

Job Description

Job title	Hard FM Manager
Directorate	Regeneration, Culture and Environment
Division	FM & Capital Projects
Range	MPR 7
Reports to	Head of FM Delivery

Main purpose of the job:

To manage the effective delivery of Hard Facilities Management (HFM) services across the Council’s corporate property portfolio, ensuring full statutory compliance, timely implementation of planned maintenance programmes within agreed SLAs, and efficient coordination of in-house and subcontracted resources. The role is responsible for developing and delivering works programmes based on planned maintenance data, overseeing contract administration and supplier performance, and ensuring all services are delivered safely, efficiently, and within approved budgets.

The position also leads a team, providing technical guidance, support, and leadership to foster a positive, collaborative, and high-performing working environment that encourages continuous professional development. Additionally, the role assists in the delivery of sustainability initiatives and ensures HFM operations align with Medway Council’s strategic objectives, the Golden Thread and Climate Action priorities through ongoing review, improvement, and alignment of practices that support the Council’s mission, vision, and long-term goals.

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.

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

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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 other teams and services, to assist in delivery to support the council's environmental goals and help to reduce operational costs.

Managing contract administration and execution, conducting performance reviews and audits, negotiating contract terms to secure best value, and maintaining high service and quality standards across all HFM activities.

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 Head of Service Delivery as required.

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 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.

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Organisation:

This role reports to the Head of FM Delivery.

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

- Recognised technical qualification in Construction, Building Services, Surveying or equivalent relevant discipline (HNC/HND).

Level B (in addition to level A criteria)

- Degree Level Qualification in a relevant subject area
- Industry recognised Senior qualification in Health & Safety such as NEBOSH / IOSH

Level C (in addition to levels A and B)

- Professional Accreditation – certified level 6 status in a recognised industry body (IWFM/CIBSE/CIOB/etc)

Knowledge

Level A

- Demonstratable knowledge of how to deliver HFM services at a senior management level.
- Knowledge in managing public commercial 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.
- Awareness of sustainability principles.

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.
- Strong working knowledge of statutory and legislative compliance, asset registers, PPM programmes, building systems and technical standards.
- Good understanding of contract specifications, KPIs and performance frameworks.
- Knowledge of council financial systems, expenditure control and procurement processes.

Level C (in addition to levels A and B)

- Extended knowledge of Facilities Management principles.
- Deep technical knowledge of building engineering systems, compliance frameworks, lifecycle planning and complex asset management.
- Expert knowledge of contract negotiation mechanisms, cost models, performance levers and risk-based performance management.
- Broad organisational and strategic awareness, including sustainability and long-term energy planning.

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- 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

- Experience of managing complex technical contracts, preferably in a public sector environment.
- 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).
- Experience conducting service audits, analysing performance data and implementing remedial actions.
- Experience managing budgets or financial processes within FM.
- Experience leading staff appraisals and supporting development.

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.
- Extensive experience managing full Hard FM operations across multiple sites or a complex estate.
- Proven experience with strategic contract management, dispute resolution and challenging supplier performance at senior level.
- Strong track record of budget control, forecasting, cost optimisation and commercial decision-making.
- Significant experience leading teams, managing capability/performance, and developing future leaders.

Skills

Level A

- Strong presentation and communication skills, including the ability to negotiate, influence and deliver clear, well-structured reports to a range of audiences.
- Proficient in the use of Microsoft Word, Excel, PowerPoint, Teams and Outlook.
- 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.
- Demonstrates strong resilience, effectively managing high-pressure workloads, conflicting priorities and frequent interruptions while maintaining performance.
- 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.

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- 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.
- Demonstrable ability to work independently within defined procedures, and able to make considered decisions when working outside of procedures.
- Strong coordination skills to manage day-to-day HFM operations and ensure KPI delivery.
- Ability to interpret compliance data, arrange remedial works and follow up actions.
- Effective contractor management, including performance monitoring and issue resolution.
- Confident leadership skills to manage individual/team performance and conduct appraisals.
- Good financial stewardship (budget monitoring, invoice approval, cost awareness).
- Competent in analysing maintenance data and contributing to programme planning.
- Ability to coach team members and identify development needs.

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 managing significant financial transactions with accuracy, demonstrating strong 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.
- Advanced contract management skills, including KPI frameworks, negotiation and supplier challenge.
- Expert decision-making and problem-solving, applying root cause analysis and risk-based approaches to non-conformance.
- Advanced technical capability in interpreting complex compliance and engineering data to guide operational plans.
- Exceptional stakeholder management with the ability to influence and align HFM services with strategic council goals.
- Ability to act as deputy for Head of Service Delivery, providing operational continuity and strategic support.