

## Kent County Council

### Job Description

<b>Job Title</b>	<b>Facilities and Security Manager</b>
<b>Directorate</b>	<b>Strategic &amp; Corporate Services</b>
<b>Unit/Section</b>	<b>Property Commissioning</b>
<b>Proposed Grade*</b>	<b>KR14</b>
<b>Responsible to</b>	<b>Head of Property Operations</b>

#### Job Purpose

Working as part of the wider infrastructure division play an active role as a member of the Infrastructure extended management team. Develop strategies for and oversee delivery of Facility Management services to KCC's estate. Ensure KCC's compliance with all property related legislation and lead on the development and implementation of the Council's Security strategy. Lead delivery of high-quality Hard FM and Soft FM services, ensuring provision of a safe and comfortable working environment for building users, whilst maintaining effective financial management and continuous improvement.

#### Accountabilities

1. Develop and lead the FM and Security team to develop KCC's Facilities Management strategies and the delivery of high-quality services across KCC's property portfolio including traded school services such as class care/ client services
2. Be responsible for ensuring the Council's estate is operational and compliant meeting Health and Safety statutory requirements and that all policies are up to date and regularly reviewed.
3. Ensure security of building users and comfortable working environments through management of high-quality soft FM services including client services.
4. Shape the FM strategy and solve operational issues by building trust and relationships with stakeholders and building users. Establish streamlined and effective processes for resolving complaints and issues efficiently.
5. Develop and oversee effective management systems for the FM and PFI supply chain and KCC's FM management team providing clear direction and leadership to deliver high quality FM and PFI services.
6. Lead on the development of strategic and tactical procurement of FM services ensuring continuity of FM contracts & PFIs and adoption of best practice principles.
7. Collaborate with Estates and Capital Programme team to lead a whole life cycle approach to the management of assets in order to maximise asset performance and achieve best value.
8. Lead implementation of a Quality Management System underpinned by continuous improvement to deliver best in class FM services.
9. Effective financial management of the corporate landlord budget and associated contract change costs and claims, driving cost savings whilst maintaining high service standards.

10. Work with other members of the Property team on cross cutting projects including development of the MoA programme for delivery by the Capital Programme team.

11. Develop FM strategy to take strategic view of property portfolio, utilising latest knowledge, solutions and technology. Ensure that the FM providers maintain asset data records to inform the estate strategy and information is maintained on K2 or replacement systems.

12. Develop and implement KCCs security strategy taking responsibility for the Council's Access Control and Security and defining Client Security Principles.

13. Adopt such key principles to ensure the Facilities and Security Team's compliance with relevant legislation including but not limited to GDPR, Financial Regulations, the Government's Prevent Agenda, Safeguarding, Best Value 2012, Care Act 2014, Public Services Act 2012, Equality Act 2012.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

# Kent County Council

## Person Specification

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<b>Qualifications</b>	Educated to a degree level in an FM related subject ideally to masters level or equivalent professional qualification
	Suitable building industry qualification commensurate with the post
	Membership of IWFM or association with other similar professional body
	Completed or working towards Kent Manager
<b>Experience</b>	Senior level experience of working in the area of FM contract management.
	Experience of working with public-sector mixed-use estate.
	Experience of procuring and managing FM Contracts and managing agent
	Experience of leading a team including its performance and the management of individuals.
<b>Skills and Abilities</b>	Attention to detail and ability to remain “solutions focussed”.
	Ability to think strategically and drive continuous improvement
	Excellent standard of computer literacy.
	Organisation, Management and leadership skills, including planning, organizing, motivating staff, and controlling complex activities with large budgets and multiple inter-dependencies
	Ability to gain trust and buy in from other stakeholders, to turn strategic outcomes into real plans for action and communicate this effectively within and outside the Council.
	Ability to flexibly and sensitively operate within a transforming environment.
	Strong analysis, interrogation and challenging skills in order to obtain evidence to develop and support policy, strategy and negotiations. Including risk, financial data, legal and other information.
	Strong ability to write comprehensive reports and craft presentations and other such communication methods.
	Ability to innovate new property solutions and think laterally to solve problems
<b>Knowledge</b>	All round knowledge of property compliance and facilities management good practice and trends and how they can be operated and managed effectively in an operational environment with limited resource

	Knowledge of importance of risk management, financial control, customer focus, time management etc. operating in an environment with sensitivities.
<b>Behaviours and Kent Values</b>	<p><b>Open</b></p> <ul style="list-style-type: none"> <li>• Acting with integrity, honesty and transparency via regular performance reviews and provision of constructive feedback.</li> <li>• Healthy attitude to financial and compliance risk upholding KCC's strategy to risk mitigation in management of FM service provider contracts and managing agent.</li> <li>• Welcoming and expecting change and evolving technology through keeping abreast with trends in FM industry and striving for continuous improvement and best value.</li> <li>• Working in new ways; willing to learn new areas such as alternative service FM delivery models.</li> <li>• Working as a whole-Council and treating people fairly and with respect.</li> </ul> <p><b>Invite Contribution and Challenge</b></p> <ul style="list-style-type: none"> <li>• Working collaboratively and innovatively with Service Providers and KCC Directorates to find new solutions that put the interests and safety of customers first.</li> <li>• Open to challenge and encourage contribution from all stakeholders in development of the FM strategy and continuous improvement initiatives.</li> <li>• Has a concern for developing the team professionally and growing talent from within the business.</li> </ul> <p><b>Accountable</b></p> <ul style="list-style-type: none"> <li>• Ability to work under pressure, organise and prioritise own work and that of others.</li> <li>• Ensuring agreed programmes and project requirements are met and customer demands accommodated.</li> <li>• Has a corporate approach to managing her/his areas of responsibility, seeing the bigger picture.</li> <li>• Provision of clear direction to direct reports to enable progression.</li> <li>• Taking personal and professional responsibility for own actions. Able to command a sense of personal professional gravitas without being overbearing.</li> <li>• Looking for ways to save money via management of a contract specific saving and improvement tracker; looking for commercial opportunities, focused on agreed property outcomes.</li> </ul>

## **CORPORATE RESPONSIBILITIES**

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the Council. These are fundamental elements of their role not an addition and are summarised as follows:

### **Whole Council**

- Seek to improve the lives of all residents in Kent and economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives.

### **Integration of Services**

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

### **Embedding Commissioning and Engaging relevant markets**

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery

- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

## **Managing Change**

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance.
- Deliver to agreed budget and income targets.