

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Gun Wharf Transformation Officer	Range 4	See job profile for full duties  To support the successful delivery of the Gun Wharf refurbishment by coordinating daily operations, managing logistics, and ensuring effective collaboration across teams and contractors. The role also ensures the protection of property assets, accurate data management for FM systems and Government Funded Equipment, and the smooth execution of facilities-related tasks and issue resolution	Required for this level	In addition to Level A	In addition to levels A and B
			<b>Qualifications</b> <ul style="list-style-type: none"> <li>A minimum of 5 GCSEs at grade 4-9 or equivalent including in Maths and English.</li> <li>Health &amp; Safety certification (IOSH Working Safely or equivalent)</li> </ul>	<b>Qualifications</b> <ul style="list-style-type: none"> <li>Working towards NVQ Level 3 or equivalent in Business Administration, Facilities Management, or a related field</li> </ul>	<b>Qualifications</b> <ul style="list-style-type: none"> <li>Achieved NVQ Level 3 or equivalent in Business Administration, Facilities Management, or a related field</li> </ul>
			<b>Knowledge</b> <ul style="list-style-type: none"> <li>Basic knowledge of payments systems such as Integra or similar.</li> <li>Basic understanding of facilities management principles in relation to office churn.</li> <li>Awareness of health and safety regulations in a workplace setting.</li> <li>Awareness of common workplace hazards (e.g., slips, trips, manual handling, fire safety).</li> <li>Understanding of safe working practices and the importance of reporting incidents or near misses.</li> <li>Understanding the concept of risk (likelihood and severity) and knowledge of how to apply simple control measures to reduce or eliminate risks</li> </ul>	<b>Knowledge</b> <ul style="list-style-type: none"> <li>Increased knowledge of office relocation or transformation processes.</li> <li>Demonstrable Facilities Management policy &amp; procedural knowledge which can be applied</li> <li>Good knowledge of workplace health and safety regulations and best practices.</li> <li>Familiarity with qualitative and quantitative risk assessment techniques</li> </ul>	<b>Knowledge</b> <ul style="list-style-type: none"> <li>In-depth knowledge of relevant legislation such as the Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations, and other statutory requirements.</li> <li>Understanding of strategic risk planning and its integration into operational delivery.</li> <li>Understanding of how workplace design, procedures, and culture impact employee wellbeing.</li> <li>Familiarity with service level agreements (SLAs) and performance monitoring</li> </ul>
			<b>Experience</b> <ul style="list-style-type: none"> <li>Experience of using databases such as Sharepoint or similar and MS Office systems.</li> <li>Experience supporting facilities or office management in a large building or customer facing organisation.</li> <li>Experience managing logistics such as furniture moves, storage, and portorage.</li> <li>Experience handling financial administration, including invoice processing and budget tracking</li> </ul>	<b>Experience</b> <ul style="list-style-type: none"> <li>Experience working on refurbishment, relocation, or transformation projects</li> <li>Experience in conducting internal audits or inspections to ensure compliance with health and safety standards.</li> <li>Experience of managing timelines, resources, and stakeholder expectations.</li> <li>Experience interpreting and applying internal policies, particularly those related to space usage, safety, and wellbeing.</li> </ul>	<b>Experience</b> <ul style="list-style-type: none"> <li>Experience working with third-party contractors and ensuring safe working environments.</li> <li>Experience working with senior managers, external partners, and service teams to deliver operational change.</li> <li>Experience of producing clear, accurate risk assessment reports and maintaining audit-ready records</li> </ul>

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			<ul style="list-style-type: none"> <li>• <b><u>Skills</u></b></li> <li>• Competent in Microsoft Office (Word, Excel, Outlook and TEAMS), and able to use internal systems for finance and facilities tracking.</li> <li>• Ability to identify risks and implement preventative measures.</li> <li>• Demonstrability ability to use judgement and creativity to assess situations and solve varied problems and/or develop short term plans.</li> <li>• Ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences.</li> <li>• Ability to operate effectively within established procedures, while exercising sound judgment and initiative to resolve routine issues independently.</li> <li>• Ability to manage multiple tasks, prioritise effectively, and maintain order during change.</li> <li>• Proactive in identifying issues and implementing practical solutions.</li> <li>• Ability to respond calmly and effectively to health and safety concerns.</li> <li>• Confident and effective in engaging with internal teams, contractors and external delivery partners to enable the facilitation of smooth office transformation and churn.</li> </ul>	<b><u>Skills</u></b> <ul style="list-style-type: none"> <li>• Good attention to detail, especially in financial administration and record-keeping.</li> <li>• Skilled in conducting basic risk assessments and recommending appropriate controls.</li> <li>• Accuracy in documenting and reporting safety-related issues.</li> <li>• Confident in diplomatically enforcing compliance with agreed procedures.</li> <li>• Ability to design and lead risk assessments and develop mitigation strategies.</li> </ul>	<b><u>Skills</u></b> <ul style="list-style-type: none"> <li>• Ability to influence others positively, promote adherence to organisational procedures, and effectively manage and resolve conflicts in a constructive and respectful manner.</li> <li>• Ability to anticipate and address operational challenges during periods of transition.</li> <li>• Ability to interpret and apply legal obligations in practical workplace scenarios.</li> <li>• Ability to prioritise risks based on impact and urgency.</li> <li>• Skilled in managing competing priorities and facilitating collaborative solutions</li> </ul>
CP Technical Support Officer	Range 4	See job profile for full duties	Required for this level	In addition to level A	In addition to levels A and B
		To assist with the management of the delivery of capital projects across the authority, ensuring that they are delivered on time and within the budget and Council's capital and procurement strategies. This includes being responsible for assisting in the development of the service, encompassing business and service planning, budget management, and the letting of new contracts. Represent the council in dealings with internal and external agencies, contractors, and other professional associations in relation to contract letting and monitoring.	<b><u>Qualifications</u></b> <ul style="list-style-type: none"> <li>• A minimum of 5 GCSE (Or Equivalent) including English and Mathematics at Grade 4-9 or equivalent</li> </ul>	<b><u>Qualifications</u></b> <ul style="list-style-type: none"> <li>• Up to date with CPD/training in Construction Field or equivalent essentials in project management</li> </ul>	<b><u>Qualifications</u></b> <ul style="list-style-type: none"> <li>• Working towards a HNC (Level 4) or Equivalent in the Field of Construction/Project management</li> </ul>
			<b><u>Knowledge</u></b> <ul style="list-style-type: none"> <li>• A solid understanding of contract administration, which includes managing contracts from initiation to completion, ensuring compliance with terms, and handling any amendments or disputes that arise.</li> <li>• Practical knowledge of appropriate Asset &amp; Property finance tools and databases enabling the postholder to efficiently manage financial data related to</li> </ul>	<b><u>Knowledge</u></b> <ul style="list-style-type: none"> <li>• Knowledge of data systems, such as Integra, which is used for financial administration. This includes understanding how to navigate and utilise these systems for budgeting, financial reporting, and ensuring compliance with public sector financial regulations and policies.</li> </ul>	<b><u>Knowledge</u></b> <ul style="list-style-type: none"> <li>• A broad understanding of project management application and how to manage projects in the public sector.</li> </ul>

		Co-ordinate with various stakeholders to ensure that project milestones are met and that any issues are promptly addressed, maintaining comprehensive records of all project activities and ensuring compliance with relevant regulations and standards. Contribute to continuous improvement of project management processes and to the strategic planning of future capital projects. In addition, assist with the delivery of projects to improve river access for river users and implementing elements of Medway Councils River Strategy.	<p>property assets, track expenditures, and generate financial reports.</p> <ul style="list-style-type: none"> <li>• A good understanding of equality, diversity and inclusion.</li> <li>• A good understanding of GDPR legislation and best practice in relation to information sharing.</li> <li>• An understanding of environmental sustainability and compliance and building safety</li> </ul>		
			<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience in budget control, involving the planning, monitoring, and managing of financial resources to ensure projects stay within budget.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience using literacy, numeracy, and ICT skills to complete highly complex tasks and assessments, such as writing reports, letters, presentations, and conducting complex assessments of need and calculations.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience of managing construction projects preferably in a public sector environment.</li> <li>• Demonstrable experience of applying practical/procedural/organisational/policy knowledge in a specialist area and can turn theory into practical solutions.</li> </ul>
			<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Proficiency in Microsoft Word, Excel, PowerPoint, TEAMS and Outlook for presentations and communication.</li> <li>• Effective use of search engines, email, and basic online tools.</li> <li>• Accurate and efficient data entry into various systems and databases.</li> <li>• Basic customer relation skills, including understanding the principles of good customer service such as patience, attentiveness, and clear communication.</li> <li>• Ability to address and resolve customer issues promptly and effectively.</li> <li>• Maintaining a courteous and professional demeanour in all interactions.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to communicate effectively and in a timely manner.</li> <li>• Can prioritise tasks, set deadlines, and manage time to ensure completion of work.</li> <li>• Improved interpersonal skills.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Advanced communication skills with both internal and external stakeholders.</li> <li>• Expertise in managing the delivery of capital projects.</li> </ul>
FM Technical Support Officer	Range 4	To assist with the management of the delivery of facilities management across the authority, ensuring that corporate buildings and facilities comply with legislative and regulatory standards, are suitable for their intended use, and maintain their value. This includes conducting inspections, identifying necessary repairs, and implementing maintenance strategies to protect the physical and financial value of the properties.	Required for this level	In addition to level A	In addition to levels A and B
			<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• A minimum of 5 GCSEs including Maths and English at Grade 4-9 or equivalent</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• IOSH Managing Safely L2 or equivalent qualification</li> <li>• CPD commensurate with level of role</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Working towards IWFM/BIFM L4 in Facilities Management</li> </ul>
			<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Demonstrable knowledge of IT data management regarding data compliance, along with building compliance concerning Fire, Legionella, Asbestos, Gas, Electrical, and LOLER (Lifts).</li> </ul>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Understanding of how to implement and manage information, to ensure accurate and up-to-date building information can be maintained throughout the building's lifecycle.</li> </ul>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• A broad understanding of building management in relation to Golden Thread principles such as 'Government Soft Landings', COBIE data sets and Building Information Modelling (BIM).</li> </ul>

		<p>Provide technical support for FM systems and activities, addressing technical queries, troubleshooting issues, and ensuring efficient operation of FM systems. Responsible for ensuring that data regarding building compliance and FM systems is accurately collated and stored. In addition, assist with the delivery of facilities management to improve river assets and implementing elements of Medway Councils River Strategy.</p>	<ul style="list-style-type: none"> <li>• An understanding of environmental sustainability and compliance and building safety</li> <li>• A good understanding of equality, diversity and inclusion.</li> <li>• A good understanding of GDPR legislation and best practice in relation to information sharing.</li> <li>•</li> </ul>		
			<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Entry level experience within a building management setting, either in the public or private sector, includes familiarity with IT management systems, collating and storing building compliance data, and managing FM compliance service delivery.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience in FM delivery to corporate building assets within a public sector framework, such as Medway Council or an equivalent body, including understanding and applying relevant principles and policies.</li> <li>• Practical, hands-on experience in IT data management and compliance, such as applying data compliance regulations like GDPR in managing IT data.</li> <li>• Experience in ensuring building compliance with regulations related to Fire Safety, Legionella, Asbestos, Gas Safety, Electrical Safety, and LOLER (Lifts).</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Significant experience in FM delivery to corporate building assets within a public sector framework, including inputting into strategic planning, policy development and asset management.</li> <li>• Advanced experience in IT data management and compliance, such as leading projects focused on data governance and compliance.</li> <li>• Extensive experience in managing the Golden Thread of information including developing and maintaining comprehensive building information models (BIM) and ensuring their accuracy and accessibility.</li> </ul>
			<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Proficiency in Microsoft Word, Excel, PowerPoint, Teams and Outlook for presentations and communication.</li> <li>• Effective use of search engines, email, and basic online tools.</li> <li>• Accurate and efficient data entry into various systems and databases.</li> <li>• Basic customer relation skills, including understanding the principles of good customer service such as patience, attentiveness, and clear communication.</li> <li>• Ability to address and resolve customer issues promptly and effectively.</li> <li>• Maintaining a courteous and professional demeanour in all interactions.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to communicate effectively and in a timely manner.</li> <li>• Can prioritise tasks, set deadlines, and manage time to ensure completion of work.</li> <li>• Improved interpersonal skills.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Advanced skills in communicating with internal and external stakeholders.</li> <li>• Expertise in FM (Facility Management) service delivery management.</li> </ul>
Capital Projects Manager	Range 6	Management of the delivery of capital projects and Maintenance Programmes across the authority, ensuring that they are delivered on time and within the budget and	<p>Required for this level</p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Level 4 Qualification in a relevant industry recognised qualification</li> <li>• CPD commensurate with level of role</li> </ul>	<p>In addition to level A</p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Degree Level Qualification in a relevant subject</li> </ul>	<p>In addition to levels A and B</p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Professional accreditation and membership of a recognised body – RICS; CIOB; RIBA; APM or equivalent</li> </ul>

		<p>Council's capital and procurement strategies.</p> <p>To provide project management and building surveying services across a spectrum of property types across the authority for Education, Housing, Corporate and Heritage buildings; new works, alterations, adaptations and extensions (ensuring they meet client expectations and requirements, are delivered on time and in budget) and to monitor and inform on compliance with relevant statutory requirements, planning and building regulations, meet latest guidelines on energy efficiency and sustainability.</p>	<p><b><u>Knowledge</u></b></p> <ul style="list-style-type: none"> <li>• Knowledge of managing construction projects and programmes, preferably in the Public Sector.</li> <li>• Sound knowledge of building technology/construction methods/landscape construction as appropriate.</li> <li>• Knowledge of administering/working with construction and M&amp;E specific contracts including JCT 2011 (or above), Minor Works, D&amp;B and Standard forms; NIE &amp; IEC forms.</li> <li>• Understanding of Construction Design Management (CDM) regulations.</li> <li>• Knowledge of legislation, policies and procedures in relation to GDPR and data protection, equalities and safeguarding.</li> <li>• An awareness of the One Medway Council Plan.</li> <li>• Knowledge of legislation, policies and procedures in relation to GDPR and data protection, equalities and safeguarding</li> <li>• An understanding of environmental sustainability and compliance and building safety.</li> </ul>	<p><b><u>Knowledge</u></b></p> <ul style="list-style-type: none"> <li>• Knowledge of Procurement Policy &amp; Guidelines necessary to deliver capital programmes within the public sector.</li> <li>• Demonstrable knowledge of how to organise and chair project management meetings.</li> <li>• Good understanding of the One Medway Council Plan and how the work of Capital Projects contributes to successful delivery.</li> </ul>	<p><b><u>Knowledge</u></b></p> <ul style="list-style-type: none"> <li>• Expertise in procurement for large capital programmes (valued at £10 million or more).</li> </ul>
			<p><b><u>Experience</u></b></p> <ul style="list-style-type: none"> <li>• Sound experience of building technology/construction methods/landscape construction as appropriate.</li> <li>• Demonstrable experience of administering/working with construction and M&amp;E specific contracts including JCT 2011 (or above), Minor Works, D&amp;B and Standard forms; NIE &amp; IEC forms.</li> <li>• Experience in the use of public sector financial management tools such as Integra.</li> </ul>	<p><b><u>Experience</u></b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience of managing construction projects preferably in a public sector environment</li> <li>• Experience managing project groups and commissioning consultants to deliver projects on time and within budget.</li> <li>• Experience of working within financial regulations and budget management within the public sector.</li> </ul>	<p><b><u>Experience</u></b></p> <ul style="list-style-type: none"> <li>• Experience in managing complex construction projects, preferably in a public sector environment.</li> <li>• Demonstrable ability to apply practical/procedural/organisational/policy knowledge in a specialist area and can turn theory into practical solutions.</li> <li>• Previous Demonstrable experience of managing complex project groups and commissioning consultants to deliver large scale and/or complex projects to time and within budget.</li> </ul>
			<p><b><u>Skills</u></b></p> <ul style="list-style-type: none"> <li>• Proficient in Microsoft Word, Excel, PowerPoint, Teams and Outlook for presentation and communication.</li> <li>• Ability to independently seek out and gather relevant information.</li> <li>• Basic proficiency in using information and communication technology.</li> </ul>	<p><b><u>Skills</u></b></p> <ul style="list-style-type: none"> <li>• Improved ability to convey information clearly and effectively.</li> <li>• Enhanced ability to communicate promptly and efficiently.</li> </ul>	<p><b><u>Skills</u></b></p> <ul style="list-style-type: none"> <li>• Advanced ability to understand and act on risk assessments.</li> <li>• Superior ability to engage and collaborate with stakeholders.</li> <li>• Improved skills in managing contracts and overseeing contractors</li> </ul>

			<ul style="list-style-type: none"> <li>Basic skills in providing customer service.</li> </ul>	<ul style="list-style-type: none"> <li>Able to build trust, rapport, and understanding when interacting and working with others.</li> <li>Ability to engage with suppliers, ensuring they meet safety and compliance standards.</li> </ul>	<ul style="list-style-type: none"> <li>Highly developed and effective communication skills to resolve disputes, clarify terms, and align all parties on the contract's objectives.</li> <li>Ability to keep track of deadlines, compliance requirements, and contract performance and make informed decisions based on data.</li> <li>Advanced problem solving capabilities with the ability to streamline and/or improve service delivery</li> </ul>
Facilities & Energy Programme Manager	Range 6	<p>Ensure the upkeep of the Corporate Portfolio for staff and visitors by commissioning condition surveys and implementing their recommendations. This involves regularly initiating and overseeing comprehensive condition surveys of all corporate facilities to assess their current state and acting on the findings by prioritising and executing necessary maintenance and improvement projects to ensure a safe, functional, and welcoming environment for both staff and visitors.</p> <p>Guarantee that the management and procurement of energy contracts are cost-effective and provide necessary data for net zero reporting. This includes strategically managing and procuring energy contracts to ensure they are both cost-effective and aligned with financial goals, as well as collecting and analysing energy usage data to support net zero carbon emissions targets. Provide detailed reports and insights to inform sustainability initiatives and compliance with environmental regulations.</p> <p>Oversee and report on departmental financial budgets using sound financial management practices. This involves monitoring and managing departmental financial budgets with a focus on accuracy and efficiency, utilising robust financial management practices to ensure transparency, accountability, and optimal use of resources, and preparing regular financial reports to track</p>	Required for this level	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> <ul style="list-style-type: none"> <li>Level 4 Qualification in a relevant industry recognised qualification</li> <li>CPD commensurate with level of role</li> </ul>	<u>Qualifications</u> <ul style="list-style-type: none"> <li>Degree Level Qualification in a relevant subject</li> </ul>	<u>Qualifications</u> <ul style="list-style-type: none"> <li>Professional accreditation and membership of a recognised body – IWFM or equivalent</li> </ul>
			<u>Knowledge</u> <ul style="list-style-type: none"> <li>A good knowledge of Council building policies and plans (or equivalent public sector body).</li> <li>Good knowledge of financial management systems and how to accurately administer debtors and creditors and control contractor purchase orders effectively.</li> <li>Knowledge of the statutory and non-statutory building regulations in relation to Building Repairs and Maintenance.</li> <li>A good understanding of the management of energy contracts in order to be able to effectively administer them.</li> <li>An awareness of the One Medway Council Plan.</li> <li>Knowledge of legislation, policies and procedures in relation to GDPR and data protection, equalities and safeguarding.</li> <li>An understanding of environmental sustainability and compliance and building safety.</li> </ul>	<u>Knowledge</u> <ul style="list-style-type: none"> <li>A comprehensive knowledge of statutory and legislative regulations in accordance with repairs and maintenance works.</li> <li>A comprehensive knowledge of energy contract management and monitor energy management.</li> <li>A comprehensive knowledge of financial management tools and the ability to use them effectively</li> <li>Good understanding of the One Medway Council Plan and how the work of Capital Projects contributes to successful delivery.</li> </ul>	<u>Knowledge</u> <ul style="list-style-type: none"> <li>Specialist knowledge in relation to the resolution of issues surrounding construction projects within FM responsibilities.</li> <li>Extensive knowledge of the Energy Act and at the forefront of changes to legislation on the horizon.</li> </ul>
			<u>Experience</u> <ul style="list-style-type: none"> <li>Experience of managing the built environment either as a Facilities Manager or Project Manager within the</li> </ul>	<u>Experience</u> <ul style="list-style-type: none"> <li>Experience of managing the built environment as a facilities manager or equivalent within the public sector.</li> </ul>	<u>Experience</u> <ul style="list-style-type: none"> <li>Experience in managing FM and energy in a public sector environment</li> <li>Experience of working in the public sector building management environment,</li> </ul>



		performance against budget and identify areas for improvement.	<p>public sector specifically in relation to energy.</p> <ul style="list-style-type: none"> <li>• Experience of managing contracts for FM and energy services and ensuring compliance with terms and conditions.</li> <li>• Experience of data management in relation to the built environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Worked with in the use of public sector financial management tools such as Integra.</li> <li>• Experience in the use of building compliance data management via use of a Computer Aider Facilities Management (CAFM) platform or similar.</li> <li>• Experience of government sector procurement procedures and rules, including how to prepare and evaluate tenders for FM and energy services.</li> <li>• Experience of working within financial regulations and budget management within the public sector.</li> </ul>	specifically as a Facilities Manager or Energy Programme Manager.
			<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Proficient in Microsoft Word, Excel, PowerPoint, Teams and Outlook for presentation and communication.</li> <li>• Ability to independently seek out and gather relevant information.</li> <li>• Basic proficiency in using information and communication technology.</li> <li>• Basic skills in providing customer service.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Improved ability to convey information clearly and effectively.</li> <li>• Enhanced ability to communicate promptly and efficiently.</li> <li>• Able to build trust, rapport, and understanding when interacting and working with others.</li> <li>• The ability to engage with suppliers, ensuring they meet safety and compliance standards.</li> <li>• To be able to advise where construction works and or service delivery is incorrectly undertaken and be able to suggest remedial works.</li> <li>• The ability to negotiate with contractors with regards to FM projects/energy management effectively.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Advanced ability to understand and act on risk assessments.</li> <li>• Developed ability to engage and collaborate with stakeholders.</li> <li>• Advanced problem-solving capabilities.</li> <li>• Excellent negotiation skills and able to advocate for the council's best interests while maintaining positive relationships with vendors, clients, or partners.</li> <li>• Highly developed and effective communication skills to resolve disputes, clarify terms, and align all parties on the contract's objectives.</li> <li>• The ability to liaise and communicate with a broad range of senior management and stakeholders.</li> </ul>
Compliance & Building Safety Manager	Range 6	To ensure that all Corporate Portfolio assets comply with statutory and legislative requirements. This involves overseeing the compliance of building management activities with relevant laws and regulations, ensuring that FM service delivery providers or internal teams adhere to these compliance standards, and conducting regular audits and inspections to verify compliance.	Required for this level	In addition to level A	In addition to levels A and B
			<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Level 4 Qualification in a relevant industry recognised qualification</li> <li>• Industry recognised qualification in Health &amp; Safety such as NEBOSH / IOSH</li> <li>• CPD commensurate with level of role</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Degree Level Qualification in a relevant subject</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Professional accreditation and membership of a recognised body – IOSH or equivalent</li> </ul>
			<b>Knowledge</b>	<b>Knowledge</b>	<b>Knowledge</b>

		<p>Manage and analyse data related to building compliance, ensuring accurate and timely reporting of compliance status, and utilising data to identify areas for improvement and support decision-making processes.</p> <p>Work closely with FM service providers and internal teams to ensure seamless service delivery and coordinating with various stakeholders to address compliance issues and implement corrective actions. Maintaining up to date knowledge on changes in legislation and industry standards, implementing best practices in FM compliance and data management, and promoting a culture of compliance and continuous improvement within the organisation.</p>	<ul style="list-style-type: none"> <li>• Entry level knowledge of legislation, regulations and Approved Codes of Practice (ACoPs) detailing the management of building safety relating to fire, legionella, asbestos, gas safety, electrical, LOLER (lifts).</li> <li>• An awareness of the One Medway Council Plan.</li> <li>• Knowledge of legislation, policies and procedures in relation to GDPR and data protection, equalities and safeguarding.</li> <li>• An understanding of environmental sustainability and compliance and building safety.</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced knowledge of public sector building safety management.</li> <li>• Understand government sector procurement procedures and rules, including knowledge of how to prepare and evaluate tenders for building safety services.</li> <li>• Familiarity with managing contracts for building safety services, ensuring compliance with terms and conditions.</li> <li>• Awareness of financial regulations and budget management within the public sector. The ability to engage with suppliers, ensuring they meet safety and compliance standards.</li> <li>• Understanding of risk assessment and mitigation strategies in the context of building safety.</li> <li>• Good understanding of the One Medway Council Plan and service plan and how the service will deliver successful outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>• Extensive knowledge of interpreting building compliance data and legislation / regulation and implementing required actions through the production of internal/external stakeholder information, policies and reports as required at mid- management level.</li> <li>• Extensive knowledge of the Building Safety Act and at the forefront of changes to legislation on the horizon.</li> </ul>
			<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of managing the built environment either as a Facilities Manager or Project Manager within the public sector specifically in relation to compliance &amp; building safety.</li> <li>• Experience of managing contracts for building safety services and ensuring compliance with terms and conditions.</li> <li>• Experience of data management in relation to the built environment.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of managing the built environment as a facilities manager or equivalent</li> <li>• Experienced in the use of financial management tools such as Integra.</li> <li>• Experienced in the use of building compliance data management via use of a Computer Aided Facilities Management (CAFM) platform or similar.</li> <li>• Experience of government sector procurement procedures and rules, including how to prepare and evaluate tenders for building safety services.</li> <li>• Experience of working within financial regulations and budget management within the public sector.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience in managing building safety in a public sector environment</li> <li>• Experience of working in a building management environment, specifically as a Facilities Manager or Building Safety Manager.</li> </ul>
			<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Proficient in Microsoft Word, Excel, PowerPoint, Teams and Outlook</li> <li>• Ability to independently seek out and gather relevant information.</li> </ul>	<p><b>Skills</b></p>	<p><b>Skills</b></p>



			<ul style="list-style-type: none"> <li>• Basic proficiency in using information and communication technology.</li> <li>• Basic skills in providing customer service.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved ability to convey information clearly and effectively.</li> <li>• Enhanced ability to communicate promptly and efficiently.</li> <li>• Able to build trust, rapport, and understanding when interacting and working with others.</li> <li>• The ability to engage with suppliers, ensuring they meet safety and compliance standards.</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced ability to understand and act on risk assessments.</li> <li>• Developed ability to engage and collaborate with stakeholders.</li> <li>• Advanced problem-solving capabilities.</li> <li>• Excellent negotiation skills and able to advocate for the council's best interests while maintaining positive relationships with vendors, clients, or partners.</li> <li>• Highly developed and effective communication skills to resolve disputes, clarify terms, and align all parties on the contract's objectives.</li> <li>• Ability to keep track of deadlines, compliance requirements, and contract performance and make informed decisions based on data.</li> </ul>
Marine Assets Manager	Range 7	<p>Responsible for the comprehensive oversight and management of council-owned marine assets, including three urban salt marshes, Nor marsh, the Rochester River wall, Gillingham Pier moorings, Rochester and Sun Pier. Regularly inspecting and maintaining the condition of all marine assets to ensure they are safe, functional, and aesthetically pleasing. This includes coordinating with maintenance teams and contractors for repairs and upgrades.</p> <p>Develop and implement long-term strategies for the sustainable management and enhancement of marine assets, including environmental conservation efforts for the urban salt marshes and planning for future infrastructure needs. Liaising with various stakeholders, including government agencies, community groups, and private sector partners, to foster collaboration and support for marine asset projects is essential. Be proactive and take a strategic approach to asset management, with a strong focus on community benefit, environmental sustainability, and regulatory compliance to contribute to</p>	Required for this level	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> <ul style="list-style-type: none"> <li>• HND in management (marine engineering/personnel/ asset management)</li> <li>• Demonstrable understanding by way of CPD of maintenance requirements for piers, river walls and river steps</li> </ul>	<u>Qualifications</u> <ul style="list-style-type: none"> <li>• A bachelor's degree in marine engineering, naval architecture, or a related field</li> </ul>	<u>Qualifications</u> <ul style="list-style-type: none"> <li>• Membership of institute of Marine Engineering, Science &amp; Technology or similar body</li> </ul>
			<u>Knowledge</u> <ul style="list-style-type: none"> <li>• Demonstrable knowledge of legislation relating to unauthorised mooring, marine asset inspections, repossession processes and basic understanding of marine practices relating to river boat traffic.</li> <li>• An awareness of the One Medway Council Plan.</li> <li>• Knowledge of legislation, policies and procedures in relation to GDPR and data protection, equalities and safeguarding</li> <li>• An understanding of environmental sustainability and compliance and building safety.</li> </ul>	<u>Knowledge</u> <ul style="list-style-type: none"> <li>• Knowledge of public sector building safety management, mooring finance collection and enforcement, budget forecasting, knowledge of dredging applications and processing, knowledge of ecological practices relating to salt marshes.</li> <li>• Demonstrable knowledge of sheet pile wall construction, pier structures and management of urban salt marsh ecology</li> <li>• Demonstrable knowledge of government sector procurement procedures and rules</li> <li>• Good understanding of the One Medway Council Plan and service plan and how the service will deliver successful outcomes.</li> </ul>	<u>Knowledge</u> <ul style="list-style-type: none"> <li>• Extensive knowledge of delivering marine asset improvement and maintenance works, ability to create positive working relationships with stakeholders including local and national politicians and representatives of the river community including marinas, sailing clubs and voluntary organisations.</li> <li>• Understanding of restoration challenges for historic vessels</li> <li>• Extensive knowledge of dredging processes, submitting applications to relevant organisations for marine related works including ecological based projects. Understanding of planning process. Boat handling accreditation or similar.</li> <li>• Understanding of the planning process in accordance with the Planning Act 2008.</li> </ul>

		the enhancement of local marine environments and the overall quality of life for residents and visitors.			
			<p><b><u>Experience</u></b></p> <ul style="list-style-type: none"><li>• Experience of managing marine assets including maintenance works and improvements.</li><li>• Dealing with challenging behaviour issues to resolve unauthorised mooring situations.</li><li>• Experience in the use of public sector financial management tools such as Integra.</li><li>• Experience of data management in relation to a marine structure's environment, river users, service users and river tour operators.</li><li>• Demonstrable experience of public speaking, chairing meetings and leading stakeholder groups.</li><li>• Experienced in Contract management and monitoring.</li><li>• Experienced in project management and project execution.</li></ul>	<p><b><u>Experience</u></b></p> <ul style="list-style-type: none"><li>• Experience of managing publicly accessible marine assets, income generation and creation of stakeholder group(s) to advance marine environmental improvements.</li><li>• Experienced in the use of public sector financial management tools such as Integra.</li><li>• Experience of writing and delivering strategies within a local government or similar setting</li><li>• Experience of coordinating volunteer groups for marina duties and ecological purposes relating to salt marshes.</li></ul>	<p><b><u>Experience</u></b></p> <ul style="list-style-type: none"><li>• Experience of working in a marine centred role within the public sector.</li><li>• Joint working or similar with Chatham Maritime Trust, Rochester Bridge Trust, Peel Ports, Police, Border Force, Coastguard, Fore Service, Royal Naval Lifeboat Institute, Medway Swale Boating Association and National Historic Ships UK.</li><li>• Fully trained and experienced in VHF radio comms.</li></ul>
			<p><b><u>Skills</u></b></p> <ul style="list-style-type: none"><li>• Proficient in Microsoft Word, Excel, PowerPoint, Teams and Outlook for presentation and communication to various audiences.</li><li>• Financial control, including estimating, monitoring, and grant claim submissions.</li><li>• Resource management of external consultants/contractors to ensure effective utilisation and value for money.</li><li>• Skilled in resilience management, handling challenging workloads with conflicting priorities.</li><li>• Leadership and coordination of project teams through mentoring and motivation.</li><li>• Risk management to ensure timely achievement of project goals.</li><li>• Ability to develop comprehensive project plans and manage project portfolios.</li><li>• Anticipates crucial stages in projects and formulates alternative means of achieving objectives.</li></ul>	<p><b><u>Skills</u></b></p> <ul style="list-style-type: none"><li>• Skilled in business case development, bid writing, and commercial negotiations to support project/programme delivery.</li><li>• Advanced skills in change management and business intelligence.</li><li>• Proven ability in team leadership and team development.</li><li>• Expertise in managing complex business processes.</li><li>• Ability to coordinate volunteer groups for marina duties and ecological purposes relating to salt marshes</li></ul>	<p><b><u>Skills</u></b></p> <ul style="list-style-type: none"><li>• Able to use Power BI as a programme management tool for performance management.</li><li>• Demonstrated ability to manage large-scale projects and programmes.</li><li>• High-level proficiency in strategic planning and execution.</li><li>• Expertise in advanced risk management techniques.</li></ul>

			<ul style="list-style-type: none"><li>• Responds effectively to unforeseen events.</li><li>• Sets high but achievable standards for self and others.</li><li>• Inspires and acts as an excellent role model for others.</li><li>• Seeks opportunities to improve processes and outcomes.</li><li>• Constantly reviews performance to identify areas for development.</li><li>• Able to influence the views and behaviour of others through persuasion and encouragement.</li><li>• Skilled in customer-facing solutions and business processes.</li><li>• Demonstrates transparency and accountability.</li><li>• Effective in vendor relations and process improvements.</li><li>• Creative problem solver.</li></ul>		
Strategic Projects Manager	Range 7	To lead strategic project delivery, ensuring that each initiative is meticulously planned and executed, commissioning feasibility studies to assess project viability, assembling and leading dynamic project teams, securing necessary funding and fostering strong relationships with stakeholders to align their interests with project goals.  Represent the Council in external engagement events, supporting regeneration initiatives that drive community development and economic growth and oversee the implementation of strategic initiatives, ensuring they align with the Council's vision and deliver tangible benefits.	Required for this level	In addition to level A	In addition to levels A and B
			<b>Qualifications</b> <ul style="list-style-type: none"><li>• Level 4 Qualification in a relevant industry recognised qualification.</li><li>• CPD commensurate with level of role</li></ul>	<b>Qualifications</b> <ul style="list-style-type: none"><li>• Degree Level Qualification in a relevant subject</li></ul>	<b>Qualifications</b> <ul style="list-style-type: none"><li>• Professional accreditation and membership of a recognised body – RICS; CIOB; RIBA; APM or equivalent</li></ul>
			<b>Knowledge</b> <ul style="list-style-type: none"><li>• Knowledge of how to develop partnership working opportunities to realise project/programme outcomes, understand stakeholder engagement, collaboration techniques, and how to use data and evidence to support initiatives.</li><li>• Knowledge of the Contract management of consultants and contractors to ensure effective resource delivery, familiar with contract administration, performance management, and dispute resolution.</li><li>• Knowledge of how to work within a Political Model delivering Administration Priorities around project/programme delivery, understand government frameworks, have political acumen, and be knowledgeable in risk management.</li></ul>	<b>Knowledge</b> <ul style="list-style-type: none"><li>• Significant understanding of Procurement Policy &amp; Guidelines to deliver regeneration programmes within the public sector.</li><li>• Good understanding of the One Medway Council Plan and service plan and how this role and the wider team contributes to delivering the outcomes.</li></ul>	<b>Knowledge</b> <ul style="list-style-type: none"><li>• Knowledge of how to lead project/programme delivery in a public sector or equivalent model, understand stakeholder management, collaborative working methods, and the principles of public sector governance.</li><li>• Knowledgeable in contract development and implementation, various contracting options, and risk management in procurement for large (5 million plus) projects/programmes.</li></ul>

			<ul style="list-style-type: none"><li>• Knowledge of change management theories and how to support others to adapt to change</li><li>• Knowledge of legislation, policies and procedures in relation to GDPR and data protection, equalities and safeguarding</li><li>• An awareness of the One Medway Council Plan.</li><li>• An understanding of environmental sustainability and compliance and building safety.</li></ul>		
			<p><b><u>Experience</u></b></p> <ul style="list-style-type: none"><li>• Experience managing programs and projects at a senior level within a large organisation, preferably within a local authority or similar.</li><li>• Experienced in project management and project execution.</li><li>• Proven track record in business case development, bid writing, and commercial negotiations to support project and program delivery.</li></ul>	<p><b><u>Experience</u></b></p> <ul style="list-style-type: none"><li>• Continued experience managing programs and projects at a senior level within a local authority or similar, with exposure at a political policy level.</li><li>• experienced in managing conflicting workload priorities, showcasing resilience management.</li></ul>	<p><b><u>Experience</u></b></p> <ul style="list-style-type: none"><li>• Extensive experience managing programs and projects at a senior level within a local authority or similar, with significant exposure at a political policy level.</li><li>• Experience providing specialist information, advice, and guidance on internal policies and procedures, and interpreting these in relation to specific circumstances.</li><li>• Expertise in advanced risk management techniques.</li><li>• Experience of deputising for the Head of Service/AD at meetings</li></ul>
			<p><b><u>Skills</u></b></p> <ul style="list-style-type: none"><li>• Proficient in Microsoft Word, Excel, PowerPoint, Teams and Outlook for presentation and communication to various audiences.</li><li>• Financial control, including estimating, monitoring, and grant claim submissions.</li><li>• Resource management of external consultants/contractors to ensure effective utilization and value for money.</li><li>• Skilled in resilience management, handling challenging workloads with conflicting priorities.</li><li>• Leadership and coordination of project teams through mentoring and motivation.</li><li>• Risk management to ensure timely achievement of project goals.</li></ul>	<p><b><u>Skills</u></b></p> <ul style="list-style-type: none"><li>• Skilled in business case development, bid writing, and commercial negotiations to support project/programme delivery.</li><li>• Advanced skills in change management and business intelligence.</li><li>• Proven ability in team leadership and team development.</li><li>• Expertise in managing complex business processes</li></ul>	<p><b><u>Skills</u></b></p> <ul style="list-style-type: none"><li>• Able to use Power BI as a programme management tool for performance management.</li><li>• Demonstrated ability to manage large-scale projects and programmes.</li><li>• High-level proficiency in strategic planning and execution.</li><li>• Expertise in advanced risk management techniques</li></ul>

			<ul style="list-style-type: none"> <li>• Ability to develop comprehensive project plans and manage project portfolios.</li> <li>• Anticipates crucial stages in projects and formulates alternative means of achieving objectives.</li> <li>• Responds effectively to unforeseen events.</li> <li>• Sets high but achievable standards for self and others.</li> <li>• Inspires and acts as an excellent role model for others.</li> <li>• Seeks opportunities to improve processes and outcomes.</li> <li>• Constantly reviews performance to identify areas for development.</li> <li>• Able to influence the views and behaviour of others through persuasion and encouragement.</li> <li>• Skilled in customer-facing solutions and business processes.</li> <li>• Demonstrates transparency and accountability.</li> <li>• Effective in vendor relations and process improvements.</li> <li>• Creative problem solver.</li> </ul>		
Capital Programme Manager	Range 8	To manage and oversee the capital projects team for the delivery of capital projects & programmes across the authority, ensuring that they are delivered on time and within the budget and Council's capital and procurement strategies.	Required for this level	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> <ul style="list-style-type: none"> <li>• Degree Level or Equivalent in the Field of Construction.</li> <li>• CPD commensurate with level of role</li> </ul>	<u>Qualifications</u>	<u>Qualifications</u> <ul style="list-style-type: none"> <li>• Professional accreditation and membership of a recognised body – RICS; CIOB; RIBA; APM or equivalent</li> </ul>
		<p>To act as the Senior Responsible Officer for the delivery of Capital Programme(s) from inception to practical completion. Oversee all programme stages to ensure successful delivery, including financial accountability, stakeholder relationships, governance reporting and line management of Delivery Teams including appointed external consultants.</p> <p>To deliver project and programme management, as well as Building Surveying services, for a variety of</p>	<u>Knowledge</u> <ul style="list-style-type: none"> <li>• Comprehensive knowledge of managing construction projects and programmes at a senior level within a large organisation, preferably in the Public Sector.</li> <li>• In-depth understanding of contract management for consultants and contractors to ensure effective resource delivery.</li> <li>• Sound knowledge of building technology/construction methods/landscape construction as appropriate.</li> <li>• Knowledge of administering/working with construction and M&amp;E specific</li> </ul>	<u>Knowledge</u> <ul style="list-style-type: none"> <li>• Extensive knowledge of Procurement Policy &amp; Guidelines necessary to deliver capital programmes within the public sector.</li> <li>• Demonstrable knowledge of how to organise and chair design team, senior management and stakeholder meetings.</li> <li>• Excellent knowledge and understanding of the One Medway Council Plan and service plan and how the work of Capital Projects contributes to successful delivery.</li> </ul>	<u>Knowledge</u> <ul style="list-style-type: none"> <li>• Advanced knowledge of leading capital programme delivery in a public sector or equivalent model.</li> <li>• Expertise in procurement for large capital programmes (valued at 10 million or more).</li> </ul>

		<p>property types within the authority, including Education, Housing, Corporate, and Heritage buildings. This encompasses new constructions, alterations, adaptations, and extensions, ensuring they meet client expectations and requirements, are completed on time and within budget. Additionally, to oversee and report on compliance with relevant statutory requirements, planning and building regulations, and to adhere to the latest guidelines on energy efficiency and sustainability.</p>	<p>contracts including JCT 2011 (or above), Minor Works, D&amp;B and Standard forms; NIE &amp; IEC forms.</p> <ul style="list-style-type: none"> <li>• Thorough understanding of Construction Design Management (CDM) regulations, ensuring compliance and promoting best practices in construction safety and project management.</li> <li>• An awareness of the One Medway Council Plan.</li> <li>• Knowledge of legislation, policies and procedures in relation to GDPR and data protection, equalities and safeguarding.</li> <li>• Knowledge of change management theories and how to support others to adapt to change.</li> <li>• An understanding of environmental sustainability and compliance and building safety.</li> </ul>		
			<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• At least two years of post-qualification experience managing complex construction projects, preferably in a public sector environment.</li> <li>• Experience managing complex project groups and commissioning consultants to deliver large-scale or complex projects on time and within budget.</li> <li>• Proven track record of developing and managing project teams and successfully delivering projects.</li> <li>• Experience managing budgets and reporting on service delivery outcomes.</li> <li>• Demonstrable experience of providing general information, advice and guidance on internal policies and procedures relating to finance and interpretation of these in relation to specific circumstances.</li> <li>• Experience of line managing a team of staff.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experienced in various aspects of project management, including planning, execution, and monitoring of large-scale projects.</li> <li>• Exposure to coordinating with multiple stakeholders, managing project risks, and ensuring compliance with relevant regulations and standards.</li> <li>• A track record of successfully delivering projects within set timelines and budgets.</li> <li>• Creation of policy, procedures and processes in relation to leading on implementation of Construction Design Management (CDM) regulations within a specialist projects team.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Extensive experience in leading large project teams and managing multiple projects simultaneously.</li> <li>• Involvement in strategic planning and decision-making processes, as well as in the development and implementation of project management frameworks and methodologies.</li> <li>• Experience in managing high-value contracts, overseeing procurement processes, and ensuring the successful delivery of capital programmes is also necessary.</li> <li>• Experience managing large expenditures of up to £100million, including setting, monitoring, and ensuring effective budget spending.</li> <li>• Experience of deputising for the Head of Service at meetings and in managing the service as required in their absence.</li> </ul>
			<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Presentation and communication skill sets able to report to a range of audiences.</li> <li>• Proficient in the use of Microsoft Word, Excel, PowerPoint, Teams and Outlook.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to assess needs, provide care, enforce rules, guide on procedures, and interpret policies in relation to managing staff.</li> </ul>



			<ul style="list-style-type: none"><li>• Be able to apply specialised knowledge to create practical solutions.</li><li>• Good numerical ability, with excellent report writing and presentation skills.</li><li>• Resilience management skilled in managing challenging workloads with conflicting priorities.</li><li>• Skilled in business case development, supporting bid writing and commercial negotiations to support delivery of Capital Programmes.</li><li>• Demonstrable ability to analyse and interpret complex information and situations.</li><li>• Ability to develop solutions and plans for the medium to long term.</li><li>• Ability to adopt an imaginative and innovative approach.</li><li>• Ability to ensure all projects meet user satisfaction and keep all stakeholders informed of progress.</li><li>• Able to assess and comment on building risks professionally and confident in making recommendations for occupant safety and improvements within legislative requirements.</li><li>• Capable of supervising, coordinating, or training other employees, and providing information and advice on internal procedures related to employees.</li><li>• Ability to ensure disciplined use of project management reporting tools, reports, procedures, and associated property management systems.</li><li>• Capability to develop procedures and processes based on policy.</li></ul>	<ul style="list-style-type: none"><li>• Able to work independently, follow procedures, and confident to make well-reasoned decisions.</li></ul>	<ul style="list-style-type: none"><li>• Skilled in accounting for significant financial amounts with accuracy and attention to detail.</li><li>• Proficient in financial control, including estimating, monitoring, and submitting grant claims.</li><li>• Excellent resource management skills, including line management of teams and external consultants/contractors, ensuring effective utilisation rates to deliver value for money.</li><li>• The ability to handle complex challenges and drive continuous improvement in project delivery should be demonstrated.</li></ul>
FM Contracts Manager	Range 8	To effectively manage FM core contracts to ensure efficient service delivery within allocated budgets. Responsibilities include overseeing contract administration and execution, conducting performance reviews and audits, negotiating contract terms for optimal value, and maintaining high service standards. Additionally, the role involves	Required for this level	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> <ul style="list-style-type: none"><li>• Degree Level Qualification in a relevant subject area (FM).</li><li>• CPD commensurate with level of role</li></ul>	<u>Qualifications</u>	<u>Qualifications</u> <ul style="list-style-type: none"><li>• Professional accreditation and membership of a recognised body – IWFM or equivalent</li></ul>
			<u>Knowledge</u>	<u>Knowledge</u> <ul style="list-style-type: none"><li>• Knowledge of service delivery change management to enhance</li></ul>	<u>Knowledge</u> <ul style="list-style-type: none"><li>• Extended knowledge of Facilities Management principles.</li></ul>

		<p>managing the FM team by providing guidance, training, and support to enhance team performance and fostering a positive working environment that promotes teamwork and professional development.</p> <p>To oversee the delivery of in-house FM services, ensuring high standards and alignment with council needs. This includes implementing and monitoring processes for efficient service delivery and managing resources to achieve operational goals. The role also requires ensuring that FM operations align with Medway Council's strategic objectives, as outlined in the Golden Thread, and regularly reviewing and updating practices to support the council's mission and vision.</p>	<ul style="list-style-type: none"> <li>• Demonstratable knowledge of how to deliver FM Services at a senior management level.</li> <li>• Extensive knowledge in managing contracts such as NEC/JCT.</li> <li>• Demonstratable knowledge of building compliance regarding Fire, Legionella, Asbestos, Gas, Electrical, LOLER (Lifts) at a senior management level.</li> <li>• Demonstratable knowledge of building management in relation to Golden Thread principles as contained in the <a href="#">2022 Building Safety Act</a>.</li> <li>• Good understanding of the One Medway Council Plan, management of corporate building assets in line with budget setting and with knowledge to deliver them.</li> <li>• Demonstratable knowledge of how to manage an FM team through industry recognised best practice.</li> <li>• Knowledge of legislation, policies and procedures in relation to GDPR and data protection, equalities and safeguarding</li> </ul>	<p>corporate estate ensuring properties are safe and remain valuable assets as required.</p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of the One Medway Council Plan and service plan and how this role and the team contribute to delivering the outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of how to develop collaborative partnerships across Medway Council (or equivalent public sector bodies) to enable service targets and wider Medway Council initiatives are met.</li> <li>• Knowledge required to develop service delivery budgets in line with Chief Operating Officer/Head of Service targets</li> </ul>
			<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• At least two years of post-qualification experience managing complex FM contracts, preferably in a public sector environment.</li> <li>• Setting of FM Service Plans and Key Performance indicators (KPI's) in line with RCE AD/Head of Service requirements.</li> <li>• Experience of writing and presenting reports at a senior management level to be presented at Corporate Management Team and/or Elected Member Committee meetings.</li> <li>• Demonstratable experience of FM Service Delivery in a senior management role.</li> <li>• Experience of line managing a team of staff.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Enhanced experience in FM service delivery management and change management.</li> <li>• Demonstratable experience of setting team objectives in line with service plan(s).</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of interpreting and analysing complex information and developing strategies for medium to long term solutions.</li> <li>• Enhanced internal and external partnership working for service delivery schemes in Medway Authority acting as a Subject Matter Expert (SME) for FM Service Delivery.</li> <li>• Experience of deputising for the Head of Service at meetings and in managing the service as required in their absence Experience of deputising for the Head of Service at meetings.</li> </ul>
			<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Presentation and communication skill sets able to report to a range of audiences.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Demonstrable ability to use well developed communication skills to present complex/sensitive</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Able to assess needs, provide care, enforce rules, guide on procedures, and</li> </ul>

			<ul style="list-style-type: none"><li>• Proficient in the use of Microsoft Word, Excel, PowerPoint, Teams and Outlook.</li><li>• Demonstrates the ability to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands.</li><li>• Be able to apply specialised knowledge to create practical solutions.</li><li>• Good numerical ability, with excellent report writing and presentation skills.</li><li>• Resilience management skilled in managing challenging workloads with conflicting priorities.</li><li>• Skilled in business case development, bid writing and commercial negotiations to support delivery of Capital Programmes.</li><li>• Demonstrable ability to analyse and interpret complex information and situations.</li><li>• Ability to develop solutions and plans for the medium to long term.</li><li>• Ability to adopt an imaginative and innovative approach.</li><li>• Ability to ensure all projects meet user satisfaction and keep all stakeholders informed of progress.</li><li>• Able to assess and comment on building risks professionally and confident in making recommendations for occupant safety and improvements within legislative requirements.</li><li>• Capable of supervising, coordinating, or training other employees, and providing information and advice on internal procedures related to employees.</li><li>• Ability to ensure disciplined use of project management reporting tools, reports, procedures, and associated property management systems.</li><li>• Capability to develop procedures and processes based on policy.</li></ul>	<p>information in an understandable way, to a range of audiences.</p> <ul style="list-style-type: none"><li>• Able to work independently, follow procedures, and confident to make well-reasoned decisions.</li></ul>	<p>interpret policies in relation to managing staff.</p> <ul style="list-style-type: none"><li>• Skilled in accounting for significant financial amounts with accuracy and attention to detail.</li><li>• Proficient in financial control, including estimating, monitoring, and submitting grant claims.</li><li>• Excellent resource management skills, including line management of teams and external consultants/contractors, ensuring effective utilisation rates to deliver value for money.</li><li>• The ability to handle complex challenges and drive continuous improvement in project delivery.</li><li>•</li></ul>
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