

Job Description

Job title	Technical Services Manager
Directorate	PLACE : Regeneration, Culture and Environment
Division	FM & Capital Projects
Range	MPR 8
Reports to	Head of FM & Capital Projects

Main purpose of the job:

To effectively manage technical services functions, ensuring compliance, building safety, and energy management across council properties. The role involves setting and delivering works programs based on condition survey data, overseeing contract management within these areas, and ensuring efficient service delivery within allocated budgets. Responsibilities include managing a team that provides guidance, training, and support to enhance performance, fostering a positive working environment that promotes teamwork and professional development. Additionally, 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 technical services, ensuring statutory compliance, high standards, and alignment with council needs. This includes developing and implementing works programs informed by condition surveys, monitoring processes for building safety and energy efficiency, and managing resources to achieve operational goals. The role also requires driving sustainability initiatives, ensuring 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 technical services, including compliance, building safety, energy management, and associated works programs, ensuring that all services are delivered in accordance with statutory requirements and council standards. This includes overseeing day-to-day operations, coordinating with service providers, and ensuring that all obligations are met to maintain high standards of safety and performance.

Manage and motivate team and individual performance, providing direction and leadership, undertaking staff appraisals, addressing welfare, capability and disciplinary issues, advising on personal development, training and

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coaching, in order to maximise performance from individuals, satisfy personal aspirations and ensure that staff fulfil their potential and effectively contribute to council business.

Identify any non-conformities in compliance or 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 technical services.

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

Work closely with the Facilities and Energy Programme Manager to 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 technical services operations.

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

Ensure that all aspects of technical service delivery are managed effectively, from compliance and works 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 Head of FM & Capital Projects 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.

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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 Head of FM & Capital Projects.

The post holder will have line management responsibility.

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

- Degree Level Qualification in a relevant subject area

Level B (in addition to level A criteria)

- Industry recognised Senior qualification in Health & Safety such as NEBOSH / IOSH

Level C (in addition to levels A and B)

- Post Graduate Management Qualification
- Professional Accreditation – certified level 6 or higher / chartered status

Knowledge

Level A

- Demonstratable knowledge of how to deliver technical services at a senior management level.
- Knowledge in managing contracts.
- Demonstratable knowledge of building compliance regarding Fire, Legionella, Asbestos, Gas, Electrical, LOLER (Lifts) at a senior 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 team through industry recognised best practice.
- Knowledge of legislation, policies and procedures in relation to GDPR and data protection, equalities and safeguarding

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.
- Knowledge required to develop service delivery budgets in line with Chief Operating Officer/Head of Service targets

Experience

Level A

- Post-qualification experience managing complex technical contracts, preferably in a public sector environment.

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- Setting of Plans and Key Performance indicators (KPI's) in line with RCE AD/Head of Service requirements.
- Experience of writing and presenting reports at a 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 B (in addition to level A criteria)

- Enhanced experience in service delivery management and change management.
- Demonstratable experience of setting team objectives in line with service plan(s).

Level C (in addition to levels A and B)

- Experience of interpreting and analysing complex information and developing strategies for medium to long term solutions.
- Enhanced internal and external partnership working for service delivery schemes in Medway Authority acting as a Subject Matter Expert (SME) for FM Service Delivery.
- Experience of deputising for the Head of Service at meetings.

Skills

Level A

- Presentation and communication skill sets able to report to a range of audiences.
- Proficient in the use of Microsoft Word, Excel, PowerPoint, Teams and Outlook.
- Demonstrates the ability to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands.
- Be able to apply specialised 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.
- Resilience management skilled in managing challenging workloads with conflicting priorities.
- Skilled in business case development, bid writing and commercial negotiations to support delivery of Capital Programmes.
- Demonstrable ability to analyse and interpret complex information and situations.
- Ability to develop solutions and plans for the medium to long term.
- Ability to adopt an imaginative and innovative approach.
- Ability to ensure all projects meet user satisfaction and keep all stakeholders informed of progress.
- Able to assess and comment on building risks professionally and confident in making recommendations for occupant safety and improvements within legislative requirements.
- Capable of supervising, coordinating, or training other employees, and providing information and advice on internal procedures related to employees.
- Ability to ensure disciplined use of project management reporting tools, reports, procedures, and associated property management systems.
- Capability to develop procedures and processes based on policy.

Level B (in addition to level A criteria)

- Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.

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- Demonstrable ability to work independently within defined procedures, and able to make considered decisions when working outside of procedures.

Level C (in addition to levels A and B)

- Ability to assess needs, implement care and welfare, enforce regulations, provide guidance on internal procedures, and interpret policies to address specific circumstances or problems.
- Skilled in accounting for significant financial amounts with accuracy and attention to detail.
- Proficient in financial control, including estimating, monitoring, and submitting grant claims.
- Excellent resource management skills, including line management of teams and external consultants/contractors, ensuring effective utilisation rates to deliver value for money.
- The ability to handle complex challenges and drive continuous improvement in project delivery.