The Commonwealth

JOB DESCRIPTION

Job Title:	**Facilities Operations Manager**
Division:	**Human Resources and Facilities Management Division**
Grade:	**H**
Reports To:	**Head of Facilities Management**

General information

The Facilities Management Section (FMS) is part of the Human Resources and Facilities Management Division (HRFM) responsible for the Secretariat's two office buildings in central London (including Marlborough House, a Grade 1 historic royal palace) occupied by some 250 staff, together with the Secretary-General's official residence. The team comprises of 11 staff members and provides the full range of non IT related building, property and facilities services to the Secretariat, including building maintenance, contract management, security, office support services, environmental and Health & Safety management, conference and event support along with property and space management services. It therefore plays a vital role in the effective running of the Secretariat.

Job summary

In support of the Head of Facilities Management, the post holder will lead in the delivery of high performance in-house and outsourced facilities hard and soft services, and includes line management responsibility for three staff members. Very strong communication and stakeholder management skills will be essential, along with an ability to understand complex relationships and deal effectively and tactfully with sensitive issues. The role will require regular liaison and communication with UK government departments, senior members of staff and diplomats. The post holder will be good team player, well organised and able to manage a wide and varied workload effectively.

The post-holder will also be integrally involved in an ongoing building consolidation project which will affect most staff. Experience in major office consolidation projects will therefore be essential.

The post-holder will be a designated "key-holder" dealing with out-of-hours alarms or other problems in Secretariat properties. A willingness to work late and at weekends, at times at short notice, is essential.

Responsibilities include:

Property and Facilities management:

- With the Head of Facilities Management, effectively manage all property related works projects, making optimal use of office accommodation and facilities.

- Regular liaison and co-ordination with the Royal Household Property Section on the management of Marlborough House.

- Understanding of current Landlord/tenant relations and dealing with the operational requirements as necessary.

- Ensures the effective performance management of facilities contract services including; building maintenance, security, cleaning, waste management, stationery, environmental and building consultancy services.

- Ensures the provision and adherence to agreed security measures and procedures for staff and Secretariat buildings, including management of car parking facilities.

- Managing the Facilities Coordinator and Facilities Operative team in the provision of mail, logistics, flag protocol, meeting room and event support, reception, main switchboard, and transport services.

- Responsible for the safe movement, storage and upkeep of the Commonwealth Regalia, as well as fine art and asset inventories.

- Works with the Events and Protocol Section on arrangements for events, conferences, meetings, functions and open days.

Procurement/Finance:

- Works with the Procurement Section to ensure the sourcing of high quality, best value facilities management services while ensuring compliance with all procurement policies and procedures.

- Leads in the effective; management, procurement and provision of appropriate insurance cover for staff, buildings, contents and equipment.

- To provide direct input to facilitate the preparation of annual budgets.

- Assist the Head of Facilities Management in the negotiation of services with contractors.

- Assist Head of Facilities Management to monitor expenditure against forecasts/budgets ensuring that funds are spent appropriately, reviewing spends if necessary, ensuring best value for money, while complying with all relevant Secretariat policies.

Health & Safety and Sustainability:

- Ensures compliance with organisational Health & Safety policy, processes and procedures in all operational activities, ensuring appropriate risk assessments are carried out and corrective actions documented and addressed.

- Liaises with the Fire Department of the Royal Household Property Section on the Fire Safety Systems in Marlborough House, arranging Fire Safety Training etc.

- Management of the Secretariat's ISO 50001 Energy Management System. Ensuring sustainability is a core element in all FMS business and decision making, and that the organisations Environmental and Energy Management Polices are complied with.

People management:

- Implements people management policies in relation to team performance management, including training and development.

- Adhere to the Gender Equality values of the Commonwealth as enshrined in the Charter and the Secretariat's Gender Equality Policy';

- Perform other duties as may be required from time to time.

Person specification

Education/Membership

- Bachelor's degree in Facilities Management or related qualification such as project management, business management or IWFM Level 4 Diploma in Facilities Management Practice or equivalent.
- NEBOSH or IOSH Managing Safely qualified or equivalent.
- Good IT skills and full proficiency with the suite of Microsoft Office.
- Membership of the International Facilities Management Association (IFMA) or the Institute of Workplace and Facilities Management (IWFM).

Experience:

- Minimum 5 years' experience of working in a similar facilities management role, within a medium to large organisation, including line management responsibility for a multi skilled team.
- Experience of managing a Grade 1 or 2 listed heritage building.
- Experience of dealing with ISO 50001 or ISO 140001 energy or environmental management systems.
- Working knowledge of principles and practices of project management.
- Experience of major office consolidation projects.
- Significant service contract management responsibilities including vendor procurement.

<u>Desirable:</u>

- Previous experience in working for an international organisation, diplomatic mission or the public sector.

Competencies:

Respect for Diversity
Works effectively with people from all backgrounds and treats all people equally with dignity and respect.
Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.
Examines own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.
Encourages others to evaluate systems, processes & behaviour to ensure respect for diversity is demonstrated.
Working with Others
Demonstrates balance between directness and diplomacy in negotiations.
Manages conflict and works towards mutual solutions.
Establishes ownership for relevant activities from the outset.
Develops a wide network, including senior level contacts to facilitate activities and further own knowledge.
Proactively liaises with other divisions, partners & third parties.
Managing Resources
Identifies targets for team activities and manages progress against objectives.
Plans and manages activity spend accurately against budget.
Takes responsibility for team activity and finds solutions to set backs in a timely and professional manner.
Effectively motivates team e.g. by recognising and promoting team and individual contribution inter alia.
Recognises strengths and weaknesses in others, structuring teams based on this knowledge.
Drives forward results of others.
Takes ownership for team wellbeing.
Decision Making
Considers the relevant justifications for a particular course of action.
Takes context into consideration when making decisions.
Makes effective decisions when acting on behalf of a senior colleague, seeking advice where appropriate
Bases actions and approaches on the root cause of an issue, rather than the symptoms
Accountability
Takes ownership of assigned tasks, honours deadlines.
Ensures timely delivery of outputs within defined cost and quality standard parameters.

Takes responsibility for own shortcomings and compliances. Supports subordinates, provides oversight and takes responsibility for all delegated assignments.
Leadership and Development
Offers sound guidance and direction on complex issues and critical issues. Provides constructive feedback to team members and colleagues with confidence and sensitivity. Reinforces vision throughout organisation e.g. by acting accordingly inter alia.

January 2019