JOB AND PERSON SPECIFICATION

Job Title: Head of Facilities Management

Division: Human Resources and Facilities Management Division

Grade: E

Reports To: Director, Human Resources and Facilities Management Division

Background

The Facilities Management Section (FMS) is part of the Human Resources and Facilities Management Division (HRFMD), responsible for the Secretariat’s two buildings in central London that includes the Secretariat’s headquarters 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 and facilities services to the Secretariat, including M&E maintenance, cleaning, security, official transport, office support services, environmental and Health & Safety management, conference and event support along with space management services. It therefore plays an important role in the effective running of the Secretariat.

Job Summary:

The post holder will be responsible for leading all activities related to the delivery of high performance in-house and outsourced Facilities hard and soft services to the Secretariat. The position will be responsible for managing accommodation needs, building projects, emergency and preventative maintenance procedures, relevant policy reviews, safety & security systems and sustainability programmes at a strategic level while overseeing the organisation’s ISO compliant Health and Safety and Energy Management systems. The position works closely with all business areas, external government bodies and senior management as such, key to the success of the role are communication, relationship management and stakeholder management skills.

In addition, the post holder will be responsible for managing the Facilities Management spend (currently £1.5million). Experience in budget management, cost-control and driving efficiencies is essential for this role.

The Commonwealth Secretariat is an International Organisation with diplomatic status and as such, is not subject to UK legislation or OJEU contract regulations. However, the role will need to ensure that all FMS systems, processes and procedures follows international best practices.

This is an excellent opportunity for a qualified, experienced and enthusiastic Senior Facilities professional to join the Commonwealth Secretariat and make a difference following a recent organisational change.
Responsibilities:

Property Management Services

- Proactively evaluate space demands for all workgroups and anticipate changes. Balance concerns of divisions versus those of the overall organisation, while considering the challenges of occupying a grade 1 listed building. Develop and present business cases to support change/investment to senior management.
- Represent the Secretariat in all property-related matters with British government officials and Royal Household Property Section as landlord of Marlborough House.
- Develop and strengthen existing relationships with the Royal Household Property Services regarding Marlborough House buildings, grounds and capital plant assets.
- Provide property and facilities advisory services to the Secretariat’s small states offices in Geneva and New York as required.

Facilities Management

- Review in-house & outsourced services and resources to develop a new Facilities Management strategy (including the use of new technology were necessary) that supports the Secretariat’s five-year Strategic Plan.
- Lead and manage the review and design of a FM strategy for a full range of in-house and outsourced services, identifying efficiencies in service delivery, VFM savings and outsourcing opportunities were appropriate.
- Lead the implementation of all FM strategies and ensure key standards of performance, metrics and operational procedures are in place to measure, manage and continuously improve delivery of services and reduce the overall costs.
- Design, implement and manage a Customer Relationship Management regime with key business stakeholders to measure the performance of FM service delivery.
- Provide strategic leadership and project management oversight to all building works for both premises.
- Lead the development of the Facilities Management business continuity plan as well as review and revise the Section’s risk management and control framework in line with best practice standards and organisational requirements.
- Identify, assess and recommend new, transformational & continuous improvement opportunities to the organisation in relation to facilities management.
- Effectively manage facilities services contracts, ensuring that all current and new Facilities services providers delivery high quality services, establishing and monitoring meaningful SLA’s and KPI’s ensuring quality and delivering efficiencies and savings across the life of the contracts.
- In collaboration with Procurement, lead the delivery of the Facilities Procurement Pipeline Plan
- Manage the portfolio of corporate insurance policies on behalf of the Secretariat.
- Work closely with the ICT team in the delivery of technology projects, therefore a good working knowledge of IT would be advantageous.
Health, Safety and Environmental Management

- Oversee and manage the Secretariat’s Covid Secure Workspace strategy and ensure all processes and procedures comply with the latest government and WHO guidance.

- Lead the development and on-going compliance with the Secretariats’ ISO 45001 Health & Safety Management system.

- Monitor, manage and review FMS’s delivery of Health & Safety obligations to the Secretariat to ensure compliance with relevant regulations.

- Lead the development and on-going compliance with the Secretariats’ ISO 50001 Energy Management system.

- Ensuring that Sustainability and the Secretariat’s ‘Green Agenda’ is a core element in all FMS business and decision-making and ensuring compliance with the organisation’s Environmental Policy in all operational activities.

Financial Management

- Lead the formulation of the Section’s annual budget submission using trend analysis and incorporating all relevant forecasts and activity plans. Maintain and update the Section’s five-year budget plan flagging any variances.

- Effectively manage the Section’s budget by overseeing the monitoring of expenditure against forecasts ensuring that funds are spent appropriately, ensuring best value for money while complying with all relevant Secretariat policies.

People Management

- Lead the implementation of people management strategies in the Section including managing staffing levels (recruiting, managing and developing highly competent staff), ensuring that performance management, training & development, disciplinary and other employee relations are carried out promptly and in alignment with the organisation’s expectations.

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

Other

- Establish, maintain and periodically update relevant policies and procedures, ensuring consistency with international standards and best practice.

- Adhere to all values and policies of the Commonwealth including the Gender Equality values as enshrined in the Charter and Secretariat’s Gender Equality Policy.

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

Essential
- A first or higher degree or equivalent qualification in facilities management or administration or management.
- Membership of the International Facilities Management Association (IFMA) and/or the Institute of Workplace and Facilities Management (IWFM) or any other internationally recognised Facilities Management Association.
- NEBOSH or IOSH Managing Safely qualified or equivalent.

Desirable
- Associate membership of IEMA
- PRINCE 2 or equivalent Project Management qualification

Essential skills and experience:
- Minimum of 10 years’ experience, 4 of which must have been spent in managing property and facilities services at a senior level in a comparable high-profile organisation.
- Previous experience managing Grade 1 heritage buildings or historic buildings will be an added advantage.
- Excellent knowledge of health, safety and environmental practice.
- Experience managing either an OSHA 18001 or an ISO 45001 Health & Safety management system will be an added advantage.
- Experience managing either an ISO 50001 Energy Management or an ISO 14001 Environmental Management will be an added advantage.
- Excellent IT skills and experience with the full suite of Microsoft Office applications.
- Vendor management, contract management and team leadership experience are required.
- Superb communication, leadership, stakeholder management skills are required.
- Strong budget forecasting and management skills and ability.
- Extensive project management experience within a FM environment.
- Demonstrated understanding of procurement principles.
- Ability to collaborate with people from diverse background is essential.
- 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:

**Respect for Diversity**

- Works effectively with people from all backgrounds.
- 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**

- Manages conflict and works towards mutual solutions.
- Identifies organisations with which to partner for specific solutions.
- Encourages others and provides them with the autonomy to pursue relationships.
- Uses personal influence to establish compromise and agreement when faced with conflict.
- Demonstrates balance between directness and diplomacy in negotiations.
- Uses influence to persuade partners and third parties toward Commonwealth Secretariat aims.

**Planning & Analysis**

- Identifies and plans milestones/strategy for programme and cross team activities.
- Takes long term view on potential setbacks to strategy and takes 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.
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<th>Decision Making</th>
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<td>Makes informed decisions that are based on subtle and wide ranging debates, issues and knowledge</td>
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<td>Determines what can be realistically achieved when deciding on strategic solutions</td>
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<td>Is proactive and responsive in making decisions on complex, technical issues based on appropriate information</td>
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<th>Managing Resources</th>
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<tr>
<td>Manages programme and cross team activities against specific objectives/results</td>
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<td>Manages available resources in order to meet objectives e.g. by effective and efficient use of budget inter alia</td>
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<td>Identifies the best method and resources when high level course of action has been identified</td>
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<td>Analyses available resources and what activity they will enable</td>
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<td>Takes responsibility for multi team/programme activities</td>
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<td>Manages diverse motivations of a range of groups in large scale programmes</td>
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<td>Takes ownership of assigned tasks, honours deadlines.</td>
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<td>Ensures timely delivery of outputs within defined cost and quality standard parameters.</td>
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<td>Takes responsibility for own shortcomings and compliances.</td>
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<td>Supports subordinates, provides oversight and takes responsibility for all delegated assignments.</td>
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<th>Leadership &amp; Development</th>
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<td>Reinforces vision throughout organisation e.g. by acting accordingly inter alia</td>
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<td>Provides an example to others by demonstrating moral courage in the face of challenging circumstances</td>
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<td>Empowers others to take control of their own development and progression</td>
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<td>Offers sound guidance and direction on complex and critical issues</td>
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<td>Maximises the potential of others e.g. by creating suitable opportunities for development inter alia</td>
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March 2021