Job Description

Job title	Hard FM Supervisor – M&E
Directorate	PLACE : Regeneration, Culture and Environment
Division	FM & Capital Projects
Range	MPR 5
Reports to	Hard Services Manager

Main purpose of the job:

To effectively manage Hard Facilities Management (HFM) services functions, ensuring statutory compliance, planned maintenance programmes within agreed SLA's including the management of in-house and subcontracted resources across council properties. The role involves setting and delivering works programs based on planned maintenance data, overseeing contract management within service areas, and ensuring efficient service delivery within allocated budgets. The role requires overseeing contract administration and execution, conducting performance reviews and audits, and negotiating terms to achieve optimal value while maintaining high service standards.

To oversee the delivery of HFM services, ensuring statutory compliance, high standards, and alignment with council needs. This includes developing and implementing works programs informed by planned maintenance programmes, monitoring processes for statutory and legislative compliance, and managing resources to achieve operational goals. The role also requires driving sustainability initiatives, ensuring HFM technical services 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

Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.

Accountabilities and outcomes:

Manage the operational delivery of HFM services, including statutory and legislative compliance, and associated planned maintenance programs, ensuring that all services are delivered in accordance with contractual requirements and council standards. This includes overseeing day-to-day operations, coordinating with HFM service delivery providers, and ensuring that all Key Performance Indicator (KPI) obligations are met to maintain high standards of safety and performance.

Identify any non-conformities in HFM service delivery and develop a plan of mitigation, working closely with both internal and external stakeholders to address issues promptly and effectively, ensuring that services are restored to full delivery as quickly as possible and maintaining the quality and reliability of HFM service delivery.

Maintain accurate and up-to-date statutory and legislative compliance data, supporting the council's commitment to safety and regulatory adherence, ensuring that all buildings meet required standards.

Monitor and control expenditures, ensuring that all financial resources are used efficiently and within allocated budgets to optimise the use of council funds and support the financial sustainability of HFM service delivery.

Working with the Facilities and Energy Programme Manager, to ensure that energy resources are managed efficiently and sustainably, monitoring energy delivery to support the council's environmental goals and help to reduce operational costs.

Ensure that all aspects of HFM service delivery are managed effectively, from compliance and planned maintenance programming to contract and budget control and energy management, in order to deliver high standards of service, regulatory compliance, and support the council's strategic objectives. This may also include acting as deputy for the Hard Services Manager as required.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council Job Profile

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Hard Services Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A recognised trade qualification in electrical and/or mechanical services to HND level
- GCSE's in Maths and English to level 4-9

Level B (in addition to level A criteria)

- Working towards a IWFM L4 qualification (or equivalent facilities management body)
- Working towards contract management training in a public body setting such as Government Commercial College Contract Management Foundation

Level C (in addition to levels A and B)

- IWFM L4 qualification (or equivalent facilities management body)
- Commercial College Contract Management Foundation award
- Working towards a Degree Level Qualification in FM or Construction or equivalent

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Knowledge

Level A

- Demonstratable knowledge of how to deliver HFM services at a junior management level.
- Knowledge in managing public commercial contracts.
- Demonstratable knowledge of building compliance regarding Fire, Legionella, Gas Safety, Asbestos, Electrical, LOLER (Lifts) in a facilities/building management setting at a junior management level.
- Demonstratable knowledge of building management in relation to Golden Thread principles as contained in the 2022 Building Safety Act.
- Good understanding of the One Medway Council Plan, management of corporate building assets in line with budget setting and with knowledge to deliver them.
- Demonstratable knowledge of how to manage a service delivery provider through industry recognised best practice.
- Knowledge of legislation, policies and procedures in relation to GDPR and data protection, equalities and safeguarding
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Level B (in addition to level A criteria)

- Knowledge of service delivery change management to enhance corporate estate ensuring properties are safe and remain valuable assets as required.
- Knowledge and understanding of the One Medway Council Plan and service plan and how this role and the team contribute to delivering the outcomes

Level C (in addition to levels A and B)

- Extended knowledge of Facilities Management principles.
- 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

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Medway Council Job Profile

Experience

Level A

- Experience of managing and monitoring budgets or projects for a specific service within a specialist, technical service.
- Experience of Building Services contracts and Property Maintenance.
- Experience of delivering Building Services, Energy efficiency and solutions for public buildings.
- Project management and contract administration experience.
- Experience of writing reports to management, using data from service monitoring.

Level B (in addition to level A criteria)

- Post-qualification experience managing complex technical contracts, preferably in a public sector environment.
- Setting of Plans and Key Performance indicators (KPI's) in line with requirements.
- Experience of writing and presenting reports to senior management level to be presented at Corporate Management Team and/or Elected Member Committee meetings.
- Demonstratable experience of Service Delivery in a management role.
- Experience of line managing a team of staff

Level C (in addition to levels A and B)

- Enhanced experience in service delivery management.
- Deputising for senior management during period of absence.

Skills

Level A

- Proficient in the use of Microsoft Word, Excel, PowerPoint, Teams and Outlook
- Be able to apply knowledge—whether practical, procedural, organisational, or policy-related—to create practical solutions
- Capable of undertaking repeated manual calculations or other work with figures, and report writing or preparing for a presentation at service level
- Demonstrable ability to analyse and interpret information and situations.
- Ability to ensure all projects meet user satisfaction and keep all stakeholders informed of progress

Level B (in addition to level A criteria)

- Capability to develop procedures and processes based on policy.
- Ability to develop solutions and plans for the short to medium term.
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Level C (in addition to levels A and B)

- Demonstrates the ability to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands.
- Ability to develop solutions and plans for the short to medium term
- Presentation and communication skill sets able to report to a range of audiences