**Head of Facilities & Building Services**

**Salary £49,765 to £54,566**

Welcome message from Angela Dymott

Assistant Director, Property & Design

Thank you for your interest in this role.

Brighton & Hove is a great place to live, learn, work and visit. Our diverse and vibrant community is passionate about the city and there’s a shared commitment to celebrating and promoting all that makes Brighton & Hove so unique. We also welcome more than 11 million visitors to the city each year as a worldwide destination of choice.

Its success however, in common with all cities across the country, masks issues related to poverty, inequality and fairness. This is against a backdrop of ongoing reductions in local government funding, rising demand for our services, and the impact of COVID-19.

Working for Brighton & Hove City Council means you’ll be joining one of the largest employers in Sussex and an organisation that’s active in its community and developing its transformative journey so we can continue to do the best for the city. For us, a fairer city with a sustainable future is a:

* city to call home
* city working for all
* stronger city
* growing and learning city
* sustainable city
* healthy and caring city

The Facilities & Building Services Team is based within the Property & Design Service and the Economy, Environment and Culture directorate. The directorate works with city and regional partners to support low carbon economic growth and maintain an attractive, connected, and well-run city for residents, businesses and visitors. It’s leading the city’s programme of recovery from the Covid-19 pandemic and progress towards carbon neutrality by 2030.

Some of the key actions the Directorate is focusing on in 2021-2022 include:

* delivering the Climate Assembly and establishing a 2030 Carbon Neutral City plan
* working across the council and the city to establish a community wealth building programme and supporting the city’s transition to a circular and more equitable economy
* leading the City Covid-19 Recovery Programme
* developing a new Local Transport Plan for the City
* developing a new City Downland Estate Plan
* leading on the Greater Brighton City Region Covid-19 Economic Recovery Plan and Energy and Water Plans
* developing a deliverable business case for the roll out of full fibre and 5G
* developing a Waste, Recycling and Reuse Strategy for the city
* developing a new Sports Facilities Investment Plan
* progressing the city’s major regeneration and infrastructure projects
* delivering new council homes and affordable homes through the New Homes for Neighbourhood Programme and Homes for Brighton & Hove Joint Venture

In support, the Property & Design Service aims to make the best use of the council’s assets to support its priorities and city regeneration through the intelligent use of our operational assets and optimisation of the value derived from our urban and agricultural commercial portfolios. We aim to deliver value for money property services, support the council’s modernisation and future ways of working. We will use of assets to promote regeneration and community wealth building in city through partnership working and to help achieve a sustainable and carbon neutral city by 2030.

**The role of the Head of Facilities & Building Services**

The Head of Facilities & Building Services will provide senior operational leadership to the council’s estates infrastructure and facilities services across the organisation through a successful Corporate Landlord model, ensuring excellent service delivery. It is a key and visible role within the council’s senior management team that keeps council staff, buildings and residents safe and secure.

This is a significant opportunity to play a key leadership role in an ambitious council and contribute to our Climate Change and Carbon Neutral Agenda alongside a committed and strong Property and Design leadership team. We are seeking an exceptional Facilities and Building services expert with proven experience of managing complexity, influencing and negotiating at a senior level. You will be a values-driven and politically astute leader committed to partnership working and passionate about the equality, diversity and inclusion agenda. In light of COVID19, the way the council operates is changing. You will be leading and supporting work to help modernise the organisation's workplaces and respond to this unprecedented challenge. You will be a key member of staff in influencing the future ways of working for the organisation as we develop our future operating model.

As the Head of Service you will have extensive knowledge of how to deliver effective facilities and building services operations and compliance including term maintenance, mechanical and electrical servicing and maintenance, reactive fabric repairs, operation of a 24/7 premises helpdesk, security and concierge, cleaning, waste disposal, public facing customer service and reception provision, post, courier and print/copy services. You will have experience of leading a diverse team at a senior level to drive strategic priorities, service improvement and resolve conflicting strategic agendas, understanding the financial challenges facing local authorities and how to support them, managing service and project budgets in accordance with public sector standards and be able to shape strategy and policy and come up with innovative solutions to achieve better outcomes for residents and customers within a complex and politically sensitive environment.

There's a lot to do, and we need someone who is passionate about making a difference, is comfortable working in a complex political environment, and has a proven track record of providing excellent service delivery and acting as a role model for staff, managers, partner agencies and stakeholders on good customer service and service improvement.

In return for your contribution and commitment, we offer a friendly and welcoming place to work, a range of training and development opportunities, and a competitive salary and benefits package. You’ll join a team of talented people who all care deeply about the city they serve. Our offer to you is encapsulated in our People Promise which includes:

* We promise to support your wellbeing at work
* We promise that we will be a fair and inclusive place to work
* We promise you opportunities to do your best
* We promise to say “well done”, recognise and reward you for great work
* We promise you a good place to work so we can do the best for the city

Brighton & Hove is a diverse, cosmopolitan and vibrant city, with deep-rooted shared values of fairness, compassion and respect and, as an employer, we want to see the diversity reflected in our workforce. Employing a rich mix of people from a range of different backgrounds with fresh ideas and different perspectives is key to us continually improving our services for the diverse communities we serve. We are committed to ensuring that our recruitment process is as inclusive as possible for everyone and this includes making reasonable adjustments for disabled people.

**Apply for this role if you are motivated to improve customer service, the environment, health and wellbeing of our City, keeping staff, residents and visitors safe and secure. I would be delighted to receive your application.**

**Job Description & Person Specification**

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| **Job Title:** | Head of Facilities & Building Services |
| **Reports to:** | Assistant Director, Property & Design |
| **Department:** | Economy, Environment & Culture |
| **Section:** | Facilities & Building Services – Property & Design |

**PURPOSE OF JOB**

To lead, manage and develop the Facilities & Building Services service for the Council in the effective and efficient management and maintenance of the council’s main offices and civic buildings, under the council’s Corporate Landlord (CL) model, to implement sustainability, carbon reduction and circular requirements, ensure excellent customer service, and provide a safe and secure working environment for staff and visitors.

To procure and manage the council’s corporate hard facilities management term and reactive contracts to ensure that all services and systems comply with current legislation and

statutory requirements affecting mechanical and electrical services to council buildings including the control of legionella bacteria in water systems, the certification of electrical systems and all other vital safety systems operating throughout the council’s property portfolio.

To provide an effective corporate day to day service for the council’s operational CL buildings and an associated efficient property helpdesk function and manage the customer interface at Bartholomew House and Hove Town Hall Customer Service Centres, Brighton/ Hove Town Hall reception services, as part of the council’s corporate Customer Experience Strategy.

**PRINCIPAL ACCOUNTABILITIES**

1. To define, lead, manage and develop staff in the Facilities & Building Services team to ensure a quality, efficient and responsive service to the council’s main office and civic buildings whilst reacting to a broad variety of operational issues and day to day demands, ensuring legislative compliance and a safe working environment within these buildings for all staff and visitors. To ensure the team operate efficiently and cost effectively to Council’s Contract Standing Orders, financial regulations and Health & Safety Policies and provide relevant training and guidance where required.
2. To manage and monitor all revenue and capital budgets for the Facilities & Building Services Teams and associated Corporate Landlord budgets and contracts under the Corporate Landlord model, to include premises, term and reactive maintenance facilities, soft facilities services, post, print & courier, corporate customer/ concierge/reception and building services mechanical/electrical elements, within the main civic operational buildings. To be the lead client officer for the council’s corporate operational office and civic buildings, to make bids to the relevant corporate budgets and to manage and monitor budgets, ensuring civic buildings are maintained in good and safe repair for staff and visitors to use. To maximise income potential of the team through the thorough and efficient recharging of services whilst ensuring professional standards.
3. To support the procurement and manage under Corporate Landlord the hard facilities term and reactive maintenance contracts for the council’s operational buildings, providing expert knowledge and advice to clients/service delivery units, compliance levels, robust management, suitability and effectiveness of such contracts. Monitor these contracts against all standards agreed and review as appropriate. to ensure that suitable records are kept and provide overall leadership on management of such key contracts.
4. To manage the reactive maintenance of the council’s CL operational buildings and the Property & Design Helpdesk for the council. To manage the Customer Service Centres, reception, switchboard teams and security/concierge interface under the developing Customer Experience Strategy. Establish and maintain performance and monitoring systems to improve efficiency and customer service levels within the Facilities & Business Services team including the identification and implementation of suitable software. In addition, the team's Corporate Landlord services and policies will need effective promotion, training support, communication to ensure maximum value and effectiveness for the council’s client departments, services and service users.
5. Provide strategic leadership on the Councils Corporate risk analysis relating to the ways

of working across the council, protecting staff and buildings under pandemic conditions

and manage and monitor the council’s corporate legionella contract. Manage contracts

and compliance to CL buildings to ensure that all safety systems such as fire prevention

and detection, electrical safety, asbestos control, fire evacuation procedures, contractor

management and general building safety standards adhere to all Health & Safety and

statutory legislation, pandemic guidance and legislation, corporate risk policies and

approved standards of compliance.

1. To lead on the procurement and management of the council’s corporate Facilities

contracts under Corporate Landlord

* Security, protecting staff, customers
* Waste and recycling, reducing the council’s carbon footprint
* Building Cleaning, improving the environment for customers and staff
* Others as required

1. To act as a representative on the council’s strategic Emergency and Business Continuity Management Group, lead on Property’s Plans and coordinate an effective response to any emergency that may arise. Participate in the Security Review and Prevent Groups and drive forward improvements in security provision and standards.
2. To be responsible for the implementation of Health and Safety legislation in respect of employees and areas of the workplace under direct control of the post holder and associated building risk assessments. Support the Workstyles team, Covid response and recovery, ensuring all workplaces, corporate civic buildings comply with government pandemic/Covid guidelines. Ensure that by proper supervision and training where necessary that employees adhere to the work and safety policies of Brighton and Hove City Council. To build capacity, knowledge and skills across the Property and Facilities department to ensure sustainability is mainstreamed across this important council service area.

**General Accountabilities**

Health & Safety  
To ensure all operations in their areas of responsibility are conducted according to the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all relevant legislation and council policy.

In particular: as set out in Section 4 of the Council’s Health and Safety Policy, and within their area of responsibility:

* To maintain awareness of current Health & Safety legislation and ensure that all employees understand and comply with Health and Safety Policy; that they are informed, trained and supervised to safeguard their own and others welfare and safety
* To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice
* To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice
* To ensure that safe premises, equipment and working environments are maintained

Equalities

To develop and implement practices within the team that uphold and develop the principles of the City Council’s Fair and Inclusive Action Plan in relation to staff and to service provision. To work within and actively promote the City Council’s Equality Policy

General

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

**Person Specification**

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| **Job Related Education and Qualifications and Knowledge** | * Extensive, wide ranging, specialist professional property knowledge required to work at a Senior Manager level on a wide variety of complex property service contracts and significant projects. * An in depth understanding of the basis of joined up working with others at a senior level from across the council and external partners / consultancies, confronting and resolving complex problems, suggesting innovative solutions, negotiating, leading on, resolving and following through major initiatives. Sound knowledge of the technical issues and Law to lead reform and inform. * Knowledge and awareness of sustainability, carbon reduction and circular economy and how these can be applied in Property and Facilities management. * Robust knowledge of accounting procedures and financial systems associated with managing large multi-project budgets. Knowledge and experience of local authority administration systems and governance procedures. * Professional qualification from an appropriate professional body such as IWFM; IFMA ; MRICS ; CABE; CIBSE ; MCIOB, ICE or similar. * Degree in Facilities Management, BSc Building Surveying, Chartered Engineer. HTC Building Engineering Services HVAC. Higher National Certificate in Facilities Management, Property Services, Building Services and Engineering or similar, as well asNVQ 4 or Nebosh Diploma in Health & Safety, H & S IOSH   Excellent knowledge of all relevant Health & Safety legislation and the commitment to ensure its robust implementation.   * A sound knowledge of the functioning of local authorities, the modernisation agenda, partnership working and the role of sustainable new technologies in improving services, achieving desired outcomes and council wide priorities. |
| **Experience** | * Extensive experience of managing a professional Property Facilities and Building Services team. Experience of analysing complex contract service delivery issues, developing innovative performance indicators and target setting to ensure efficient, quality service provision and the maximisation of team skills and ensure contract compliance of externalised consultancy services. * Experience working in management in construction or property services, facilities management with proven experience of managing a large multi-disciplinary team. * Experience working at a Senior Manager level leading teams on a wide variety of complex property and service provider contracts. Experience in relation to non-residential projects specialising in historic, civic, operational, education and social care portfolios. * Experience of procurement of services, capital construction schemes, external consultancy services, major project management, ability to prioritise and evaluate complex tenders with due consideration to best value, efficiencies and value. Experience of complex specification preparation. * Extensive experience of accounting procedures and financial systems associated with managing large revenue and capital budgets and multi-project budgets. * Experience of day to day reactive property maintenance service that requires a quick response and good customer and communication skills |
| **Skills / Abilities** | * Ability to manage large, complex, multi-project and revenue and capital budgets. Financial management and accounting skills to maximise the use of budgets. * Ability to think laterally, have robust problem solving skills and propose innovative solutions to complex significant Council wide major projects. * Ability to lead teams of senior managers and convey complex technical problems, interpret future service delivery requirements and enabling measures to ensure quality service and ongoing efficiencies. Ability to write service briefing notes, reports, reviews and complex contract documentation for significant projects that affect all departments across the City. * Ability to manage change and initiate innovative ways of working to improve efficiencies and make tangible financial savings. * Skills to optimise use of scarce financial resources for the service and major projects, prioritise needs and find innovative solutions and alternative proposals. * Ability to work under consistent pressure on a wide variety of significant projects to meet tight timescales. * Ability to respond swiftly to customer needs and requirements, finding solutions to queries, problems and communicating responses, clearly and in a timely fashion. * Good negotiating and influencing skills. Ability to manipulate and communicate complex information, analyse critically and review systems, procedures, prioritise and make critical decisions. * Strong interpersonal and communication skills and customer experience skills. Chairing project team meetings, working with cross-departmental teams, communicating ideas, persuading and motivating at Chief Officer level both across the council and to external agencies. * Ability to manage and motivate a team of professional staff, work with other senior managers and service providers, internal and external partners, to achieve council priorities. * Highly developed ICT skills coupled with good research skills and the ability to present complex solutions and data clearly. * Experience of managing continuous quality improvement and an understanding of performance measurement and management. * Ability to attend meetings with Senior managers , external partners, agencies on behalf of and representing the Assistant Director, Property & Design when required |
| **Equalities** | * To be able to demonstrate a commitment to the principles of Equalities, Fairness and Inclusion and to be able to carry out duties in accordance with the Council’s Equalities Policy. * Real commitment to improving public services. |

**Facilities & Building Services Team Structure**

**Recruitment process and indicative timetable**

The deadline for applications is **8th February 2022**

To arrange an informal conversation about this role please contact:

angela.dymott@brighton-hove.gov.uk

In support of your application, you will be asked to provide:

* Responses to the shortlisting questions
* Your current CV.

Shortlisting will take place **9th – 11th February 2022**

A panel consisting of Property Services professionals will hold virtual (\*or in person) interviews with shortlisted applicants **15th and 16th February 2022**. Candidates will be asked to deliver a presentation and answer a set of competency-based questions related to the role. Finalised dates and information about the format/content of the interviews will be confirmed to shortlisted applicants in due course.

\*\*\*\* THE VIRTUAL INTERVIEWS WILL BE HELD ON MS TEAMS\*\*\*\*

Please note that as part of the recruitment process we will required to undertake the following checks:

* Two references
* Eligibility to work in the UK
* Relevant qualifications and professional memberships
* Pre-employment health check