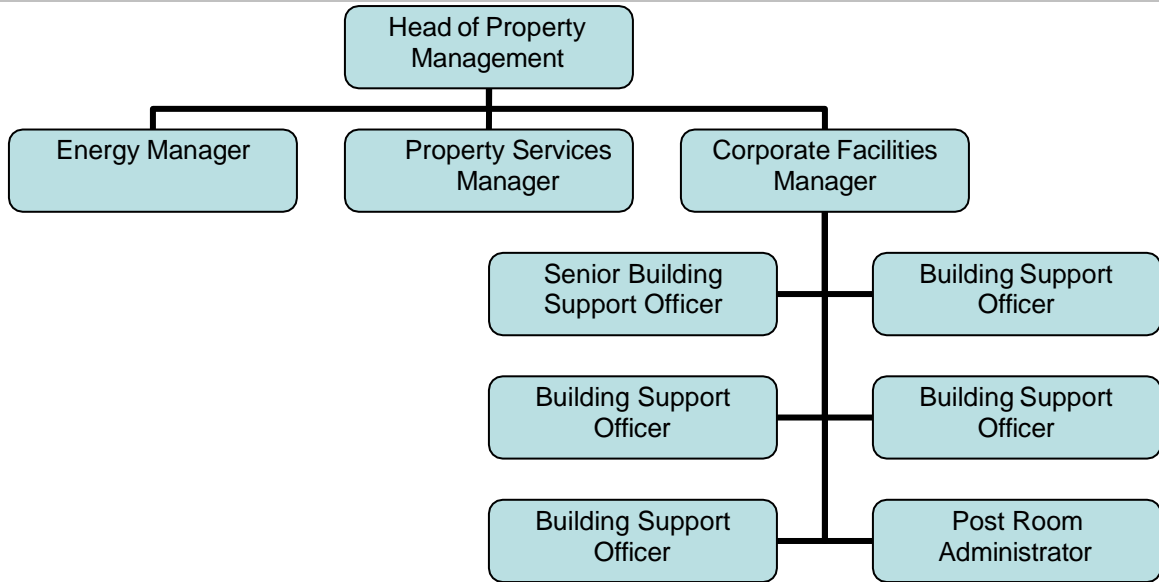
 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
			701452
Job Title	Corporate Facilities Manager		
Service	Commercial Property Resources & Assets Directorate	Team	Property Management
Location	Shute End Civic Offices, Wokingham		
Reports to	Head of Property Management		
Responsible for	Facilities Management Team – 6 headcount (6 X FTE)		
Grade	Type of position:		Date
10	Permanent Full time		April 2025
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>			
<u>Service Purpose</u>			
<p>The purpose of the Commercial Property service is to professionally manage the Council’s property assets, ensuring we have a fit-for-purpose portfolio which meets the Council’s strategic objectives and service & customer needs and delivers Value for Money.</p> <p>The key objectives of the Service are:</p> <ol style="list-style-type: none"> 1. To be the central corporate resource responsible for the management of all Council property assets, utilising the Corporate Landlord Model 2. To manage and develop a multi-functional portfolio of assets which meets our statutory landlord obligations and statutory service needs and strategic outcomes, including working towards carbon neutrality 3. Ensuring the property portfolio achieves Value for Money, by generating a positive financial return and/or by reducing the financial burden of maintaining the property portfolio 4. Ensure the service has the key skills and resources, including data intelligence, to meet identified needs 			
<u>Purpose of the role</u>			
<p>To manage the delivery of a range of facilities management services, to ensure the safe and effective operation of properties across the Council’s estate, for customers and visitors, staff and politicians. In particular, the role has the responsibility to manage the day-to-operation of the Council’s headquarters building.</p>			

Main Accountabilities

1.	Manage the soft facilities management services to ensure the safe and effective operation of the Council's headquarters, including day-to-day operational activities (security, cleaning, post), reacting to urgent maintenance requests and ensuring compliance with statutory Health & Safety requirements.
2.	Manage the soft facilities management services of satellite offices within the corporate estate, utilising the Corporate Landlord model and through a network of Building Managers, to ensure the safe and effective operation of these offices, including day-to-day operational activities (security, cleaning, post), reacting to urgent maintenance requests and ensuring compliance with statutory Health & Safety requirements.
3.	Ensure that all issues, specifically relating to Health & Safety and property compliance are escalated for further action and, working with the Property Compliance team, ensure all statutory duties are met and adhered to and have oversight and monitor that hard Facilities Management works, such as compliance and maintenance works, are completed within the agreed scope.
4.	Manage the Facilities team, ensuring that service meet the requirements of the organisation, service users and customers, ensure the expected level of performance is clearly understood and undertaken; monitoring outcomes and project delivery while supporting personal and professional development
5.	Develop and manage the Buildings Managers network, creating a supportive and informative environment and network where Building Managers can be supported and learn and develop skills, to ensure the safe and efficient management of corporate satellite offices and facilities
6.	Undertake sound financial management to; plan, set, monitor, and manage revenue budgets and small Capital works within the corporate estate.
7.	Successfully tender, monitor and manage contracts to deliver the required outcomes for the Council, including but not limited to; service and term contracts for soft FM services (e.g. cleaning, waste disposal)
8.	Utilising best practice and experience, contribute to plans for the Council's future headquarters project, to ensure an efficient, safe and Best Value future provision of headquarters provision
9.	Provide excellent customer services to internal users and external customers
10.	Maintain knowledge to a level that enables the professional leadership of the service, advising and supporting customers through disseminating knowledge as well as developing and updating policies.

11.	Utilise best practice, customer feedback and service performance to lead continuous improvement of processes and procedures that support service delivery.
Supervision Received	Line management and supervision given by Head of Property Management
Supervision Given	Line management responsibility for 6 officers (Building Support Officers and Post Room Administrator)
Contacts & Working Relationships	Procurement and management of service and term contracts for soft Facilities Management services (e.g. cleaning, waste disposal)
Management of resources or budget	Budget management of up to circa £600,000 per annum of contracts and works.
Special Factors	<p>Politically Restricted</p> <p>This post is a fixed worker post, which requires full-time attendance at the Council headquarters, or at other corporate sites within the Borough.</p> <p>Must have ability to undertake site visits to corporate offices and buildings in a range of locations across the Borough, as required.</p> <p>Out-of-hours requirement to assist in coordinating out-of-hour emergencies in conjunction with the Head of Service as part of the standard Emergency Planning procedures for the council.</p> <p>Ability to work out of hours or at weekend when service demands require this e.g. emergencies or civic events, such as elections.</p>

Organisation Chart



Person Specification

Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat values requirements or corporate responsibilities.

Qualifications & Knowledge	Essential	Desirable
	Qualification, or significant knowledge and experience, in a relevant property or facilities field e.g. BIFM	Membership of, or working towards, a suitable professional body e.g. MRICS. BIFM
	Sound knowledge of facilities management issues, legislation and best practice	
	Sound knowledge of health and safety issues, legislation and best practice	
Technical Skills.	Essential	Desirable
	Ability to, and experience of, effectively procuring and managing contracts, particularly relating to facilities or property services.	

	Ability to, and experience of, managing people to deliver successful outcomes through others.	
	Sound financial management skills, and experience, with an ability to plan, set, monitor and manage capital and revenue budgets within set regulations.	
	Ability to create, or contribute to; reports strategies, policies and procedures.	
Experience	Essential	Desirable
	Experience of delivering a facilities management function, or elements within such a service.	
	Experience of working in a front-facing, customer service environment and best practice in customer management	
	Experience of managing projects to time and within budget using a recognized project management approach.	
	Experience of managing, or delivering, a service to a paying customer e.g. under a traded or commercial arrangement	
Special Factors	Essential	Desirable
	Willing to work out of hours or at weekend when service	

	demands require this e.g. emergencies or civic events.	
	Willing to travel as required by customer and service demands.	
	This post is a fixed worker post, which requires full-time attendance at the Council headquarters, or at other corporate sites within the Borough. No hybrid working.	

Completed by:	Sarah Morgan Service Director - Commercial Property	Date: April 2025
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