JOB AND PERSON SPECIFICATION

Job Title: Head of Facilities Management

Division: Human Resources and Facilities Management Division

Grade: F

Reports To: Director, Human Resources and Facilities Management

General Information

The Facilities Management Team is part of Human Resources and Facilities Management Division. The team is responsible for the Secretariat’s two office buildings in central London (including a Grade 1 listed royal palace) occupied by about 250 staff, together with the Secretary-General’s official residence. The team provides support on 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. The Facilities Management Team therefore plays a vital role in the effective running of the Commonwealth Secretariat.

Job summary:

The post holder reports to the Director, Human Resources and Facilities Management Division. The incumbent will lead, direct, manage and provide strategic direction to the Facilities Team. With a current budget of £4 million, the incumbent is required to set and maintain key standards of performance, metrics and operational procedures and to continuously improve delivery of services while reducing the overall cost base to the organisation. The post holder will be expected to align policies, processes, and best practices with the organisation’s Strategic Plan, thereby maximizing the value that the Secretariat delivers to stakeholders. He/she will be responsible for leading and managing all activities related to the delivery of high performance in-house and outsourced facilities, hard and soft services to the Secretariat while also managing space planning, building projects, safety and security systems and sustainability projects. The incumbent will be required to develop and maintain key relationships with both internal and external stakeholders. He/she will provide property advisory services to the Secretariat’s offices in Geneva and New York, as required.

Task Description
The post holder will:

Property Management Services

- Develop and implement the accommodation/property strategy for the organisation and make recommendations to Senior Management. In collaboration with the Director HRD,
assess space demands for all workgroups and proactively anticipate changes. Balance concerns of divisions versus those of the overall organisation, while taking into account the challenges of occupying a grade 1 listed building.

- Develop and present business cases to support change/investment to Executive Management.
- Represent the Secretariat in all property related matters with the British Government officials, commercial landlords and public managing agents;
- Manage the Secretariat’s relationship with the Royal Household Property Services, and the Department for Culture Media and Sport (DCMS) regarding Marlborough House buildings and grounds.
- Develop and implement plans for asset management and capital equipment replacement for the Secretariat.
- Oversee all commercial lease obligations, negotiations and rent reviews etc. and provide property advisory services to the Commonwealth Secretariat regarding on the Geneva and New York offices as required.

Facilities Management

- Lead and manage the design and implementation of a facilities management delivery strategy for a full range of hard and soft services, identifying efficiencies in service delivery. Value for money savings including the appropriate use of contract bundling and outsourcing opportunities.
- Design, implement and manage a Customer Relationship Management regime with key business stakeholders to continuously measure the performance of FM service delivery.
- Develop performance management structures and reporting requirements for facilities management activities including value for money and efficiency
- Effective leadership and project management of all building works for both premises.
- Formulation of FMS’s business continuity plan and review risk management and control frameworks, and provide oversight on business continuity assurance for the entire organisation.
- Identify, assess and recommend new, transformational & continuous improvement opportunities to the organisation.
- Effectively contract manage facilities service delivery contracts, establishing and monitoring meaningful SLA’s and KPI’s ensuring quality and delivering efficiencies and savings across the life of the contracts.
- Working with Procurement, develop clear and source ethical and highly effective suppliers that deliver high quality services at best value for the Secretariat.

Health and Safety and Environmental Management

- Lead on policy development in Health & Safety on behalf of the Commonwealth Secretariat
• Monitor, manage and review FMS’s delivery of Health & Safety obligations to the Secretariat to ensure compliance with relevant regulations.

• Ensuring sustainability and the Secretariat’s ‘Green Agenda’ is a core element in all FMS business and decision making, and ensuring compliance with the organisations Environmental Policy in all operational activities.

• Design and implement a strategy for energy management focusing on cost reduction through greater efficiency and improved working practices.

• Lead the development and implementation of the Secretariat’s ISO 50001 Energy Management project.

Financial Management

• Effectively manage the sections budget by overseeing the monitoring of expenditure against forecasts ensuring that funds are spent appropriately, reviewing spends if necessary, ensuring best value for money while complying with all relevant Secretariat policies.

• Formulate the sections annual budget submission using trend analysis and incorporating all relevant forecasts and activity plans. Maintain and update sections five-year budget plan.

People Management

• Effectively lead with the implementation of people management policies to recruit and manage and develop highly qualified staff; dealing with all performance management, training & development, disciplinary and other employee issues.

• Provide strategic leadership for FMS including reviewing sections resources and formulating and implementing a training and development programme for the section to equip and motivate team in a changing environment.

Other

• Adhere to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat’s Gender Equality Policy.

• Perform any other duties as may be required from time to time.

Professional Qualifications

• A first or higher degree or equivalent qualification in a related built environment discipline.

• Institute of Occupational Safety and Health (IOSH) Managing Safely qualified.

• PRINCE 2 or equivalent Project Management qualification.

• Membership of the International Facilities Management Association (IFMA) and/or the British Institute of Facilities Management (BIFM).

Desirable:

• NEBOSH General Certificate level 1 standard or equivalent.
Skills and experience:

- Substantial experience of managing property and facilities services at a senior level in a comparable high profile organisation.
- Excellent knowledge of health and safety law and practice.
- Proven ability to lead and manage teams.
- Good IT skills and full proficiency with the suite of Microsoft Office 2013 applications.
- Excellent communication and leadership skills.
- Strong budget forecasting and management skills and ability.
- Extensive project management experience within an FM environment.
- Previous experience of managing grade 1 heritage buildings.
- Thorough understanding of procurement principles and experience in both the public and private sector.
- Proven ability to lead, develop and motivate teams.
- Ability to operate effectively in a complex working environment and manage multiple work streams and conflicting strategic priorities.
- Proven experience of leading business change initiatives.

Competencies:

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<td>Works effectively with people from all backgrounds.</td>
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<td>Treats all people with dignity and respect. Treats men and women equally.</td>
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<td>Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.</td>
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<td>Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.</td>
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<td>Encourages others to evaluate systems, processes &amp; behaviour to ensure respect for diversity is demonstrated.</td>
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<th>Working with Others</th>
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<td>Promotes team work and removes barriers to effective team working.</td>
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<td>Provides advice and guidance for others sensitively and where appropriate.</td>
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<td>Establishes ownership for relevant activities from the outset.</td>
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<td>Develops a wide network, including senior level contacts to facilitate activities and further knowledge.</td>
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| Manages expectations of member states e.g. to ensure the alignment of what is
requested and what Commonwealth Secretariat can offer

Demonstrates an ability to negotiate with an influence senior colleagues and contacts

Proactively liaises with other divisions, partners and third parties

### Planning & Analysis

Identifies and plans milestones/strategy for programme and cross team activities

Takes long term view on potential setbacks to strategy and take appropriate action to mitigate against them

Maintains focus on a number of disparate activities at a high level

Accurately assesses trends in divisional requests interpreting how this translates into achievement of future targets

Critically analyses complex information from a range of sources and interprets this effectively

### Decision Making

Determines what can be realistically achieved when deciding on strategic solutions

Is proactive and responsive in making decisions on complex, technical issues based on appropriate information

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

Applies advanced judgement in the approval of corrective action for the resolution of organisation wide issues

### Managing Resources

Provides overall advice and support on individual budget management

Manages available resources in order to meet objectives e.g. by effective and efficient use of budget inter alia

Analyses available resources and what activity they will enable

Takes responsibility for multi/team programme activities

### 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 & Development**

Reinforces vision throughout organisation e.g. by acting accordingly inter alia

Identifies and develops leadership skills in others

Empowers others to take control of their own development and progression

Offers sound guidance and direction on complex and critical issues

Maximises the potential of others e.g. by creating suitable opportunities for development inter alia

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