Job Description

Job title	Soft FM Supervisor
Directorate	Regeneration, Culture and Environment
Division	FM & Capital Projects
Range	MPR 5
Reports to	Soft FM Manager

Main purpose of the job:

To support the delivery of Soft Facilities Management (SFM) services across the Council's corporate property portfolio, ensuring that services are delivered to agreed standards, within contractual requirements, and in line with service level agreements. The role focuses on the day-to-day supervision of SFM operations, monitoring service performance, and working closely with service providers and internal teams to maintain safe, compliant, and high-quality environments for building users.

The post holder provides operational supervision and guidance to staff and contractors, ensuring that tasks are effectively coordinated, performance issues are addressed promptly, and service standards are consistently met. The role contributes to continuous improvement, customer satisfaction, and the delivery of value for money, while supporting the Soft FM Manager in achieving the Council's strategic objectives, sustainability goals, and service priorities.

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

Accountabilities and outcomes:

Supervise the day-to-day delivery of Soft FM services across the estate by coordinating cleaning, waste, grounds maintenance and related activities, and monitoring performance through inspections and quality checks to identify and address issues promptly, ensuring services consistently meet agreed standards, SLAs, and maintain safe, clean, and well-presented environments.

Coordinate and oversee service providers and operational staff to ensure effective deployment of resources, timely completion of tasks, and consistent service quality across all sites.

Supervise and support team and individual performance by providing day-to-day direction and guidance, contributing to appraisals, addressing routine welfare and performance issues, and promoting development

through coaching and training to maximise performance and ensure staff contribute effectively to Council services.

Support contract performance management activities by gathering performance data, attending review meetings where required, and escalating issues to the Soft FM Manager to ensure contractual obligations and KPIs are achieved.

Assist in managing health and safety compliance by ensuring safe working practices are followed, risks are identified and reported, and all activities are carried out in line with relevant policies and legislation.

Respond to service requests, incidents, and complaints in a timely and professional manner, ensuring issues are resolved or escalated appropriately to maintain customer satisfaction.

Support financial control processes by checking and verifying completed works, assisting with invoice validation, and ensuring services delivered align with agreed specifications.

Contribute to service improvement initiatives by identifying opportunities for efficiencies, supporting implementation of changes, and promoting a culture of continuous improvement aligned with Council priorities.

Provide operational cover and support to the Soft FM Manager by stepping into critical activities as required, ensuring uninterrupted service delivery and continuity of operations.

At manager's discretion, other activities may be assigned that fit the job description.

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 in the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Soft FM Manager.

The post holder will have line management responsibility

The post holder will need 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 should be considered essential requirements.

Qualifications

Level A

- Minimum of 5 GCSEs at Grade 4-9 including English and Mathematics or equivalent Level 2 qualification.

Level B (in addition to level A criteria)

- Relevant qualification in Facilities Management, Customer Service, or Business Administration (e.g. NVQ Level 3 or equivalent).
- Basic Health & Safety qualification (e.g. IOSH Working Safely)

Level C (in addition to levels A and B)

- Higher-level qualification in Facilities Management or a related discipline (e.g. HNC Level 4 or equivalent).
- Relevant professional membership or certification (e.g. IWFM at level 3).
- BICS Cleaning Colour Code Standards

Knowledge

Level A

- Knowledge of Soft Facilities Management services (e.g. cleaning, waste management, grounds maintenance).
- Knowledge of health and safety requirements relevant to facilities operations.
- Knowledge of relevant safeguarding, GDPR and data protection legislation.
- Awareness of Customer service expectations
- Awareness of basic contract and performance monitoring concepts.
- A good understanding of equality, diversity and inclusion matters and Medway Council's Equality, Diversity & Inclusion policy and how these impact the workplace.

Level B (in addition to level A criteria)

- Knowledge of service level agreements, KPIs, and contract service delivery.
- Knowledge of quality monitoring and inspection processes within FM services.
- Awareness of Council priorities, service plans and how the Soft FM function contributes to corporate objectives.
- Good understanding of contractor coordination and service delivery models
- Basic financial processes (invoice checking, value for money)
- Understanding of continuous improvement practices

Level C (in addition to levels A and B)

- Detailed knowledge of facilities management standards, best practice, and regulatory requirements.
- Knowledge of sustainability and environmental practices within Soft FM service delivery.
- Good understanding of budget monitoring principles and cost control.
- Advanced knowledge of contract performance frameworks and service optimisation.
- Good understanding of risk management and compliance assurance principles.

Experience

Level A

- Experience of working within a Soft Facilities Management or similar operational environment.
- Experience of supervising or coordinating staff or service delivery activities.

Level B (in addition to level A criteria)

- Experience of working with external contractors or service providers.
- Experience of monitoring service delivery against standards or schedules.
- Demonstrated experience in supervising and developing staff.
- Experience of handling service requests, complaints, and incidents
- Experienced in supporting audits or inspections

Level C (in addition to levels A and B)

- Experience of supporting contract management or performance review processes.
- Experience of managing service delivery across multiple sites or complex environments.
- Experience of driving service improvements and efficiencies.
- Experience of deputising for a manager or leading operations in their absence.

Skills

Level A

- Proficient in the use of Microsoft Word, Excel, Outlook, Teams and relevant property or FM management systems.
- Basic problem-solving with a good customer focus.
- Ability to supervise and coordinate day-to-day service delivery effectively.
- Ability to communicate clearly with staff, contractors, and stakeholders.
- Ability to identify issues and take appropriate action to resolve or escalate them.
- Ability to work collaboratively as part of a team to achieve service objectives.
- Ability to follow processes and support service coordination.
- Able to carry out basic inspections and checks.
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Level B (in addition to level A criteria)

- Good organisational skills to prioritise tasks and manage competing demands.
- Ability to carry out inspections and assess service quality against standards.
- Sound problem-solving and decision-making skills in operational settings.
- Highly skilled in co-ordinating teams and contractors effectively.
- Effective communication and stakeholder engagement skills.
- Good time management and prioritisation ability.
- Skilled in handling complaints and service issues professionally.

Level C (in addition to levels A and B)

- Ability to analyse service performance information and identify improvement opportunities.
- Excellent problem-solving and decision-making skills in an operational environment.
- Ability to support and guide others to achieve high standards of performance.
- 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.
- Able to support contract performance and challenge service providers.
- High-level influencing, negotiation, and stakeholder management skills.
- Confident in driving continuous improvement and service efficiency