

Role Profile

Part A - Grade & Structure Information

Job Family Code	14RT	Role Title	Head of FM Services
Grade	PS14	Reports to (role title)	Assistant Director, Facilities Management
		Directorate	Resources
JE Band	735-879	Service / Department	Land and Property
		Date Role Profile was created	Jul-22

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Manages the operational delivery of all Hard and Soft Facilities Management Services and Forward Maintenance Services for the Surrey County Council property portfolio, ensuring health, safety, environmental and statutory compliance standards meet agreed targets, and the services are delivered to provide an excellent customer experience for all staff, visitors and users of Surrey County Council's services.</p> <p>Manages and monitors performance through Key Performance Indicators, Operational Performance Indicators and Net Promoter Score. Utilises data insight reports to identify corrective action and to support the development of continuous improvements to the service, ensuring consistent progress toward our 'Net Zero' carbon reduction targets</p>
Work Context	<p>The job holder is the senior technical specialist for the FM and FMR functions. They manage a small team of internal technical experts and oversee the performance of a range of external suppliers, ensuring effective interfacing between supply partners and the internal team. They work closely with the Customer Experience team to define service specifications in line with customer needs and draws on expertise from the relevant shared services functions.</p> <p>The property portfolio is extensive, diverse and dynamic, therefore the job holder needs to plan the service in line with strategic priorities.</p>
Line management responsibility	Will have line management for a small inhouse team of officers, and manages external supply partners.
Budget responsibility if applicable	£40M
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Co-ordinate and support service planning for the service or functional area to ensure the delivery of high quality, value for money and consistent services in line with agreed service standards and regulatory requirements.</p> <p>Lead a large, multi-skilled, professional workforce to deliver large programmes of works on time, with identified resources and within agreed budget.</p> <p>Develop and recommend policy and practice improvement in the relevant service/functional area, working collaboratively across the area and consulting with key stakeholders, to ensure effective implementation that supports continuous improvement.</p> <p>Provide professional leadership to the team/s and/or colleagues, strengthening skills and competence and fostering a strong culture of standards, performance and accountability to deliver public value and efficiency.</p> <p>As a lead expert in a specialised field provide technical direction, support and advice to team/project members and external organisations/agencies, and provide innovative solutions to technical problems ensuring that associated risks have been mitigated.</p> <p>Maintain effective budgetary control, while ensuring budgetary control, and legal, regulatory and policy compliance within area of responsibility are effectively managed, and that effective systems operate to manage performance and risk.</p> <p>Lead major programmes and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery.</p> <p>Champion and manage transformational change and embed new ways of working to ensure high quality service delivery and value for money.</p> <p>Work collaboratively internally and externally to ensure that issues are effectively managed and foster partnership working to promote sustainable service improvements and generate efficiencies.</p> <p>On call - be available if required to maintain key service delivery and in the event of a serious incident.</p> <p>Duties for all <u>Values: To uphold the values and behaviours of the organisation(s)</u></p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree or equivalent level professional qualification plus a relevant technical qualification or equivalent experience in the specialist area in a complex business environment. • Membership of an appropriate professional body may be required. • Substantial experience working at a senior level in a relevant role. • Authoritative knowledge of the legislation, regulations and technical requirements relevant to the role, together with broader sector/commercial awareness. • Ability to balance policy development with effective operational management. • Proven ability to manage budgets and resources. • Proven ability to deliver technically complex programmes of work to deliver agreed outcomes and objectives. • Ability to deploy advanced skills to inspire, motivate, coach and develop team members to high levels of performance. • Excellent verbal and written communication and interpersonal skills with high level negotiation and influencing skills. • Proven ability to work collaboratively with internal and external partners/professionals • High level analytical skills and able to apply evaluative judgement and provide practical and creative solutions
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Chartered surveyor RICS or CIOB, or equivalent qualification and extensive experience in facilities management • Experience of managing procurement and delivery of facilities management services with ability to improve performance of providers • Strategic thinker with strong commercial acumen • Strong analytical and prioritisation skills, with ability to analyse and drive efficiency and performance • Facilitation and collaboration skills. • DBS Clearance required • Required to travel around the authority's area to meet the demands of the role
Role Summary	
Reference Number	BM-2022-438