

MEDWAY COUNCIL - JOB PROFILE

DESIGNATION	Head of FM Delivery
DIRECTORATE	Regeneration, Culture and Environment
DEPARTMENT	FM & Capital Projects
RESPONSIBLE TO	Head of FM and Capital Projects
JOB FAMILY/LEVEL	Corporate Core / Level 1
GRADE	Service Manager

1. MAIN PURPOSE OF JOB

To provide operational leadership for the Council's facilities management (FM) function, ensuring the development and delivery of effective procedures and service approaches that align with corporate objectives and statutory obligations. The role is responsible for overseeing the delivery of high-quality FM services, including planned and reactive maintenance, compliance, and minor works, ensuring that all Council buildings meet regulatory standards and support safe, efficient, and sustainable service delivery. The postholder will lead a team of FM professionals, offering expert guidance across the service, managing complex technical delivery, and contributing to long-term asset planning. A key focus of the role is to drive continuous improvement, support carbon reduction commitments, and ensure the resilience and performance of the Council's corporate estate.

Accountabilities & Outcomes

Provide leadership and oversight for the operational delivery of facilities management services across the Council's property portfolio. This includes the development and implementation of robust procedures, service plans, and performance frameworks that align with corporate priorities and statutory obligations and ensure a safe, efficient, and high-performing estate that supports service delivery, enhances user experience, and contributes to the Council's strategic objectives.

Oversee significant capital and revenue budgets, contributing to the development, monitoring, and control of expenditure, ensuring value for money and compliance with financial regulations. This includes authorising payments, managing specialist service contracts, and supporting the delivery of a five-year rolling maintenance programme to improve estate condition and reduce long-term costs.

Lead the management of a multidisciplinary facilities management team, ensuring the service is effectively structured, adequately resourced, and equipped with the necessary skills and capabilities to meet current and future operational demands. This includes workforce planning, performance management, and professional development that delivers a resilient, responsive, and high-quality facilities service that supports the Council's strategic goals and enhances the functionality and safety of the corporate estate.

Lead on the delivery of statutory compliance, including planned preventative maintenance (PPM), health and safety inspections, fire safety, and asbestos management, ensuring all Council buildings meet legal and regulatory standards.

Act as the lead for complex FM delivery and technical briefs, including consultant procurement, contract design and tendering, and the operational management of service delivery. This includes ensuring robust performance monitoring, data management, and reporting mechanisms are in place to meet service KPIs and statutory obligations.

Build and maintain strong working relationships with internal stakeholders, external partners, and regulatory bodies, ensuring effective communication, service responsiveness, and the potential for service expansion.

Oversee the development and implementation of risk management, business continuity, and lifecycle planning strategies to maintain the resilience and performance of the estate and ensure service continuity, protect public assets, and deliver an estate that can adapt to future challenges and demands.

Identify, implement, and monitor opportunities for operational and strategic improvements across the Council's corporate estate, including asset management, maintenance practices, and service delivery models to enhance efficiency, reduce operational costs, and ensure the estate remains fit for purpose and aligned with evolving service needs.

Lead and coordinate initiatives that contribute to the Council's carbon reduction targets, including energy efficiency projects, sustainable procurement, and stakeholder engagement in order to reduce the environmental footprint of the estate, support compliance with climate action policies, and contribute to a more sustainable future for the community.

2. Key Corporate Accountabilities

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

3. PERSON SPECIFICATION

Qualifications

Essential

- Degree in Facilities Management, Building Services, Engineering, or a related discipline, or an equivalent higher education qualification
- Full professional membership of a recognised body (e.g. IWFM, RICS, CIBSE, or equivalent) or working towards membership

Desirable

- Evidence of continued professional development in facilities, estates, or property
- Postgraduate qualification in a relevant field (e.g. MSc in Facilities Management, Asset Management, or Public Sector Leadership)
- Formal training or certification in health and safety compliance (e.g. IOSH Managing Safely, NEBOSH General Certificate)
- Chartered status with a relevant professional body (e.g. MRICS, CEng, or CIWFM)

4. KNOWLEDGE, SKILLS & EXPERIENCE

- Up-to-date knowledge of all relevant statutory and regulatory legislation, including health and safety, fire safety, and building compliance
- Understanding of workplace health and safety responsibilities and risk management principles
- Awareness of facilities management operations, including planned and reactive maintenance, and service delivery models
- In-depth knowledge of public sector property and facilities management frameworks, including procurement regulations and contract management practices
- Understanding of asset lifecycle planning, condition surveys, and the development of long-term maintenance strategies
- Familiarity with sustainability and carbon reduction principles in the context of

building operations and estate management

- Expert knowledge of FM delivery within a complex, multi-site estate, including governance, compliance, and performance reporting
- Strong understanding of financial planning and budgetary control within a large-scale FM environment, including capital and revenue forecasting
- Knowledge of emerging technologies and innovations in FM, and their application to improve service efficiency, compliance, and user experience

Experience

- Demonstrable management experience in facilities management within a multi-site or complex estate environment, including responsibility for building maintenance and compliance
- Experience working in a customer-focused setting, with a strong understanding of service delivery and stakeholder engagement
- Proven track record in risk management, performance monitoring, and contract management, including oversight of third-party contractors and service providers
- Experience in budget monitoring and/or financial management, including cost control and reporting
- Experience leading multidisciplinary teams, including performance management, staff development, and resource planning
- Experience delivering statutory compliance programmes, including health and safety inspections, fire safety, and planned preventative maintenance (PPM)
- Involvement in the development and implementation of FM strategies, policies, and service improvement plans
- Experience managing complex FM projects or programmes, including consultant and contractor procurement, tendering, and delivery oversight

Skills

- Ability to define risks, prioritise tasks, and manage resolution of issues within tight deadlines
- Excellent interpersonal and communication skills, with the ability to communicate effectively at all levels, both verbally and in writing (including drafting reports, procedures, and technical documentation)
- Ability to provide clear, evidence-based advice on complex facilities and compliance issues
- Proven ability to lead and manage a multidisciplinary team, fostering collaboration and high performance
- Strong customer service orientation, demonstrating integrity, professionalism, and respect in all interactions
- Effective problem-solving skills with a focus on delivering practical, efficient, and service-oriented solutions
- Ability to interpret and apply complex legislation, regulations, and technical standards in a facilities management context
- Skilled in managing and negotiating with contractors and consultants to ensure value for money and service quality
- Competence in using data and performance metrics to inform decision-making and drive service improvements
- Ability to manage change, including service transformation, process improvement, and cultural development within teams
- Strategic thinking and planning skills, with the ability to align FM delivery with

- wider organisational goals and long-term asset strategies
- Strong financial acumen, including the ability to develop, manage, and report on large capital and revenue budgets
 - Ability to influence and negotiate at a senior level, including with elected members, senior officers, and external stakeholders
 - Capacity to lead on business continuity planning, risk mitigation, and the development of resilient service models

5. COMPETENCES

Strategic vision

Contributes to the ongoing development and achievement of the strategic vision for the service.

Organisational insight

Has an extensive understanding of the service, its activities and policies and the market/external comparators for it
Informs and engages with elected members

Inspirational leadership

Shows strong leadership, promoting equality and integrity.
Encourages creativity, innovation and improvement
Influences decision makers to facilitate progress and achievement of objectives

Stakeholder management

Builds sound, productive working relationships with colleagues, partners and employees.
Seeks opportunities for partnership working that will benefit the service area
Communicates clearly both orally and in writing, adapting style to suit different needs

Service effectiveness

Develops resource plans to meet service requirements drawing up realistic budgets and using information effectively.
Manages programmes and projects, assessing and dealing with risks
Develops a strong service culture, developing, managing and measuring service plan objectives

Leading change

Is proactive in instigating change
Makes decisions and solves problems and solves problems within limits of authority, to enable progress
Embeds change, supporting wider council initiatives

Team engagement

Ensure that individuals and teams have targets/objectives and development plans, linked to service goals.
Builds a motivated, engaged team

6. ORGANISATION

(i) ORGANISATION CHART

Please see attached organisation chart.

(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The post reports to the strategic Head of FM & Capital Projects. The post holder will be expected to deputise on occasion as required.

(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER INCLUDING THE LEVEL OF DISCRETION TO MAKE DECISIONS AND THEIR POSSIBLE CONSEQUENCES

The post holder is expected to work with a high level of autonomy, reflecting the seniority of the role. Decision-making is a regular and critical aspect, often requiring sound judgement in complex, multi-stakeholder environments. While governance frameworks and policies provide structure, the position demands proactive problem-solving and innovative solutions, particularly where precedents do not exist.

The role covers operational decisions with some strategic input, including shaping facilities management strategies, prioritising capital projects, and managing day-to-day service delivery. Discretion extends to contractor performance, compliance, and risk mitigation, guided by corporate policies, statutory regulations, budgetary limits, and contractual obligations. Despite these constraints, flexibility and professional judgement are essential to address emergencies and evolving organisational needs.

Decisions have significant consequences for people, property, finances, and organisational reputation. Positive outcomes ensure compliance, cost efficiency, and stakeholder satisfaction, while poor judgement can lead to financial loss, legal exposure, service failures, and reputational damage. The complexity and scale of responsibilities require a balance of strategic vision and operational oversight to safeguard assets and deliver organisational objectives effectively.

(iv) DESCRIBE ANY SUPERVISORY / MANAGEMENT / MATRIX MANAGEMENT RESPONSIBILITIES

The post holder has full responsibility for the supervision and management of employees and others for whose work the postholder can be considered directly accountable and in particular the qualitative aspects of supervision and management of staff.

This includes all aspects of supervision and management, including, the dispersal of staff, deputising, contract/non-direct staff, flexible or variable working arrangements etc

(v) JOB CONTEXT – DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The role requires frequent and high-level interaction with a wide range of internal and external stakeholders. Internally, the post holder liaises with other Heads of Service, senior managers, and elected members and councillors to align facilities management delivery with organisational priorities, capital programmes, and compliance obligations. These contacts often involve negotiating priorities, presenting recommendations, and influencing decisions that impact budgets, service standards, and strategic objectives. Discussions can be complex and occasionally contentious, particularly where competing priorities or resource constraints exist.

Externally, the post holder maintains relationships with contractors, suppliers, regulatory bodies, and partner authorities to ensure effective service delivery, contractual compliance, and adherence to statutory requirements. This includes managing performance, resolving disputes, and negotiating terms, often under time pressure or in situations where service continuity is at risk. The nature of these contacts demands strong communication, diplomacy, and problem-solving skills to balance organisational interests with legal and commercial obligations.

The purpose of these interactions is to secure outcomes that protect the organisation's assets, maintain compliance, and deliver value for money. The potential consequences of these contacts are significant, influencing financial performance, operational resilience, and public perception. The role can involve high levels of stress and conflict, particularly when addressing urgent issues, managing contractor failures, or responding to political scrutiny. Effective relationship management is therefore critical to achieving organisational objectives and maintaining trust across all stakeholder groups.

(vi) WORK CONTEXT – DESCRIBE ANY POTENTIAL RISK TO HEALTH AND GENERAL WELLBEING

The role is primarily office-based but involves regular site visits to operational environments, including construction and maintenance areas, which carry inherent physical risks such as slips, trips, falls, and exposure to hazardous materials or equipment. Compliance with health and safety regulations and use of appropriate PPE mitigates these risks, but they cannot be eliminated entirely.

There is also a degree of emotional pressure associated with managing high-value contracts, tight deadlines, and complex stakeholder relationships. The post holder may occasionally face challenging conversations or complaints from staff, contractors, or members of the public, which can lead to stress or conflict situations. While physical aggression is rare, the potential for verbal abuse exists, particularly during service disruptions or emergency situations.

Overall, the role demands resilience and strong risk awareness to maintain personal wellbeing while ensuring safe working practices for others. Access to organisational support, clear procedures, and robust health and safety frameworks help reduce these risks, but the post holder must remain vigilant and proactive in managing both physical and emotional challenges.

7. PHYSICAL DEMANDS

The role is primarily office-based but requires regular travel to sites and properties

across the authority, involving walking, standing, and occasional access to areas such as plant rooms, roofs, or construction zones. This may include climbing stairs, using ladders, and wearing appropriate personal protective equipment when inspecting facilities or monitoring works.

8. WORK DEMANDS

The post holder must address multiple and complex deadlines, including managing frequent and sudden demands for changes between work, communication problems, and the resolution of conflicting resource needs and priorities on the work of the post holder.

9. RESPONSIBILITY FOR PHYSICAL RESOURCES

The post holder has significant responsibility for the safekeeping, proper use, and maintenance of physical resources across the authority's property portfolio. This includes ensuring the security and operational integrity of buildings, plant, and equipment, as well as overseeing compliance with statutory requirements for maintenance and safety. The role also involves managing high-value assets and capital works, requiring robust controls to prevent loss, damage, or misuse.

In addition, the post holder is accountable for ensuring contractors and staff adhere to agreed standards for handling and safeguarding resources, including specialist tools, vehicles, and materials. Decisions made in this area have financial and operational implications, as failure to maintain or secure assets could result in service disruption, increased costs, or health and safety risks.

10. WORKING CONDITIONS

The post holder will work on a hybrid basis, with the principal office location at Gun Wharf, Chatham, and the flexibility to work remotely for a proportion of the time. Regular attendance at the office will be required for key meetings, collaborative work, and site visits across the authority's property portfolio.

The nature of the role will also require occasional evening and weekend working to attend meetings, oversee critical works, or respond to urgent operational issues.