# Job Description

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

---

## Main purpose of the job:

To support the effective delivery of Hard Facilities Management services across the Council's corporate property portfolio through day-to-day supervision and technical oversight of Building Fabric works. The role ensures that all building fabric activities are delivered safely, compliantly, and in accordance with statutory requirements, agreed service levels, and maintenance plans.

The post holder is responsible for overseeing contractors and in-house resources on a daily basis, monitoring performance, quality, and progress of works, and ensuring timely resolution of issues. The role provides practical supervision on site, verifies completed works, and supports contract administration by ensuring documentation, permits, and compliance records are accurately maintained.

Working closely with the Hard FM Manager, the role contributes to the implementation of planned and reactive maintenance programmes, supports continuous improvement of building fabric service delivery, and assists in maintaining asset reliability and building safety. The position also plays a key role in promoting safe systems of work, supporting sustainability objectives, and ensuring operations align with the Council's strategic priorities, including statutory compliance, the Golden Thread, and Climate Action commitments.

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

## Accountabilities and outcomes:

The role is responsible for the day-to-day supervision and delivery of Building Fabric Hard FM services across the Council's corporate property portfolio, ensuring all activities are undertaken safely, efficiently, and in full compliance with statutory and legislative requirements. This includes overseeing reactive and planned maintenance works, monitoring on-site activities, and ensuring services are delivered in line with agreed service levels, council standards, and health and safety procedures.

## Medway Council Job Profile

The post holder will manage and coordinate contractors and in-house operatives on a daily basis, acting as the operational point of control for building fabric service delivery. This includes allocating and sequencing works, monitoring performance and task orders, and ensuring that quality standards are consistently met to maintain safe, reliable, and compliant building services.

The role will proactively identify non-conformities, defects, or service delivery issues relating to building fabric maintenance, taking immediate action to address or escalate issues as appropriate. Working closely with the Hard FM Manager, contractors, and other stakeholders, the role will support the implementation of corrective measures to minimise risk, restore services promptly, and reduce the likelihood of repeat issues.

The post holder will support the maintenance of accurate statutory and compliance records, ensuring that inspection findings, certification, permits, and completion documentation are correctly recorded and submitted. This contributes directly to the Council's duty of care and ongoing assurance that all buildings meet required legal and safety standards.

The role will contribute to effective cost control and value for money by monitoring contractor activity, ensuring works are delivered in accordance with agreed scopes and schedules, and identifying inefficiencies or potential cost pressures. Any concerns regarding abnormal costs, variations, or recurring issues will be reported to the Hard FM Manager to support effective financial management.

In delivering all aspects of building fabric maintenance supervision, the role will promote safe systems of work, support sustainability and energy efficiency objectives, and ensure operational activities align with the Council's strategic priorities, including statutory compliance, the Golden Thread, and Climate Action commitments. The role may also support the Hard FM Manager by providing operational cover or assistance as required to maintain continuity of service delivery.

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.

## Medway Council Job Profile

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 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 FM 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

- Recognised technical qualification in Construction, or Building Surveying, or equivalent relevant discipline (e.g. NVQ Level 3–4, HNC/HND) or equivalent experience and willing to work towards qualification.

### Level B (in addition to level A criteria)

- Advanced technical qualification or professional training in Construction or Building Surveying (e.g. City & Guilds, HNC/HND, or equivalent).

### Level C (in addition to levels A and B)

- Industry-recognised Health & Safety qualification such as NEBOSH General Certificate or equivalent.
- Professional accreditation or working towards membership with a recognised body related to Facilities Management, Surveying or Construction (e.g. IWFM, RICS, CIOB or equivalent).

---

## Knowledge

### Level A

- Demonstrable knowledge of delivering building fabric maintenance Hard FM services at an operational and supervisory level.
- Working knowledge of statutory compliance relating to building services including Fire, Legionella, Asbestos, Gas, Electrical systems and LOLER (lifts).
- Understanding of permit-to-work systems, risk assessments and safe systems of work within an operational environment.
- Knowledge of contractor supervision and performance monitoring in a facilities management context.
- Awareness of the principles of the Golden Thread and building safety requirements under the Building Safety Act 2022.
- Knowledge of relevant health & safety, equality, safeguarding, GDPR and data protection legislation.
- Basic awareness of sustainability and energy efficiency principles relating to building fabric.

### Level B (in addition to level A criteria)

- Good working knowledge of statutory compliance regimes, inspection schedules, certification requirements and remedial works processes.
- Understanding of planned preventative maintenance (PPM) programmes, asset registers and reactive maintenance workflows.
- Knowledge of contract specifications, task orders, KPIs and service levels relevant to Hard FM delivery.
- Awareness of Council priorities, service plans and how the Hard FM function contributes to corporate objectives.
- Understanding of cost control principles, variation management and the financial impacts of maintenance decisions.

### Level C (in addition to levels A and B)

- Strong technical knowledge of building fabric, construction processes, including fault diagnosis and performance assessment.
- Knowledge of lifecycle planning and the condition-based maintenance of building assets.

- Detailed understanding of compliance data, audit requirements and assurance processes.
- Knowledge of how to work collaboratively with internal stakeholders to support service outcomes and wider council initiatives.

---

## Experience

### Level A

- Experience supervising building fabric maintenance works within a Hard FM or built environment setting.
- Experience managing contractors and monitoring work on a day-to-day basis.
- Experience of working with statutory compliance regimes and supporting inspections, surveying and certification.
- Demonstrable experience of operational service delivery within Facilities Management or a related technical field

### Level B (in addition to level A criteria)

- Enhanced experience in supervising planned and reactive maintenance programmes across multiple sites or buildings.
- Experience carrying out site inspections, snagging works and verifying compliance and quality of completed tasks.
- Experience identifying service delivery issues, defects or non-conformances and supporting corrective actions.
- Experience contributing to audits, reporting, and performance monitoring.
- Experience supporting or supervising staff or operatives, including informal performance management or task supervision.

### Level C (in addition to levels A and B)

- Experience interpreting compliance reports, maintenance data and technical information to support operational decision-making.
- Experience working in a public sector or complex estate environment.
- Experience supporting contract performance reviews and challenging poor service delivery.
- Experience providing operational cover or deputising for a more senior manager when required.

---

## Skills

### Level A

- Effective communication skills, with the ability to liaise confidently with contractors, colleagues, and building users.
- Proficient in the use of Microsoft Word, Excel, Outlook, Teams and relevant property or FM management systems.
- Ability to apply technical and procedural knowledge to resolve day-to-day operational issues.
- Ability to maintain accurate records and complete reports, permits and compliance documentation.
- Demonstrates resilience and the ability to manage competing priorities in a reactive environment.
- Ability to assess building fabric maintenance related risks and escalate concerns appropriately in relation to occupant safety.
- Ability to supervise on-site works and ensure adherence to agreed method statements and risk assessments.

## Level B (in addition to level A criteria)

- Strong coordination and organisational skills to manage daily workloads and contractor activities.
- Ability to interpret compliance and maintenance data, arrange remedial works and follow up actions.
- Effective contractor management skills, including monitoring performance, quality and timescales.
- Ability to work independently within defined procedures and exercise sound judgement when issues arise.
- Good cost awareness, including checking works against scope and identifying potential variations or inefficiencies.
- Ability to support performance discussions and provide guidance or coaching to staff and operatives.

## Level C (in addition to levels A and B)

- Advanced problem-solving skills, including root cause analysis of recurring building maintenance issues or non-conformances.
- Strong technical capability in interpreting complex engineering or compliance information to influence operational plans.
- Ability to manage and prioritise resources effectively to support value for money service delivery.
- Confident decision-making within a supervisory remit, including escalation of risks and issues when required.
- Ability to maintain constructive working relationships with a wide range of internal and external stakeholders.