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| **Department** | | **PEOPLE services** |
| **Job Title** | | **START WELL Facilities DEVELOPMENT manager** |
| **Grade** | | **H** |
| **Primary Purpose of the Job** | | To be responsible for the facilities management function at the Harvey Start Well Centre and other multi-site centres as required including ensuring that the buildings and grounds are safe, secure and clean for staff and visitors. |
| **Reporting to** | | Start Well Strategy and Commercial Manager |
| **Staffing** | | Centre Assistants and other building support staff and services. |
| **Responsibilities** | | To work both strategically and operationally to ensure the efficient running of the Harvey Centre and multi-site centres as required.  To coordinate the Start Well Premises Management Plan and to direct and oversee relevant projects to ensure the best possible environment for children, families and professionals.  To take responsibility for overseeing health and safety compliance and to undertake risk assessments as required.  To line manage the work of relevant support staff in partnership with relevant service managers to create a high performing team which is responsible for, and anticipates, the needs of the service and provides timely and effective support.  To manage premises related budgets to ensure that the service derives maximum benefit from its budget and generates income in partnership with the relevant service managers. |
| **Main Duties** | | |
| ***Premises Management*** | | |
| 1. | To be responsible to the Strategy and Commercial Manager and relevant Operational Service Managers for the maintenance and upkeep of the Harvey Centre and grounds and other Start Well buildings as and when required, ensuring an attractive and vibrant environment for children, families and professionals. | |
| 2. | To scope various facilities improvement projects, business cases, financial modelling, project planning and controls, milestones to be achieved, interdependencies between projects and benefits to be realised. | |
| 3. | To support the management, monitoring and safe implementation of specific capital programmes and programmed maintenance schemes of work, liaising with Corporate Property Services, contractors and outside agencies. | |
| 3. | Manage maintenance works at the Harvey Centre and other Start Well buildings as and when required. Acting as a point of contact, giving clear direction to contractors and site staff, certify that works have been carried out satisfactorily and that it meets statutory requirements. | |
| 4. | Manage training and meeting facilities, ensuring an exceptional standard of service is delivered, overseeing booking procedures, facilities and refreshment management, including IT and AV equipment and ensuring income is generated from bookings. | |
| 5. | To maximise the use of the accommodation both by the service and outside agencies, ensuring in liaison with Estates and Legal Services signed licences and leases are in place for tenants and that these are reviewed regularly to ensure compliance and no unauthorised encroachment. | |
| 6. | To attend the service meetings and provide detailed costings and prioritisation lists to enable the service to plan for future development improvements, both within the Premises Management Plan and within budget constraints. | |
| 7. | To act as a primary key holder and co-tag manager, ensuring buildings are opened and secured to meeting service need and providing cover arrangements in the absence of Centre Assistants across the Start Well estate. | |
| 8. | Manage emergencies and respond appropriately to urgent issues as they arise. | |
| 9. | Investigate instances of vandalism and arrange appropriate remedial action. | |
| 10. | Provide professional advice to Strategy and Commercial Manager and relevant Operational Service Managers with regards to site and premises related issues. | |
| ***Health and Safety*** | | |
| 11. | To be responsible for Health and Safety issues relevant to the service and ensure compliance with current legislation e.g., Statutory and Regulatory; COSHH; Hygiene Code; Asbestos; Legionella; Infection Control; Environmental Protection; and Waste. | |
| 12. | Audit completion of routine Health and Safety compliance checks and taking appropriate action. | |
| 13. | To ensure that Health and Safety Guidelines and Standard Operating Procedures are regularly updated and implemented, and that appropriate Health and Safety training is in place for all staff. | |
| ***Leadership and Management*** | | |
| 14. | To lead and line manage a team of Centre Assistants and other relevant support staff as required, to create a high-performing team which understand their role and contribute to the overall effectiveness of the service. | |
| 15. | Manage absence for relevant support staff, co-ordinating and providing cover as required. | |
| ***Financial Management*** | | |
| 16. | To be responsible for the financial management of relevant premises budgets and projects, ensuring best value for money for external services (service level agreements) e.g. grounds maintenance, cleaning, catering, etc in liaison with Corporate Property Services. | |
| 17. | To ensure invoices and recharges are processed for accommodation occupied by third-parties in line with the relevant licence / lease agreement. | |
| 18. | To ensure asset, key and co-tag registers are in place, maintained and audited. | |
| 19. | To be responsible for co-ordinating and supporting bids for external monies. | |
| 20. | To carry out other duties as may be necessary for the efficient and effective operation of the service, displaying at all times an open minded and flexible attitude to the continually changing environment and service demands. | |

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| **Date Job Description prepared/updated** | February 2019 |
| **Job Description prepared by** | John McSwiggan |



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| **Department** | **PEOPLE services** |
| **Job Title** | **START WELL Facilities DEVELOPMENT manager** |

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| **STAGE ONE** | Disabled Candidates are guaranteed an interview if they meet the essential criteria |

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| **Stage One** | | | Disabled Candidates are guaranteed an interview if they meet the essential criteria | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | |
| 1. | Detailed knowledge of statutory regulations and best practice guidelines for site and facilities management | | | Application Form/Interview |
| 2. | Knowledge of Health and Safety legislation, assessment and compliance e.g., Statutory and Regulatory; COSHH; Hygiene Code; Asbestos; Legionella; Infection Control; Environmental Protection; and Waste. | | | Application Form/Interview |
| 3. | Event management skills including room bookings and facilities management arrangements. | | | Assessment/Application Form and Interview |
| 4. | Knowledge of income generation mechanisms through building leasing arrangements and event room hire. | | | Application Form/Interview |
| 5. | Knowledge of financial monitoring procedures and systems and secure in making financial projections and backing these up with detailed information. | | | Application Form/Interview |
| 6. | Excellent project management skills and the ability to lead, co-ordinate and deliver a number of projects from inception to completion. | | | Assessment/Application Form and Interview |
| 7. | Knowledge of a range of project management tools and techniques to schedule, plan, track and correct programme/project performance. | | | Application Form/Interview/ Assessment |
| 8. | Highly developed communication skills. | | | Application Form/Interview |
| 9. | Ability to work as part of a team of professional officers and ability to maintain effective working relationships. | | | Application Form/Interview |
| 10. | Highly self-motivated and the ability to work on one’s own initiative with minimal supervision. Ability to prioritise own workload working with conflicting demands and to tight deadlines. | | | Application form/Interview |
| 11. | Ability to think strategically, research and analyse complex issues and develop a range of solutions. | | | Application Form/Interview |
| 12. | Motivating, negotiating and influencing skills. | | | Application form/Interview |
| 13. | An ability to use the suite of Microsoft products (inc. Word, Excel). | | | Application Form/Interview |
| 14. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | |
| 1. | | Management of site and facilities at both operational and strategic level. | | Application Form/Interview |
| 2. | | Management of health and safety. | | Application Form/Interview |
| 3. | | Proven experience of successfully managing projects. | | Application Form/Interview |
| 4. | | Successful line management experience, including performance management. | | Application Form/Interview |
| 5. | | First Aid at Work (or willingness to undertake training) | | Application Form |
| 6. | | Educated to NVQ Level 3 or equivalent in a relevant discipline. | | Application Form |
| **3. Work Related Circumstances** | | | | |
| 1. | | The post holder will be required to carry out manual maintenance tasks such as painting (involving working at heights), minor repairs and grounds improvements as required to meet service needs. | | Application Form/Interview |
| 2. | | The post operates between 7:00am and 9:00pm to meet service needs, including occasional weekend working. | | Application Form/Interview |
| 3. | | This post has been designated an essential car user post. Applicants must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. There must also be adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy. | | Application Form/Interview |
| 4. | | This post is subject to an enhanced disclosure from the Disclosure & Barring Service. | | Satisfactory DBS Disclosure |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| 1. | Knowledge of Energy Efficiency best practice. | | Application Form/Interview |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | Facilities Management or School Business Management Qualification. | | Application Form/Interview |
| 2. | Managing site and facilities within an educational, local authority or health establishment. | | Application Form/Interview |

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| **Date Person Specification prepared:** | February 2019 |
| **Person Specification prepared by:** | John McSwiggan |



**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.