

## Job Description

<b>Job Title</b>	Facilities Manager - <b>6-month FTC</b>
<b>Business Unit</b>	Workplace, Arts & Culture
<b>Location</b>	London
<b>Reports To</b>	Senior FM

### Overall Purpose of Job

The essential role of the jobholder is to manage of all building and facilities services on behalf of a corporate client, at their premises. The role would concentrate on providing exceptional standards of facilities services and customer care.

### Main Duties, Responsibilities & Accountabilities

The FM will be involved in both strategic planning and day-to-day operations, particularly in relation to buildings and premises. Likely areas of responsibility include:

- Building maintenance.
- Cleaning.
- Catering equipment and vending.
- Health and safety .
- Procurement and contract management.
- Utilities and communications infrastructure.
- Permit to work systems.
- Duties will vary widely depending on the customer requirements, but will generally focus on using best business practice to improve efficiency, by reducing operating costs while increasing productivity.

Responsibilities will cover several groups and departments, as well as central services that link to all the teams in the organisation. In some instances, duties may include more practical and hands-on tasks. It is probable that the FM will be responsible for more than one site.

Typical tasks may include:

- preparing documents to put out tenders for contractors;
- project management and supervising and coordinating the work of contractors;
- calculating and comparing costs for required goods or services to achieve maximum value for money;
- planning for future development in line with strategic business objectives;
- managing and leading change to ensure minimum disruption to core activities;
- directing, coordinating and planning essential central services such as maintenance, cleaning, catering, waste disposal and recycling;
- ensuring the building meets health and safety requirements and that facilities comply with legislation;
- keeping staff safe;
- checking that agreed work by staff or contractors has been completed satisfactorily and following up on any deficiencies;

### Operations

- Carrying out the weekly operation audits of the Hard Service Manager in respect to Cleaning, Security and M+E.

- Provide a central point of liaison for both helpdesks direct to Accenture.
- Assist in the management of the finances with control over all supplier POs.
- Provide local support in liaising with the Landlord's team. This would also include liaison with the local security, cleaning and maintenance contractors to achieve a co-ordinated and integrated operation.
- Provide support through co-ordination and liaison to the M+E manager to enable the achievement of specific Project requirements.
- To provide assistance to the Accenture operational team whilst the Hard Services Manager is on leave for less than 3 days in a week (Over 3 days will be covered by another Avison Young FM).
- Carry out a monthly Workplace Services Building Audit (1 building a week)
- Management of the Permit tracker (after appropriate SharePoint training)

### Projects

- Centralised control during the defect management period with the communication to Accenture contractors on minor project defects from practical completion to defect liability closure.
- Manage the permit liaison with each Landlord at all premises.

## Desired Knowledge, Skills and Experience

### Experience

- The post holder should have experience in displaying excellent communication, administration and IT skills, an enthusiasm for working with people, and can demonstrate a flexible approach in providing first class facilities services in a multi-client demised environment.
- 1 - 2 years previous experience in a similar environment.

### Technical Skills

### The Client's Operation

- An understanding of the Client's businesses, their functions and the role of the Avison Young within the organisations.

### Regulatory

- A sound understanding of the operation of the FM team and the effect of legislation on its performance / capability.
- An understanding of statutory obligations within the client's businesses e.g. financial and contractual controls, data protection and Health, Safety and Environmental legislation.

### Technical

- A broad knowledge and competency in the Facilities Management discipline and a basic understanding of building processes.
- An understanding of building engineering systems and maintenance, building fabric maintenance, cleaning, security systems and associated support services.
- Experience in managing M&E and Cleaning suppliers
- IOSH qualified

### Financial

- The ability to operate within agreed budgets and guidelines.
- Ability to set FM budgets, review/approve invoices, and reconcile FM budgets.
- Experience and knowledge in the development of operating budgets and financial control systems.
- Experience in dealing with building service charge, rates, rent and insurance cost.
- A sound understanding of financial/variance reporting, authorisation procedures and supplier payment processes.

### Office / IT Systems

- Competent user of Microsoft Office software, including, Word, Excel, PowerPoint and Outlook.
- Competent in the use of internet / intranet tools,

## Desired Knowledge, Skills and Experience

Ability to operate and interpret bespoke Client systems e.g. telephone, Software etc.

### **Communication**

- Excellent IT and communication skills.
- The ability to communicate effectively at all levels within the organisation, including the client, suppliers and subordinates.
- Excellent written communication skills, with well-structured reports, presentations and general correspondence.
- Ability to give and receive clear formal instructions.
- Ability to apply discretion and maintain confidentiality.
- Responds constructively in times of conflict
- Great problem solving skills are required.
- Display excellent attention to detail.
- Must demonstrate drive, enthusiasm and ambition.
- Ability to work on own initiative and prioritise workload.

### **Teamwork and Leadership**

- Proven skills in the leadership, development and motivation of multi-functional teams.
- Demonstrates a collaborative approach in the management of the client, subordinates and third parties.
- The ability to put team and Client objectives before personal objectives and other considerations.

### **Results Focus**

- Open to new ideas and is not averse to change.
- Displays initiative in the delivery of objectives and targets.

### **Supplier Management**

- Proven skills in the management of a diverse supply chain.
- Has the ability to develop strong relationships with service providers and seeks a concept of continuous improvement.
- The ability to develop SLAs and other performance measurement criteria to demonstrate the effectiveness of the supply chain.
- Understands the requirements of the Client and is able to translate these into clear, concise service specifications and procurement documentation.