implement and maintain effective lines of communication to enable employees to receive information appropriate to their role and level of responsibility. 13. To organise and instigate building user surveys and publish reports as required. 14. To be responsible for ensuring that the authority is kept up to date on Government policies and initiatives relating to the service and that it responds to relevant government and agency consultation papers. 15. To ensure that all health and safety legislation is implemented across the service together with planning and controlling health and safety procedures and records, method statements, training programmes and risk assessments. 16. To assess new material, products and practices. 17. To ensure spending decisions are communicated clearly to Service Leads and Building Managers to ensure stakeholders understand investment decisions and these are informed by strategic plans and budgets available. | | | |
| **Corporate Landlord:**   1. Create and manage a centralised helpdesk function to deal with all property related queries, advice, direct requests for work, processing work orders, tenant queries and payments to contractors. 2. Create and manage a centralised team with responsibility for Hard FM activities including reactive repairs through to Major Capital Projects, whilst ensuring capacity and skills are developed. Ensure clarity of responsibilities between strategic asset management, capital projects and compliance. Oversee building surveys and asset audits, manage contractors and contracts as well as implement design projects and planned maintenance programmes. 3. Develop an intelligent Client capable to drive value for money for spend and ensure whole life cost decisions. 4. Audit all assets to identify what statutory compliance items are present in each building, collate all compliance certification centrally and develop a single core funded compliance team to manage and monitor compliance and testing across the estate. Deliver the required statutory testing and implement effective compliance monitoring software. 5. Ensure effective procurement and value for money of FM contracts and Major Capital works. 6. Ensure an effective property management function, maintain the asset register and asset data. Manage the Councils property portfolio including administrative buildings and Bradley Fold estate. Support office designs and relocations and building decommissioning. | | | |
| * As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm. * Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect. * The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.   Health and Wellbeing -As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues. | | | |
| Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service). | | | |
| **Job Description prepared by:** | **Sign:** | | **Date:** |
| **Agreed correct by Post holder:** | **Sign:** | | **Date:** |
| **Agreed correct by Supervisor/Manager:** | **Sign:** | | **Date:** |

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| **DEPARTMENT OF OPERATIONS**  **PERSON SPECIFICATION - HEAD OF CORPORATE LANDLORD** | | | |  | | |
| **ASSESSMENT METHOD** | **SHORT-LISTING CRITERIA** | **ESSENTIAL** | | **DESIRABLE** |
| Application and interview | Qualified to degree level or equivalent in FM related service, buildings management, surveying or other relevant discipline | ✓ | |  |
| Application and interview | Substantial Facility Management experience and operational experience in managing complex repairs and maintenance regimes | ✓ | |  |
| Application and interview | Proven track record of effective management in a buildings and facilities environment as well as a high level of commercial awareness | ✓ | |  |
| Application and interview | Experience of leading and managing professional teams | ✓ | |  |
| Application and interview | Experience of developing, implementing and managing business plans, strategies and growth development | ✓ | |  |
| Application and interview | Experience of co-ordinating and managing projects and change management programmes to deliver transformation of services | ✓ | |  |
| Application and interview | Experience of managing large and complex budgets | ✓ | |  |
| Application and interview | Knowledge and experience of health and safety legislation and buildings statutory compliance | ✓ | |  |

**CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS**

**The short-listing criteria listed plus the following:**

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| **ASSESSMENT**  **METHOD** | **CRITERIA** |
| Interview | Explain your ability to use developed communication and interpersonal skills to engage and influence partners, customers and staff |
| Interview | Demonstrate your ability to plan, organise and use resources effectively |
| Interview | Demonstrate your leadership qualities and how you would deal with difficult situations |
| Interview | Demonstrate that you are computer literate and highly competent in the use of Microsoft Office products |
| Interview | Demonstrate your ability to work with minimum supervision from senior managers (and to tight deadlines) |
| Interview | Explain your ability to determine priorities and to meet deadlines |
| Interview | Explain your ability to support stakeholders through programs of change, enabling them to understand the change and its impact on them |
| Interview | Demonstrate experience of procurement and negotiating with contractors and suppliers |