

Post title	Locality Hub Team Leader
Division / Section	Corporate Property
Department	Facilities Management
Responsible To (Title)	Locality Hub FM Manager
Number of post holders	12
Acting up/ Secondment	

Purpose of Job

To assist in the provision of an efficient and effective facilities management service in accordance with the Service Level Agreement; CEC policy and any prevailing general standards. Maximise the service delivery including client satisfaction based on a customer focus delivery approach. Manage the day to day operation within their relevant sections of the Locality Hub and retain operational responsibility for the service delivery. Lead and manage Working Supervisors and input on resource scheduling.

MAJOR TASKS/JOB ACTIVITIES

- Leading the service provision through all phases to the point of delivery and beyond
- Organisation, planning and delivery of the services to meet with the agreed service levels
- Input into creation of work plans, workflows, staffing and schedules
- Ensuring compliance with all applicable statutory requirements, legislation and site operating procedures in relation to soft services
- Implement and devise service delivery protocols for the site to ensure the smooth running of the sites whilst adhering to the Services Requirements.
- To be proactive and initiate innovative methods to increase the efficiency of the service and provide continuous improvement
- Management and coordination of sub-contractors whilst on site ensuring adequate supervision
- Attending regular meetings as agreed by the Client
- Ensuring responsible and effective management of all documentation requirements
- Liaise closely and professionally with the facility representatives in dealing with day to day operational matters.
- Ensure regular reviews of the asset register are performed and ensure the register is managed and updated

- Co-ordinate Staff Rosters, timesheet sign-off, annual leave requests, manage sick leave, staff queries and manage various ad-hoc internal documentation as required.
- Input into monthly reporting following Services Requirements.
- Liaise with the other Locality Hub Team Leaders on a regular basis and devise synergies between Hubs
- Perform ad hoc duties and other related tasks as assigned by the Area FM and Locality Hub Facilities Manager

Supervision and Management of People (Numbers and type of staff)

The post will have 3 to 5 Direct Reports who work on a flexible and mobile basis across one Locality Hub. The post will also have indirect responsibility for approximately 80 to 85 employees. This number refers to employees in direct line management and excludes staff co-ordinated and contractors. If Catering and Security co-ordination is included this number increases to 135 /140 staff in the indirect sphere of control.

Creativity and Innovation

The post holder will be required to manage all of the resources within their allocated buildings (around 30) to make sure they are deployed efficiently and effectively to ensure compliance with the Service Level Specification and maintain costs within delegated budgets.

The post holder will also be responsible for Customer care and the resolution of problems and disputes at a site level.

Contacts and Relationships

The post holder will be required to work closely and in co-operation with other operational and corporate colleagues as well as their direct reports ensuring compliance with work schedules and specifications through general management and quality control.

The post will involve liaison with council/other staff and incidental contact with the general public as well as management of a team of staff and their interactions with staff and the public. A high degree of customer care and behavioural standards are required with contacts likely to be both complex and/or contentious at times.

Decisions (Discretion)

The post holder will be required to prioritise both their own and that of other staff members and interpret specification requirements in order to ensure that agreed specifications are met and the appropriate service levels are delivered.

The post holder will be required to operate within a comprehensive Corporate FM Performance Management framework with appropriate reporting.

Decisions (Consequences)

The post holder will be required to manage their staff to deliver to the specification requirements and to cooperate with performance measurement so that the overall agreed standards are met. The post holder will implement new and revised working arrangements as directed to ensure that agreed Service Levels are met to ensure that agreed standards continue to be delivered.

Completion of budgetary and staff returns and other management reporting to ensure a high level of data is available and council policies/obligations are met.

Resources

The post holder will be responsible for the management of all staff within their allocated buildings within the Locality Hub generally and the 3 to 5 direct reports specifically.

Responsible for equipment associated with cleaning and janitorial activities.

Environment – Work Demands

The post holder will predominantly prioritise their own workload with input from the Locality Hub Facilities Manager. There will be a requirement to work outside standard hours when the situation so demands to ensure the services are not exposed to risk or underperformance.

Environment – Physical

The role will primarily be office based however there will be a requirement to visit sites/buildings as part of the management process. It is envisaged that this split is around 50/50 in terms of desktop activity and performance site related matters respectively.

Environment – Working conditions

The post holder will spend periods of time working at a desk but will be required to travel between sites on occasion.

The post holder must be willing to work the hours required to fulfil the duties of the post. In emergency situations, this may be out with the normal working day over a prolonged period.

Environment – Work Context

The post will have some requirement to take care in relation to the working environment, work activities and dealing with people.

Knowledge and Skills

The post holder will have proven experience of working in a Facilities Management Service with good commercial knowledge and ability to produce succinct reports and experience of managing Health & Safety within a working environment. The post holder will have knowledge and experience of budgetary management and the deployment/management of fixed and mobile staff, equivalent to SVQ 3 level.

As part of the management and reporting function the post holder will require the ability to use IT applications, in particular e-mail and Microsoft Word & Excel, recording systems.

A full driving licence is required.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected

by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

Should be attached to the JD and should be as detailed as possible to show the environment in which the post works and should show the other posts around, above and below the post being evaluated.

Date..... Signed.....(Line Manager)

Date..... Signed.....(Head of Service)