

London Borough of Tower Hamlets Job description

JOB TITLE:	Assistant Facilities Manager – Town Hall
GRADE:	I
POST NUMBER:	
DIRECTORATE:	Housing and Regeneration
SERVICE:	Facilities Management
RESPONSIBLE TO :	Facilities Manager
RESPONSIBLE FOR:	Up to 6 x Facilities Assistants
	DBS Basic / Enhanced check required - not required This post is not politically restricted
JOB SUMMARY:	<p>Required to assist in the leading and the delivery of an effective and compliant FM service at the Town Hall through judicious use of in-house staff; key service partners; suppliers and contractors for soft services including cleaning, security, fire alarm systems, grounds maintenance, pest control, inspections.</p> <p>Through the management of staff be responsible for the provision of a high level of customer service and implement continuous improvement through the collection, production and analysis of data and operational reports and stakeholder management. To ensure customer standards are maintained and improved.</p>
ROLE REQUIREMENTS:	
1.	To be responsible for the day-to-day operational running of the internal and external facets of the town hall estate,

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	including but not limited to: the provision of security, front of house, health & safety & Grounds maintenance.
2.	Provide logistical support and attendance for Events / Meetings at the town hall where required – (smarter working applies)
3.	Provide support to the Facilities Manager by managing the Facilities Assistants and ensure that all staff receive training and development to ensure that they have the necessary skills to perform their duties to the required standard, this includes mentoring / coaching
4.	To monitor all operational performance in line with processes and procedures and adjust where necessary to achieve KPI standards and SLA's
5.	Builds, maintains and monitors productive working relationships with staff, contractors, stakeholders and take actions to resolve issues to improve customer satisfaction
6.	Operate a safe working environment, and ensure that as part of this responsibility that contractors and visitor access is controlled and supervised and that passes, and permits are issued as appropriate as part of a welcoming Front of House service
7.	Supervise, and where necessary carry out, responsive tasks logged by occupiers with the Helpdesk. Fully utilise the Councils Property and Asset Management system [TF Cloud].
8.	To ensure room bookings made through the Helpdesk are set up according to customer requirements, and that areas assigned for flexible working are managed
9.	To manage moves, workspace and general portering service and to manage the provision of a full waste collection, storage and disposal
10.	To ensure building checks and the monitoring of contractor performance are completed and that a day-to-day repairs and maintenance service is provided. Manage routine unskilled repairs as required
11.	To participate in fire and bomb evacuations as directed and play a role in the safe management of building evacuations
12.	To provide cover for Facilities Assistants as and when required

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13.	Provide services in accordance with the Councils Health & Safety Policies and operations procedures including Fire regulations, First Aid and any other statutory requirements.
14.	The post holder is required to complete and review Risk Assessments in accordance with the Councils policies and operational procedures
15.	To participate in performance management for themselves and staff in accordance with the FM service level agreements
16.	To be responsible for authorising repairs and maintenance requests as agreed and provide budget information for the Facilities Managers
17.	To assist in the preparation of needs-based budgetary estimates for assigned buildings, and to be responsible for monitoring assigned budgets under the postholder's control, ensuring that income is maximised and appropriate control is exercised at all times and in accordance with Financial Regulations
CORPORATE RESPONSIBILITIES	
18.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
19.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
20.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
21.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
22.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
23.	Comply with the Councils policies with regards to Equality, Sickness, Discipline, Capability, Performance Management, Training and other personnel and administrative initiatives
24.	Ensure that all duties and responsibilities are performed in accordance with the Councils Health and Safety Policy

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PEOPLE	
25.	To ensure we build good working relationships with all stakeholders, staff, contractors
26.	To provide professional and high levels of customer service to all the Directorate Services and internal and external customers
FINANCE	
27.	To assist in the preparation of needs-based budgetary estimates and to be responsible for monitoring assigned budgets under the postholder's control, ensuring that income is maximised and appropriate control is exercised at all times and in accordance with Financial Regulations
SERVICE	
28.	To participate in the Councils Performance Management scheme and ensure that performance standards and targets are met within agreed time scales
29.	To maintain personal and profession development to meet changing demands of the job and to participate in appropriate training and development
30.	To take part in service improvement initiatives, make suggestions and adopt a culture of continuous improvements.
PERFORMANCE	
31.	To develop monitor and review new procedures and operations pertaining to soft services as requested
32.	To produce data and reports and prepare and other correspondence for Soft Services, ensuring deadlines are met

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

[For supervisory staff add the following] To engage and develop all staff in the team to ensure they have clear personal development plans.

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Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

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Person Specification for the Post of Assistant Facilities Manager Selection Criteria		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	1. General understanding of the principles of Facilities Management	E	A, I
	2. Introductory qualification in Health & Safety	E	A, I
	IWFM level 2 or 3 or equivalent, be actively committed to achieving this where qualified by experience	D	A, I
	3. High level of customer services skills required	E	A, I
	4. Good level of communication skills	E	A, I
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	5. Maintains and encourages networking across teams to achieve the best outcomes.	E	A, I
	6. Takes swift action to resolve issues or conflicts, to build a positive team culture in the working environment.	E	A, I
We are Open and transparent	7. Approachable and seeks regular internal and external feedback from people to improve how they and others do things	E	A, I
		E	A, I

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	8. Facilitates the change required for the team and others to be connected to on-going service requirements.		
We are Willing to challenge innovate and be accountable	9. Leads the way and encourages others, so they achieve continuous improvement with measurable benefits. 10. Takes accountability for delivering clear goals and targets, whilst setting high standards, for self and others. 11. Respectfully challenges others, using data and observation to drive improved outcomes.	E E E	A, I A, I A, I
We empower each other to be EXCELLENT and go the extra miles	12. Delivers to clear objectives, expectations, and roles to motivate their team towards delivering the vision, as well as inspiring their team to achieve their best. 13. Actively recognises the successes and achievements of others, acknowledging them in creative ways.	E E	A, I A, I
We Respect all communities they are the heart of everything we do	14. Uses customer feedback to actively improve customer outcomes and the way services are delivered. 15. Makes changes in the team to improve customer service and to improve customer satisfaction. 16. Ensures that they and others value the diversity of all people they work with and takes this into account in developing the service.	E E E	A, I A, I A, I

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Additional Requirements	To comply with the requirement to carry out a DBS check on this role. (Must be included if post subject to DBS check)?	D	A, I
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