Service - FM Delivery Service (Peter Bates)
Career progression framework
July 2026

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Caretaker (potential R2)	MPR2	See job profile for full duties To support the safe, effective, and efficient day-to-day operation of Council buildings by carrying out caretaking duties that ensure premises are secure, clean, functional, and ready for use. The role is responsible for maintaining building standards, supporting users and visitors, and undertaking a range of practical tasks to enable the smooth running of facilities. The post holder contributes to a positive customer experience by providing responsive, flexible support across building operations, including room setup, basic maintenance checks, and coordination of activities within the building. The role ensures that health and safety requirements are met, issues are identified and reported promptly, and the building environment remains safe, accessible, and fit for purpose. Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications: • Basic general education (e.g. GCSEs or equivalent), including English and Mathematics.	**Qualifications:** • Relevant qualification in Facilities Services, Building Maintenance, or Customer Service (e.g. NVQ Level 2 or equivalent).	**Qualifications:** • Higher-level qualification in Facilities Management, Property Maintenance, or a related discipline (e.g. NVQ Level 3 or equivalent). • Relevant certification in health and safety or building compliance (e.g. IOSH Working Safely or equivalent).
			Knowledge: • Knowledge of basic caretaking and building maintenance practices. • Knowledge of health and safety requirements relevant to building operations. • Security basics (locking procedures, access control) • Awareness of customer service expectations in public buildings	**Knowledge:** • Knowledge of building security procedures, including access control and key management. • Knowledge of room setup requirements and support for meetings and events. • Working knowledge of safe manual handling techniques and equipment use. • Understanding of customer service standards in public sector environments. • Understanding of contractor management protocols and site safety obligations.	**Knowledge:** • Detailed knowledge of building compliance procedures, including fire safety and routine inspection requirements. • Knowledge of facilities operations within a corporate or public sector environment. • Good understanding of Health & Safety legislation, compliance, and auditing requirements. • Applied knowledge of emergency procedures (fire evacuation, incident response). • Understanding of accessibility standards and inclusive environments.
			Experience: • Experience of working in a caretaking, facilities, or building support role. • Experience of carrying out practical tasks in a building or site environment.	**Experience:** • Experience of supporting building users, including basic front-of-house or customer interaction. • Experience of carrying out inspections or reporting maintenance issues. • Experience working independently with minimal supervision	**Experience:** • Experience of working within a busy, multi-use building or public sector environment. • Experience of coordinating or supporting contractor activities on site. • Experience dealing with incidents, complaints, and service improvements.
			Skills: • Ability to carry out a range of practical caretaking tasks effectively. • Ability to follow procedures and work safely in a building environment.	**Skills:** • Good organisational skills to manage tasks and respond to changing priorities. • Ability to identify and report issues promptly and accurately.	**Skills:** • Ability to plan and prioritise workload across a range of building activities. • Strong problem-solving skills to address operational issues effectively.

			• Ability to communicate clearly with colleagues, contractors, and building users. • Ability to work flexibly as part of a team to support building operations. • Low level maintenance skills such as patch painting, replacing small parts of plumbing such as toilet syphons, replacing fuses in plugs, etc	• Good customer service skills and able to handle enquiries and support users. • Able to ensure Health & safety compliance. • Physically capable in the safe handling of equipment and materials.	• Ability to support and guide others in maintaining building standards and safety. • Good attention to standards, ensuring buildings remain compliant, safe, and presentable. • Flexible and responsive in adapting to changing building demands/events.
Receptionist	MPR2	See job profile for full duties To provide a professional, customer-focused reception service at Gun Wharf, acting as the first point of contact for all visitors, staff, and stakeholders both in person, by telephone, and via electronic communication. The role ensures a welcoming, efficient, and responsive front-of-house service that reflects the Council's standards and values while supporting the smooth day-to-day operation of the building. The post holder supports a range of administrative and facilities-related activities, including coordination of meeting rooms and assisting with building access and systems. The role works collaboratively with facilities teams and other service areas to ensure a high-quality customer experience and effective service delivery across the main corporate office. Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications: • Basic general education (e.g. GCSEs or equivalent), including English and Mathematics.	**Qualifications:** • Qualification in Customer Service, Business Administration, or a related subject (e.g. NVQ Level 2 or equivalent)	**Qualifications:** • Higher-level qualification in Customer Service, Business Administration, or Facilities-related discipline (e.g. NVQ Level 3 or equivalent). • Relevant professional or accredited customer service training certification.
			Knowledge: • Knowledge of customer service principles and front-of-house practices. • Knowledge of basic administrative processes within an office environment. • Basic understanding of data protection and GDPR legislation (confidentiality, handling personal information) • An awareness of equality, diversity and inclusion matters and Medway Council's Equality, Diversity & Inclusion policy	**Knowledge:** • Knowledge of reception systems, telephony, and visitor management processes. • Knowledge of health, safety, and security procedures relevant to a corporate building. • Working knowledge of Data protection (GDPR awareness) and information handling • Knowledge of building procedures (security, emergency protocols, access control)	**Knowledge:** • Detailed knowledge of front-of-house service delivery in a corporate or public sector environment. • Knowledge of integrated facilities services and building operations. • An understanding of GDPR legislation and best practice in relation to information sharing. • Understanding of incident management and escalation procedures
			Experience: • Experience of working in a customer-facing or reception-based role. • Experience of handling enquiries in person, by telephone, and via email.	**Experience:** • Experience of providing administrative support within an office or facilities environment. • Experience of managing bookings, coordinating meetings, or handling post and deliveries. • Experience of liaising with facilities staff, contractors, and service providers • Experienced in supporting building operations and coordination	**Experience:** • Experience of working within a busy, multi-service corporate or public sector environment. • Experience of supporting front-of-house operations within a large or high-profile site. • Experience of improving processes, systems, or customer experience. • Experience of handling difficult situations (complaints, incidents, security issues).
			Skills: • Strong customer service and interpersonal skills to interact	**Skills:** • Good organisational skills to coordinate bookings, manage records, and prioritise workload.	**Skills:** • Ability to manage competing demands and maintain service quality under pressure.

			professionally with a wide range of people. • Clear communication skills, both verbal and written. • Ability to manage multiple tasks and respond to enquiries in a busy environment. • Basic IT skills to operate office systems, email, and booking tools.	• Ability to work independently while remaining part of a wider team. • Effectively manages multiple priorities, handling high enquiry volumes while maintaining responsiveness and service quality. • Able to resolve routine customer and operational issues efficiently, ensuring continuity of service. • Communicates clearly and professionally with a wide range of stakeholders, adapting approach as needed. • Able to maintain accurate records with strong attention to detail, ensuring reliable system and log management. • Can delivers a positive customer experience by supporting a professional and welcoming front-of-house environment.	• Strong problem-solving skills to handle enquiries, issues, and unexpected situations effectively. • Ability to contribute to improvements in customer service and front-of-house operations. • Good security awareness and able to recognise and respond to risks appropriately. • Effectively manages stakeholder relationships, working collaboratively with internal teams and external contractors to support service delivery. • Applies advanced communication skills to manage sensitive or challenging interactions with professionalism and tact.
Print & Post Room Operative	MPR2	See job profile for full duties To support the efficient day-to-day operation of the print and post room, ensuring that all incoming, outgoing, and internal documentation is processed, handled, and distributed accurately and in a timely manner in line with established procedures. This includes managing inbound mail and deliveries, internal document distribution, and preparing outbound mail for dispatch to meet organisational and service requirements. The role is also responsible for delivering high-quality print, copy, and document production services under the guidance of the Print and Post Room Supervisor, including both promotional and non-promotional materials. The post holder will ensure all work is completed to agreed standards, maintaining accuracy, confidentiality, and efficiency at all times. Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications: • GCSEs (or equivalent) in Maths and English at Grade 4 (C) or above • Basic IT qualification or demonstrable competence in ICT applications	**Qualifications:** • First Aid certification and/or Fire Marshal training	**Qualifications:** • Level 2 qualification in Business Administration (or equivalent) • City & Guilds Level 2 Certificate/Diploma in Print Production or Print Operations or equivalent relevant training in print, reprographics, or mail services
			Knowledge: • Basic understanding of print and mail room processes • Awareness of handling confidential information and data protection (GDPR) principles • Basic knowledge of Microsoft Office and/or Adobe software • Awareness of health and safety requirements in a working environment	**Knowledge:** • Good understanding of local government services and organisational context • Working knowledge of print production, finishing techniques, and postal processes • Understanding of cost control and recharging for print/post services • Familiarity with finance systems (e.g., Integra) or similar • Good working knowledge of GDPR and information governance	**Knowledge:** • Strong understanding of local government priorities and service delivery (e.g., One Medway Plan) • Advanced knowledge of print production workflows and equipment capabilities • Strong understanding of financial processes relating to billing, recharging, and cost efficiency • In-depth knowledge of GDPR and confidentiality in operational environments • Advanced working knowledge of relevant software (e.g., Adobe suite, document management systems)
			Experience: • Experience handling confidential or sensitive information appropriately	**Experience:** • Experience operating print, copying, or mailing equipment	**Experience:** • Experience in a busy print/post room or similar high-volume environment

			• Experience working in an operational or administrative environment • Experience handling incoming and outgoing mail or document distribution	• Experience producing printed materials (e.g., booklets, leaflets, bulk printing jobs) • Experience working to deadlines and service standards	• Experience dealing with customer queries, issues, or complaints and resolving them effectively • Experience managing competing priorities and adapting to changing workloads • Experience supporting stock control, ordering, or service recharging processes
			Skills: • Ability to work independently and use initiative within defined procedures • Good customer service skills with a customer-focused approach • Basic organisational skills and ability to complete routine tasks accurately • Attention to detail when handling documents and data	**Skills:** • Strong customer service skills with the ability to resolve most queries independently • Clear verbal and written communication skills • Good problem-solving skills and ability to identify practical solutions • Ability to prioritise workload and meet deadlines	**Skills:** • Excellent organisational and time management skills with a methodical approach • Ability to manage multiple tasks and competing priorities effectively • High level of accuracy and attention to detail across all work activities • Flexibility and adaptability to changing demands and service needs • Confidence in using and adapting to new systems, technology, and equipment
Grounds Maintenance Operative	MPR3	See job profile for full duties The primary purpose of a Grounds Maintenance Operative is to ensure that outdoor areas are kept safe, clean, and visually well-presented in line with organisational standards. This role focuses on maintaining lawns, landscaped spaces, pathways, and external environments through a range of horticultural and maintenance activities, contributing to a positive first impression and supporting the usability of outdoor spaces for staff, visitors, and the wider community. The operative is responsible for carrying out routine and seasonal tasks such as mowing, pruning, planting, litter removal, and basic landscaping, while operating equipment safely and in compliance with health and safety regulations. By proactively identifying maintenance needs and addressing issues promptly, the role supports the overall upkeep, environmental	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications: • A minimum of 5 GCSEs at Grade 4-9 including English and Mathematics or equivalent Level 2 qualification.	**Qualifications:** • Relevant entry-level qualification in horticulture, landscaping, or grounds maintenance (e.g. City & Guilds, NVQ Level 1 or Level 2, or equivalent).	**Qualifications:** • Higher-level qualification in horticulture, landscaping, or grounds management (e.g. NVQ Level 3 or equivalent). • Relevant industry certifications (e.g. PA1/PA6 pesticide application, chainsaw certification, or equivalent accredited licences).
			Knowledge: • Knowledge of basic grounds maintenance practices and methods. • Knowledge of health and safety requirements relevant to outdoor maintenance work.	**Knowledge:** • Knowledge of basic grounds maintenance practices and methods. • Knowledge of health and safety requirements relevant to outdoor maintenance work	**Knowledge:** • Detailed knowledge of horticultural techniques, turf management, and landscaping practices. • Knowledge of environmental sustainability practices within grounds maintenance (e.g. waste management, biodiversity, chemical usage controls). Landscaping techniques and grounds improvement planning.
			Experience: • Experience of working in a ground's maintenance, horticultural, or outdoor environment carrying out routine tasks. • Experience of working in a role requiring manual labour in an outdoor setting.	**Experience:** • Experience of working within a team delivering grounds or estate maintenance services.	**Experience:** • Experience of undertaking a wide range of horticultural or landscaping activities across varied sites.

		sustainability, and functionality of the estate or site.		• Experience of using a range of grounds maintenance tools and machinery in a work environment.	• Experience of supporting grounds improvement projects or more complex maintenance activities. • Experience of supervising or guiding others in a ground's maintenance setting.
			Skills: • Ability to carry out practical ground's maintenance tasks to a consistent standard. • Ability to follow instructions and work effectively as part of a team. • Ability to use grounds maintenance tools and equipment safely and competently. • Basic communication skills to interact with colleagues and report issues as required.	**Skills:** • Good organisational skills to manage routine tasks and maintain productivity. • Ability to work independently with minimal supervision when required. • Attention to detail to maintain high standards in grounds presentation. Maintain equipment and identify basic faults	**Skills:** • Ability to plan and prioritise a range of maintenance activities across different sites or tasks. • Strong problem-solving skills to identify and address maintenance issues effectively. • Ability to support, guide, or coordinate the work of others when required. Able to ensure compliance with safety and environmental standards. • Ability to drive continuous improvement and quality standards.
Community Centres Supervisor	MPR3	See job profile for full duties To lead and supervise the day-to-day operation of community centres, ensuring all activities, services, and facilities are delivered efficiently, safely, and in line with agreed service standards and organisational procedures. The role is responsible for overseeing centre operations, coordinating programmes and activities, prioritising workloads, and ensuring service delivery meets the needs of the local community and organisational objectives. The post holder will provide operational leadership across community centre functions, including facility management, customer service, and programme delivery, ensuring a welcoming, inclusive, and high-quality environment for all users. They will support continuous improvement, maintain compliance with relevant health, safety, and statutory regulations, and act as the key point of escalation, ensuring performance, service quality, and customer satisfaction are consistently achieved. Liaise with stakeholders in a way that promotes the	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications: • A minimum of 5 GCSEs (or equivalent) including Maths and English at Grade 4 (C) or above • First Aid certification and/or Fire Marshal training	**Qualifications:** • Level 2 qualification in Business Administration, Customer Service, Leisure Management, or equivalent	**Qualifications:** • Level 3 Team Leader qualification or equivalent
			Knowledge: • Good understanding of community centre or public-facing service operations • Working knowledge of GDPR and handling confidential or sensitive information • Good knowledge of Microsoft Office or similar systems • Understanding of health and safety requirements in a public or operational environment • An awareness of equality, diversity and inclusion matters and Medway Council's Equality, Diversity & Inclusion policy.	**Knowledge:** • Good understanding of local government services and community engagement principles • Working knowledge of programme or activity planning within a community setting • Understanding of financial processes, including income collection, bookings, and cost control • Familiarity with booking systems, finance systems, or similar	**Knowledge:** • Strong understanding of local authority priorities and community strategies (e.g. local plans) • Advanced knowledge of service delivery in multi-use community facilities • Strong understanding of budget management and reporting within a service environment • In-depth knowledge of Health & Safety, safeguarding, inclusion, and compliance requirements
			Experience: • Experience working in a community, leisure, or customer-facing operational environment • Experience dealing appropriately with members of the public and diverse user groups	**Experience:** • Experience supervising staff or coordinating workloads in a service environment • Experience working to targets, service standards, or performance expectations	**Experience:** • Experience managing a busy community centre or similar facility across multiple locations • Experience handling escalations, complaints, and service improvements • Experience managing resources, suppliers, and service budgets

		One Medway Council Plan and embeds our values and behaviours.	• Experience supporting or delivering services, activities, or events in collaboration with others	• Experience managing bookings, activities, or facility usage • Experience of managing customer queries, minor complaints, and service delivery issues	• Experience leading change, improving processes, and adapting services to meet community needs
			Skills: • Strong organisational skills and ability to manage workload effectively • Good customer service skills with a customer-focused approach • Attention to detail and ability to maintain accuracy • Ability to work independently and use initiative · Demonstrable competence in ICT applications	**Skills:** • Ability to supervise and support staff and volunteers in a team environment • Strong communication skills (verbal and written) • Good problem-solving skills and ability to make decisions • Ability to prioritise and manage competing demands • Confident use of systems to manage bookings, reporting, and resources	**Skills:** • Leadership and team coordination skills, including motivating and developing others • Excellent organisational and time management skills in a busy, multi-use environment • Ability to drive service improvements, community engagement, and efficiencies • High level of adaptability and confidence in using new systems, technologies, and service approaches • Excellent problem-solving and risk management skills
Print & Post Room Supervisor	MPR3	See job profile for full duties To lead and supervise the day-to-day operation of the print and post room, ensuring all incoming, outgoing and internal documentation is processed, produced, and distributed efficiently, accurately, and in line with agreed service standards and organisational procedures. The role is responsible for overseeing workflow, prioritising workloads, and ensuring service delivery meets customer and organisational requirements. The post holder will provide operational leadership across print, mail, and distribution functions, ensuring high-quality production of both promotional and non-promotional materials. They will support continuous improvement, maintain compliance with relevant regulations, and act as the key point of escalation, ensuring performance, quality, and customer satisfaction are consistently achieved. Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications: • Minimum of 5 GCSEs (or equivalent) in Maths and English at Grade 4 (C) or above • First Aid certification and/or Fire Marshal training	**Qualifications:** • Level 2 qualification in Business Administration (or equivalent)	**Qualifications:** • City & Guilds Level 3 Certificate/Diploma in Print Production or Print Operations or equivalent relevant training in print, reprographics, or mail services
			Knowledge: • Good understanding of print and mail room processes • Working knowledge of GDPR and handling confidential information • Good knowledge of Microsoft Office and/or Adobe software • Understanding of health and safety requirements in an operational environment	**Knowledge:** • Good understanding of local government services and organisational priorities • Working knowledge of print production, finishing techniques, and mailing systems • Understanding of financial processes, including recharging and cost control • · Familiarity with finance systems (e.g., Integra) or similar	**Knowledge:** • Strong understanding of local authority priorities (e.g., One Medway Plan) • Advanced knowledge of print production workflows, equipment, and service optimisation • Strong understanding of budget management and financial reporting for services • In-depth knowledge of GDPR, compliance, and information governance
			Experience: • Experience working in a print, post room, or similar operational environment • Experience handling confidential/sensitive information appropriately • Experience managing print or document distribution processes	**Experience:** • Experience supervising staff or coordinating workloads in a service environment • Experience operating a range of print and mailing equipment • Experience working to deadlines, targets, and service standards •	**Experience:** • Experience managing a busy print/post room or similar function • Experience dealing with escalations, complaints, and service improvements • Experience in managing stock, suppliers, and service budgets

					• Experience leading change, improving processes, and adapting services to demand
			Skills: • Demonstrable competence in ICT applications • Strong organisational skills and ability to manage workload effectively • Good customer service skills with a customer-focused approach • Attention to detail and ability to maintain accuracy • Ability to work independently and use initiative	**Skills:** • Ability to supervise and support staff in a team environment • Strong communication skills (verbal and written) • Good problem-solving skills and ability to make decisions • Ability to prioritise and manage competing demands	**Skills:** • Leadership and team coordination skills, including motivating and developing others • Excellent organisational and time management skills in a high-volume environment • Ability to drive service improvements and efficiencies • High level of adaptability and confidence in using new systems and technologies
Senior Sign Shop Operative (potential R4)	MPR4	See job profile for full duties To undertake and lead specialist sign manufacturing activities, ensuring the production, finishing, and installation of high-quality signage for internal and external use across organisational sites, including buildings, roads, pathways, and public spaces. The role is responsible for delivering precise, compliant, and durable signage using a range of specialised materials, equipment, and techniques in line with statutory requirements and organisational standards. The post holder will provide technical expertise within the sign shop, supporting the planning, coordination, and quality assurance of work, while ensuring compliance with health and safety regulations and industry standards. The role will also contribute to service improvement, advising on materials, methods, and design solutions to meet customer requirements effectively and safely. Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.	Required for this level **Qualifications:** • A minimum of 5 GCSEs (or equivalent) in Maths and English at Grade 4 (C) or above	In addition to level A **Qualifications:** • Level 2 Diploma in Sign Making and Graphic Communications (or equivalent qualification in signage, graphics production, fabrication, or a related trade) • First Aid certification and/or Fire Marshal training	In addition to levels A and B **Qualifications:** • Advanced or specialist training in sign making, graphic production, or installation techniques. E.g. Level 3 Diploma in Sign making and Graphics (or equivalent).
			Knowledge: • Basic understanding of sign production processes and materials • Awareness of health and safety requirements in a workshop environment • Basic knowledge of design software (e.g., Adobe Illustrator or similar) • Awareness of handling confidential or sensitive information where applicable	**Knowledge:** • Good understanding of signage production techniques, materials, and finishes • ·Knowledge of relevant regulations (e.g., safety signage standards, highway signage requirements) • Working knowledge of design and production software • Understanding of installation methods, including external and internal applications	**Knowledge:** • Advanced knowledge of sign manufacturing techniques, materials, and equipment • Strong understanding of regulatory requirements (e.g., health & safety signage, highway codes, accessibility standards) • In-depth knowledge of design, layout, and production workflows • Knowledge of cost control, materials optimisation, and efficient production processes
			Experience: • Experience working in a practical, workshop, or production environment • Experience using tools or equipment safely and effectively • Experience following instructions, drawings, or specifications	**Experience:** • Experience in sign making, graphics production, or a similar field • Experience operating specialist equipment (e.g., cutters, printers, laminators) • Experience installing signage in a variety of environments	**Experience:** • Extensive experience in a sign shop or similar specialist environment • Experience producing complex signage projects from concept to installation • Experience advising customers and providing technical input on signage solutions

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					• Experience coordinating workloads and supporting others in a production setting
			Skills: • Demonstrable competence in ICT applications • Good practical skills in sign production, with ability to operate specialist equipment and interpret technical drawings. • Ability to follow instructions and work accurately • Basic organisational skills and ability to complete tasks to deadlines • Ability to work independently and as part of a team	**Skills:** • Strong technical and practical skills in sign production and finishing • Good communication skills to liaise with customers and colleagues • Ability to solve problems and adapt to different project requirements • Ability to prioritise workload and manage time effectively	**Skills:** • High level of technical expertise in sign making and installation • Strong organisational and coordination skills in managing multiple projects • Ability to provide guidance and support to others within the workshop • High attention to detail and commitment to quality standards • Flexibility and adaptability to changing service demands and project requirements
Compliance Technician	MPR4	See job profile for full duties To support the delivery and assurance of statutory compliance across the Corporate Portfolio, ensuring buildings are maintained in line with legislative, regulatory, and organisational requirements. The role contributes to the effective coordination, monitoring, and validation of compliance activities, with a focus on key areas such as fire safety, asbestos management, and water hygiene. The post holder will support the management and analysis of compliance data, ensuring records are accurate, up to date, and audit-ready, and will assist in identifying non-compliance, risks, and required corrective actions. Working closely with contractors, FM service providers, and internal stakeholders, the role supports effective service delivery, promotes compliance best practice, and contributes to continuous improvement across Technical Services in line with the One Medway Council Plan. Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications: • Level 3 qualification (NVQ or equivalent) in a relevant discipline (e.g. business administration, facilities management, building services or similar) or equivalent experience • Willingness to work towards IOSH Managing Safely or equivalent health & safety qualification	**Qualifications:** • Level 4 qualification in Building Safety, Compliance Management, Facilities Management, Building Services, Construction Management, or a related discipline (or equivalent experience). • IOSH Managing Safely or equivalent health & safety qualification	**Qualifications:** • Relevant compliance-related training or certification in areas such as asbestos, fire safety, or water hygiene (e.g. Legionella awareness L8ACOP, NEBOSH Fire Safety Certificate or BOHS P405 – Management of Asbestos in Buildings) • Working towards professional membership of a recognised body (e.g. IWFM, IOSH or similar)
			Knowledge: • Basic understanding of statutory compliance areas including fire safety, asbestos, water hygiene, gas and electrical safety • Awareness of legislation, regulations and Approved Codes of Practice (ACoPs) relating to building safety • Knowledge of GDPR, safeguarding and equality principles • Awareness of health and safety requirements in a facilities environment	**Knowledge:** • Working knowledge of compliance management within a public sector or similar environment • Understanding of contractor management and service delivery • Knowledge of procurement and financial processes (e.g. purchase orders, invoicing) • Familiarity with CAFM and/or finance systems (e.g. Integra or similar) • Understanding of risk assessments and compliance risk management	**Knowledge:** • Strong understanding of building safety legislation and its practical application • Knowledge required to interpret compliance reports and identify required corrective actions • Detailed knowledge of compliance data management, audit requirements, and reporting standards • Awareness of emerging legislation and developing best practice in building safety
			Experience: • Experience working in an administrative, facilities, or operational support role • Experience maintaining accurate records and managing data • Experience coordinating tasks or supporting service delivery	**Experience:** • Experience supporting compliance, maintenance, or contractor-managed services • Experience liaising with contractors and coordinating works	**Experience:** • Experience in a compliance, estates, or technical services environment • Experience managing remedial actions from identification through to completion • Experience supporting audits and maintaining statutory documentation

				• Experience working with systems (e.g. CAFM, finance systems) • Experience working to deadlines and service standards	• Experience taking ownership of defined compliance workstreams or areas under supervision • Experience contributing to service or process improvements
			Skills: • Proficient in Microsoft Office (Word, Excel, Outlook, Teams) • Good organisational skills and ability to manage workload • Attention to detail in handling data and documentation • Ability to communicate clearly and work effectively with colleagues	**Skills:** • Ability to prioritise and coordinate multiple tasks • Good problem-solving skills and ability to follow actions through • Ability to build effective working relationships with contractors and stakeholders • Confident use of systems and data management tools	**Skills:** • Ability to analyse compliance information and identify risks or non-conformities • Strong coordination skills across multiple stakeholders and sites • Ability to challenge, escalate, and ensure resolution of compliance issues • Developing ability to interpret requirements and support implementation of compliance actions • Proactive approach to improving processes and systems
FM Technical Support Officer	Range 4	See job profile for full duties To assist with the management of the delivery of facilities management across the authority, ensuring that corporate buildings and facilities comply with legislative and regulatory standards, are suitable for their intended use, and maintain their value. This includes conducting inspections, identifying necessary repairs, and implementing maintenance strategies to protect the physical and financial value of the properties. Provide technical support for FM systems and activities, addressing technical queries, troubleshooting issues, and ensuring efficient operation of FM systems. Responsible for ensuring that data regarding building compliance and FM systems is accurately collated and stored. In addition, assist with the delivery of facilities management to improve river assets and implementing elements of Medway Councils River Strategy.	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications • A minimum of 5 GCSEs including Maths and English at Grade 4-9 or equivalent	**Qualifications** • IOSH Managing Safely L2 or equivalent qualification • CPD commensurate with level of role	**Qualifications** • Working towards IWFM/BIFM L4 in Facilities Management
			Knowledge • Demonstrable knowledge of IT data management regarding data compliance, along with building compliance concerning Fire, Legionella, Asbestos, Gas, Electrical, and LOLER (Lifts). • An understanding of environmental sustainability and compliance and building safety • A good understanding of equality, diversity and inclusion. • A good understanding of GDPR legislation and best practice in relation to information sharing. •	**Knowledge** • Understanding of how to implement and manage information, to ensure accurate and up-to-date building information can be maintained throughout the building's lifecycle.	**Knowledge** • A broad understanding of building management in relation to Golden Thread principles such as 'Government Soft Landings', COBIE data sets and Building Information Modelling (BIM).
			Experience • Entry level experience within a building management setting, either in the public or private sector, includes familiarity with IT management systems, collating and storing building compliance data, and managing FM compliance service delivery.	**Experience** • Experience in FM delivery to corporate building assets within a public sector framework, such as Medway Council or an equivalent body, including understanding and applying relevant principles and policies.	**Experience** • Significant experience in FM delivery to corporate building assets within a public sector framework, including inputting into strategic planning, policy development and asset management. • Advanced experience in IT data management and compliance, such as

				• Practical, hands-on experience in IT data management and compliance, such as applying data compliance regulations like GDPR in managing IT data. • Experience in ensuring building compliance with regulations related to Fire Safety, Legionella, Asbestos, Gas Safety, Electrical Safety, and LOLER (Lifts).	leading projects focused on data governance and compliance. • Extensive experience in managing the Golden Thread of information including developing and maintaining comprehensive building information models (BIM) and ensuring their accuracy and accessibility.
			Skills • Proficiency in Microsoft Word, Excel, PowerPoint, Teams and Outlook for presentations and communication. • Effective use of search engines, email, and basic online tools. • Accurate and efficient data entry into various systems and databases. • Basic customer relation skills, including understanding the principles of good customer service such as patience, attentiveness, and clear communication. • Ability to address and resolve customer issues promptly and effectively. • Maintaining a courteous and professional demeanour in all interactions.	**Skills** • Ability to communicate effectively and in a timely manner. • Can prioritise tasks, set deadlines, and manage time to ensure completion of work. • Improved interpersonal skills.	**Skills** • Advanced skills in communicating with internal and external stakeholders. • Expertise in FM (Facility Management) service delivery management.
Soft FM Supervisor	MPR5	See job profile for full duties 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,	Required for this level	In addition to level A	In addition to levels A and B

		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.			
			Qualifications: • Minimum of 5 GCSEs at Grade 4-9 including English and Mathematics or equivalent Level 2 qualification.	**Qualifications:** • 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)	**Qualifications:** • 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: • 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	**Knowledge:** • 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	**Knowledge:** • 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: • Experience of working within a Soft Facilities Management or similar operational environment. • Experience of supervising or coordinating staff or service delivery activities.	**Experience:** • 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	**Experience:** • 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:	**Skills:**	**Skills:**

			• 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.	• 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.	• 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
Hard FM Supervisor (M&E)	MPR5	See job profile for full duties Support the delivery of Hard Facilities Management across the Council's property portfolio by providing day-to-day supervision and technical oversight of building fabric works, ensuring activities are completed safely, compliantly, and in line with statutory requirements, service standards, and maintenance plans. Oversee contractors and in-house teams, monitor performance and quality, verify completed works, and maintain accurate compliance documentation, while working with the Hard FM Manager to deliver planned and reactive programmes, improve service delivery, and ensure safe, reliable, and strategically aligned estate operations. Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.	Required for this level	In addition to level A	In addition to levels A and B
			<u>Qualifications:</u> • Recognised technical qualification in Mechanical, Electrical, or Building Services Engineering, or equivalent relevant discipline (e.g. NVQ Level 3).	**<u>Qualifications:</u>** • Advanced technical qualification or professional training in Mechanical or Electrical systems (e.g. HNC Level 4).	**<u>Qualifications:</u>** • 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 or Engineering (e.g. IWFM, IET, CIBSE, CIOB or equivalent).
			<u>Knowledge:</u> • Demonstrable knowledge of delivering Mechanical and Electrical 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	**<u>Knowledge:</u>** • 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.	**<u>Knowledge:</u>** • Strong technical knowledge of Mechanical and Electrical building systems, plant and equipment, including fault diagnosis and performance assessment. • Knowledge of lifecycle planning and the condition-based maintenance of M&E 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. · Understanding of contract performance management and service improvement

			requirements under the Building Safety Act 2022. • Knowledge of relevant health & safety, safeguarding, GDPR and data protection legislation. • ·Basic awareness of sustainability and energy efficiency principles relating to M&E systems. • A good understanding of equality, diversity and inclusion matters and Medway Council's Equality, Diversity & Inclusion policy and how these impact the workplace.	• Understanding of cost control principles, variation management and the financial impacts of maintenance decisions. •	
			Experience: • Experience supervising Mechanical and/or Electrical 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, testing and certification. • Demonstrable experience of operational service delivery within Facilities Management or a related technical field	**Experience:** • 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. • 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 M&E 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.	**Experience:** • 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. • Experience of driving service improvement initiatives
			Skills:	**Skills:**	**Skills:**

			• 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.	• 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 • Sound problem-solving and decision-making skills in operational settings.	• Advanced problem-solving skills, including root cause analysis of recurring M&E 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.
Hard FM Supervisor (Fabric)	MPR5	See job profile for full duties Support the delivery of Hard Facilities Management across the Council's property portfolio by providing day-to-day supervision and technical oversight of building fabric works, ensuring activities are completed safely, compliantly, and in line with statutory requirements, service standards, and maintenance plans. Oversee contractors and in-house teams, monitor performance and quality, verify completed works, and maintain accurate compliance documentation, while working with the Hard FM Manager to deliver planned and reactive programmes, improve service delivery, and ensure safe, reliable, and strategically aligned estate operations. Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications: • Recognised technical qualification in Construction, or Building Surveying, or equivalent relevant discipline (e.g. NVQ Level 3).	**Qualifications:** • Advanced technical qualification or professional training in Construction or Building Surveying (e.g. HNC Level 4). • Working towards membership with a recognised body related to Facilities Management, Surveying or Construction (e.g. IWFM, RICS, CIOB or equivalent).	**Qualifications:** • Industry-recognised Health & Safety qualification such as NEBOSH General Certificate or equivalent. • Accreditation with a recognised body related to Facilities Management, Surveying or Construction (e.g. IWFM, RICS, CIOB or equivalent).
			Knowledge: • Demonstrable knowledge of best practice in 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:** • 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.	**Knowledge:** • 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

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			• 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. • A good understanding of equality, diversity and inclusion matters and Medway Council's Equality, Diversity & Inclusion policy and how these impact the workplace.	• 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.	to support service outcomes and wider council initiatives. · Understanding of contract performance management and service improvement
			Experience: • 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	**Experience:** • 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	**Experience:** • 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. • Experience of driving service improvement initiatives
			Skills: • 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.	**Skills:** • 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.	**Skills:** • 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.

			• 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.	• 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. • Sound problem-solving and decision-making skills in operational settings.	• 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.
Soft FM Manager	MPR7	See job profile for full duties To manage the effective delivery of Soft Facilities Management (SFM) services across the Council's corporate property portfolio, ensuring high standards of service delivery, statutory and contractual compliance, and value for money within agreed service level agreements and budgets. The role is responsible for overseeing service performance across all SFM areas, ensuring effective contract administration, supplier and team performance management, and the timely implementation of service improvements and remedial actions where required. The post holder leads and develops the Soft FM team, providing clear leadership, operational direction, and support to promote a positive, collaborative, and high-performing working environment that encourages continuous improvement and professional development. The role also supports the delivery of sustainability, social value, and customer-focused initiatives, ensuring that SFM operations align with the Council's strategic objectives, corporate priorities, and long-term goals through ongoing review, improvement, and the adoption of best practice. Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.	Required for this level	In addition to level A	In addition to levels A and B
			<u>Qualifications:</u> • Recognised qualification in Facilities Management or a related discipline (HNC or equivalent relevant level 4 qualification). • Industry recognised Senior qualification in Health & Safety such as NEBOSH National Diploma (or Level 6 Diploma) • Working towards Professional Accreditation in a recognised industry body (IWFM/CIBSE/CIOB/etc)	**<u>Qualifications:</u>** • Level 4 or greater Health & Safety qualification, IOSH/NEBOSH (or demonstrable commitment to working towards) • Degree-level qualification in Facilities Management or a related discipline (or equivalent professional experience). • Working towards Government Commercial Function's contract management foundation course	**<u>Qualifications:</u>** • Professional accreditation or membership at Level 6 with a recognised FM body such as IWFM (or equivalent) • Government Commercial Functions' contract management foundation course • BICS Cleaning Colour Code Standards
			<u>Knowledge:</u> • Demonstrable knowledge of best practice in delivering Soft FM service delivery, including cleaning and associated support services, in a managed environment. • · Knowledge of relevant legislation, policies and procedures relating to Health & Safety, GDPR, data protection, and safeguarding. • · Awareness of contract-based service delivery and third-party contractor management. • Basic knowledge of public sector financial systems and invoice processing. • Good awareness of the One Medway Council Plan and customer-focused service delivery. • Awareness of sustainability principles in relation to Soft FM services.	**<u>Knowledge:</u>** • Sound knowledge of best practice and professional standards within Soft FM service delivery. • Good understanding of public sector procurement rules, contract specifications, KPIs and performance frameworks. • Sound knowledge of council financial systems, purchase orders, and payment workflows. • Knowledge of quality auditing, performance monitoring and corrective action planning. • Good understanding of the One Medway Council Plan and service plan and how this role and the team contribute to delivering the outcomes. • Knowledge of Health & Safety legislation and risk management principles.	**<u>Knowledge</u>** • Extensive knowledge of Soft FM operational management across multiple service areas or sites. • Expert knowledge of contract management, supplier performance challenge, and value-for-money mechanisms. • Strong organisational and strategic awareness, including sustainability, climate change and social value impacts within Soft FM. • Knowledge required to develop, manage and review service delivery budgets in line with Head of Service or Directorate targets. • Knowledge of how to build collaborative working relationships across a complex public sector organisation.
			<u>Experience:</u>	**<u>Experience:</u>**	**<u>Experience:</u>**

			• Experience of delivering or managing Soft FM services, either through in-house teams or external contractors. • Experience supporting contract management and service performance monitoring. • Experience of line management or supervision of staff. • Experience of managing or contributing to budgets or financial processes within agreed levels of authority. • Experience of producing reports, audits or action plans.	• Demonstrable experience managing Soft FM service delivery within a contract-based environment. • Experience of setting and monitoring KPIs aligned to service plans and contractual requirements. • Experience of conducting quality audits, analysing performance data and implementing remedial actions. • Experience of managing suppliers and holding performance review meetings. • Experience leading staff appraisals and supporting training and development.	• Extensive experience managing multiple Soft FM services across a complex estate or diverse portfolio. • Experience developing policies, procedures or strategies related to Soft FM service delivery. • Strong experience of strategic contract management, challenging supplier performance and resolving service disputes. • Proven experience of budget management, cost control and value-for-money decision-making. • Experience acting as a senior operational representative or deputy at management meetings. • Experience of driving service transformation and continuous improvement. • Significant experience leading teams, managing capability/performance, and developing future leaders.
			Skills: • Strong communication and interpersonal skills, with the ability to influence, negotiate and build effective working relationships. • Proficient in Microsoft Office applications for reporting, communication and presentation. • Ability to manage external contractors to ensure effective service delivery and value for money. • Good organisational skills, with the ability to manage competing priorities and maintain service standards. • Ability to respond effectively to service issues or unforeseen events through effective problem solving and prioritisation skills. • Demonstrates accountability, transparency and customer focus. • Ability to develop team and individual objectives aligned to service plans.	**Skills:** • Well-developed skills in service performance management and contractor challenge. • Skills in procurement support, contract mobilisation and service improvement planning. • Proven leadership skills, with the ability to motivate and develop teams. • Strong analytical skills to interpret service data and performance reports. • Good financial management skills, including budget monitoring and invoice approval. • Effective stakeholder engagement and negotiation skills	**Skills:** • (in addition to levels A and B) • Strategic planning skills to support long-term Soft FM service development and improvement. • Advanced contract management and negotiation skills, including KPI frameworks and performance levers. • Highly developed problem-solving skills, applying root-cause analysis and risk-based decision-making. • Ability to influence senior stakeholders and align Soft FM services with corporate and strategic objectives. • Capability to provide operational continuity and senior support to the Head of Service where required. • Ability to drive cultural change (safety-first, customer-focused, sustainability-led)
Hard FM Manager	MPR7		Required for this level	In addition to level A	In addition to levels A and B

		See job profile for full duties 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.	**Qualifications:** • Recognised technical qualification in Construction, Building Services, or equivalent relevant discipline (HNC, Level 4). • Industry recognised Senior qualification in Health & Safety such as NEBOSH National Diploma (or Level 6 Diploma) • Working towards Professional Accreditation in a recognised industry body (IWFM/CIBSE/CIOB/etc)	**Qualifications:** • Degree Level Qualification in a relevant subject area • Professional Accreditation – level 4 status in a recognised industry body (IWFM/CIBSE/CIOB/etc) • Working towards Government Commercial Function's 'contract management foundation course	**Qualifications:** • Professional Accreditation – certified level 6 status in a recognised industry body (IWFM/CIBSE/CIOB/etc) • Government Commercial Function's contract management foundation course
			Knowledge: • Demonstratable knowledge of best practice in delivering HFM services at a senior management level. • Knowledge of public commercial contract management principles. • 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 • Awareness 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. • Good understanding of Health & Safety legislation (e.g. CDM, risk assessments, COSHH)	**Knowledge:** • Knowledge of service delivery change management to enhance corporate estate ensuring properties are safe and remain valuable assets as required. • Excellent 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.	**Knowledge:** • 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. • 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: • Experience of managing complex technical contracts, preferably in a public sector environment. • Setting of Plans and Key Performance indicators (KPI's) in line with Senior Officer requirements.	**Experience:** • Enhanced experience in service delivery management and change management. • Demonstratable experience of setting team objectives in line with service plan(s).	**Experience:** • 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

			• 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.	• 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	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: • 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. • Ability to adopt an imaginative and innovative approach.	**Skills:** • 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. • Effective leadership capability to coach and develop team members while confidently managing individual and team performance, including conducting appraisals and identifying development needs. Good financial stewardship (budget monitoring, invoice approval, cost awareness).	**Skills:** • 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.

			• 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.	• Competent in analysing maintenance data and contributing to programme planning.	• 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 suppor
Facilities & Building Manager (Corporate Offices)	MPR7	See job profile for full duties To manage the effective delivery of facilities and building management services at Corporate Offices – Gun Wharf & Main Sites, ensuring the building is safe, compliant, and operates efficiently to support staff, visitors, and council services. The role is responsible for overseeing front-of-house, caretaking, and facilities support functions, ensuring a high standard of customer service, operational performance, and a safe working environment across the site. The post holder leads the on-site facilities team and coordinates a range of building-related services, including contractor management, statutory compliance activities, and building safety processes. The role also oversees space usage and archival storage arrangements within the building, ensuring that facilities are organised, accessible, and aligned with operational needs. In addition, the role works closely with Soft FM services, supporting the management and coordination of print, post, and mail operations within the building to ensure seamless service delivery. The post holder contributes to	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications: • A minimum of 5 GCSEs at Grade 4-9 including in English and Mathematics or equivalent Level 2 qualification • Relevant qualification in Facilities Management, Building Management, or Business Administration (e.g. HNC Level 4 or equivalent). • Industry recognised Senior qualification in Health & Safety such as NEBOSH / IOSH	**Qualifications:** • Level 4 qualification (or equivalent) in Facilities Management, Property, or a related discipline. • Working towards Government Commercial Function's 'contract management foundation course	**Qualifications:** • Higher-level qualification in Facilities or Building Management (e.g. Level 6, degree, or equivalent). • Relevant professional membership or accreditation (e.g. IWFM or similar). • Government Commercial Function's 'contract management foundation course
			Knowledge: • Knowledge of facilities and building management operations within a corporate or public sector environment. • Knowledge of health and safety requirements applicable to building operations, including fire safety and contractor control. • Knowledge of front-of-house and customer-facing service delivery standards. • Knowledge of legislation, policies and procedures in relation to GDPR and data protection, equalities and safeguarding • A good awareness of the One Medway Council Plan. •	**Knowledge:** • Knowledge of statutory compliance requirements for building management (e.g. fire safety, first aid, risk assessments). • Knowledge of space management, storage, and workplace operations. • Knowledge of Soft FM services such as cleaning, post, and mail operations. • Knowledge of Health & Safety legislation (Fire Safety Order, COSHH, risk assessment, contractor compliance). • Understanding of contractor management, permits to work, and safe systems of work.	**Knowledge:** • Detailed knowledge of building compliance frameworks, audit regimes, and best practice in facilities management. • Knowledge of sustainability and environmental considerations within building operations. • Knowledge of service integration across multiple FM functions within a large operational building. • Advanced health & safety and compliance frameworks (auditing, governance). • Good contract management and procurement processes knowledge. • Good understanding of risk management and business continuity planning.

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		continuous improvement and the efficient use of resources in line with Council priorities. Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.		• Good understanding of the One Medway Council Plan and service plan and how the service will deliver successful outcomes.	
			Experience: • Experience of managing facilities or building operations within a corporate or multi-use environment. • Experience of supervising or managing staff in a customer-facing or operational setting. • Experience of overseeing health and safety processes within a workplace environment.	**Experience:** • Experience of managing front-of-house services, including reception or security functions. • Experience of coordinating contractor activities and site-based works. • Experience of managing storage, space utilisation, or similar operational functions. • Experience working with internal stakeholders and external suppliers. • Proven experience of managing staff (including performance management and supervision)	**Experience:** • Experience of managing facilities operations within a large, complex, or high-profile building. • Experience of integrating multiple FM services (e.g. hard/soft FM, post, print, and support services). • Experience of leading service improvements, operational change, or efficiency initiatives. • Experience of strategic contractor management and supplier performance. • Experienced in delivering compliance assurance and audit readiness. • Experience of managing budgets and driving value for money.
			Skills: • Ability to manage and coordinate building operations effectively in a busy working environment. • Ability to lead, supervise, and motivate teams to deliver high standards of service. • Ability to communicate clearly with staff, contractors, and stakeholders at all levels. • Ability to identify risks or issues and take appropriate action to resolve or escalate them. • Strong organisational skills, with the ability to plan, coordinate, and manage schedules effectively while balancing multiple tasks. • Demonstrates sound judgement in prioritising workloads, meeting deadlines, and adapting to changing business needs. • · Committed to delivering excellent customer service and promoting a welcoming and responsive environment	**Skills:** • Good organisational and planning skills to manage competing priorities and operational demands. • Ability to monitor and maintain service standards through inspections and oversight. • Ability to build effective working relationships across teams and service areas. • Good leadership & people management skills and able to motivate teams and manage performance. Good compliance & risk management skills and confident in applying legal requirements effectively. Demonstrates strong decision-making capability, applying sound judgement to effectively balance safety, customer service, and operational priorities while managing risk and responding promptly to changing circumstances. • Applies analytical thinking to identify trends, inefficiencies, and opportunities for improvement, using data and insight to support	**Skills:** • Strong leadership and decision-making skills in managing complex building operations. • Ability to analyse operational performance and implement service improvements. • Ability to coordinate multiple service streams and ensure integrated, efficient delivery across facilities functions. • Demonstrates excellent stakeholder management, effectively engaging and influencing senior leaders and partners to build strong relationships and achieve strategic and operational objectives. • Exhibits strong commercial acumen, managing contracts, budgets, and value delivery to ensure cost-effectiveness and alignment with organisational goals. • Highly skilled in risk management and governance oversight, ensuring full compliance with regulatory requirements and providing robust assurance frameworks. • Displays advanced problem-solving capabilities, successfully addressing complex, high-impact operational challenges through structured analysis and decisive action.

				informed decision-making and continuous process enhancement. • Maintains strong budget awareness by monitoring costs and resource utilisation, contributing to financial efficiency through effective allocation and identification of cost-saving opportunities.	• Possesses strong communication and influencing skills, effectively shaping behaviours, driving engagement, and promoting a positive and high-performing service culture.
Business Support (Executive and Business Support Career Progression Framework):					
Business Support Officer	MPR3	See job profile for full duties To provide a high quality effective and efficient administrative support service in order to ensure the needs of the business are fully met. To act as the first point of contact for internal and external customers and provide a professional and welcoming environment at all times. Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications: • A minimum of 5 GCSE's including English and Maths (grades 4-9) or equivalent • Willingness to work towards Level 3 in Business Administration or equivalent.	**Qualifications:** • Working towards Level 3 in Business Administration or equivalent qualification.	**Qualifications:** • Level 3 in Business Administration or equivalent qualification • Evidence of ongoing continuous professional development
			Knowledge • Knowledge of the principles of good customer service • Knowledge of GDPR and its importance when handling data and information sharing. • Knowledge and understanding of how teams work with other services taking a proactive approach towards helping others.	**Knowledge** • A good understanding of equality, diversity and inclusion. • A detailed working knowledge of the broader activities of the service. • A good understanding of relevant policies and procedures in own area of work. • Knowledge of the IT systems used to perform your role.	**Knowledge** • Practical and procedural knowledge across the division in which you are employed. • A good understanding of the Council's Record Retention Policy and freedom of information protocols.
			Experience: • Experience of providing an administrative and/or customer support service. • Experience of updating records accurately using electronic or hard copy filing systems/databases. • Experience of undertaking complex minutes and tracking actions (if required for role)	**Experience:** • Experience of coaching/supporting others in their role. • Experience of dealing with confidential and sensitive data • Experience of providing project support.	**Experience:** • Experience of confidently using specialist IT packages relevant to the service area in which you are working. • Experience of providing general information, advice and guidance on internal procedures relating to finance. • ·Experience of contributing to Freedom of Information requests.
			Skills: • Ability to use Microsoft Word, Excel, Teams and Outlook. • Ability to demonstrate effective organisational and planning skills. • Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders. • Demonstrable ability to work within defined procedures and to work independently, using initiative to deal	**Skills:** • Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience. • Demonstrable ability to explain straightforward tasks to others, where required. • Demonstrates the ability to deal with considerable levels of work-related pressure.	**Skills:** • Ability to model high levels of professionalism and promote a culture of professional standards. • Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working.

			with situations, referring to supervisor/line manager for unusual or difficult problems. • Ability to input data, where care, accuracy, confidentiality and security are important. • Ability and willingness to travel in order to meet requirements of the role. • Attention to detail with the ability to proof read. • Ability to maintain confidentiality at all times. • · Good time management skills.		
Business and Finance Support Officer	MPR3	See job profile for full duties Provide a high quality effective and efficient administrative and finance support service in order to ensure the needs of the business are fully met. To act as the first point of contact for internal and external customers and provide a professional and welcoming environment at all times. Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications: • A minimum of 5 GCSE's including English and Maths (grades 4-9) or equivalent. • Willingness to work towards Level 3 in Business Administration or equivalent	**Qualifications:** • Working towards Level 3 in Business Administration or equivalent qualification.	**Qualifications:** • Level 3 in Business Administration or equivalent qualification. • Evidence of ongoing continuous professional development
			Knowledge: • Knowledge of GDPR and its importance when handling data and information sharing. • An awareness of the Councils financial regulations, guidelines and procedures. • A good understanding of relevant policies and procedures in own area of work.	**Knowledge:** • A working knowledge of financial systems and basic accounting. • A detailed working knowledge of the broader activities of the service. • A good understanding of equality, diversity and inclusion.	**Knowledge:** • A good understanding of GDPR legislation and best practice in relation to information sharing. • An awareness of the Council's Record Retention Policy and freedom of information protocols.
			Experience: • Experience of providing a comprehensive administrative and/or customer support service. • Experience of using financial systems to raise purchase orders and process invoices. • Experience of updating records accurately using electronic or hard copy filing systems/databases. • Experience of providing general information, advice and guidance on internal procedures relating to finance. • Experience of undertaking complex minute taking and taking a proactive approach to tracking actions (if required for role).	**Experience:** • Experience of dealing with confidential and sensitive data • Experience of coaching/supporting others in their role. • Experience of providing project support.	**Experience:** • Experience of confidently using specialist IT packages relevant to the service area in which you are working. • Experience of contributing to Freedom of Information requests
			Skills:	**Skills:**	**Skills:**

			• Ability to use Microsoft Word, Excel, Teams and Outlook. • Ability to demonstrate effective organisational and planning skills. • Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders. • · Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems. • Ability to input data, where care, accuracy, confidentiality and security are important. • Ability and willingness to travel in order to meet requirements of the role. • Attention to detail with the ability to proof read. • Ability to maintain confidentiality at all times. • Good time management skills.	• Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience. • Demonstrable ability to explain straightforward tasks to others, where required. • Demonstrates the ability to deal with considerable levels of work-related pressure.	• Ability to model high levels of professionalism and promote a culture of professional standards. • Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working.
Business Support Team Leader	MPR4	See job profile for full duties To provide a high quality effective and efficient administrative support service liaising with the Heads of Service to ensure work is allocated and prioritised effectively and the needs of the business are fully met. To supervise a team of administrative support staff ensuring staff are supported to undertake their roles. Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications: • GCSE's in English and Maths (grades 4-9) or equivalent • Level 3 in Business Administration or equivalent.	**Qualifications:** • Working towards ILM 3 or equivalent in management.	**Qualifications:** • ILM Level 3 in Management or equivalent • Evidence of ongoing continuous professional development
			Knowledge: • Detailed knowledge of GDPR legislation and best practice in relation to information sharing. • A good understanding of policies and procedures in own area of work. • A good understanding of the Council's Record Retention Policy and freedom of information protocols	**Knowledge:** • Comprehensive knowledge of administrative or operational processes in own area of responsibility. • An in-depth knowledge of the service area in which you are supporting. • An in-depth knowledge of relevant policy and legislation in own work area. • A good understanding of the Council's Induction process for new staff.	**Knowledge:** • In depth working knowledge of the broader activities of the service. • Knowledge of different learning styles.

				• Knowledge of the Council's financial procedures.	
			Experience: • Significant experience of providing a comprehensive administrative and/or customer support service. • Experience of coaching/supporting others in their role. • Experience of providing general information, advice and guidance on internal procedures relating to finance. • Experience of analysing and considering alternative solutions, adapting to new ways of working where necessary. • Experience of undertaking complex minute taking and taking a proactive approach to tracking actions. • Experience of dealing with confidential and sensitive data	**Experience:** • Proven experience in leading a team and promoting quality and continuous improvement. • Experience of managing/resolving complex situations.	**Experience:** • Experience of responding to Freedom of Information requests • Experience of contributing to proposals for achieving savings and/or increasing income.
			Skills: • Ability to use Microsoft Word, Excel, Teams and Outlook. • Ability to model high levels of professionalism and promote a culture of professional standards. • Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working. • Ability to provide meaningful feedback to staff to enhance performance and influence outcomes • Ability to recognise and reward excellence. • Excellent organisational skills. • Excellent interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders. • Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems.	**Skills:** • Skilled in the use of specialist IT packages relevant to the service area in which you are working. • Ability to interpret data and prepare reports as required, demonstrating precision and speed. • Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience. • Ability to confidently challenge and effectively manage conflicting priorities in the workplace. • Ability to plan ahead with some consideration for the medium term.	**Skills:** • Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences. • Ability to recognise own and others' learning styles. • Ability to undertake work that requires a range of imaginative solutions and responses and/or involves application of fresh and innovatory thinking.

			• Ability to demonstrate commitment to equality, diversity and inclusion. • Ability and willingness to travel in order to meet requirements of the role. • Ability to maintain confidentiality at all times.		