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| Job title | Facilities Team Leader | Date: January 2025 |
| Reports to (title) | Head of Soft Services |  |
| Contract/Department | Ops Management | Revision 2 |
| Location | Reading, Berkshire |  |

**Job purpose**

Describe the overall purpose of the job in two or three sentences.

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| To provide professional FM service delivery and ensure that the buildings are kept in good order across all service streams.  To lead a multi skilled team delivering the highest standards and possess the ability to adapt to new demands as they arise.  To provide excellent customer service and work closely with stakeholders and senior managers |

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

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| **General**   * Carry out daily floor walks, ensuring the building fabric is in good order, noting any defects and raising with EMCOR Service Desk * Contribute to and promote the One Team culture, jumping in to support the team as required * Manage process of works (preparing quotes, requesting purchase orders, organise work to be done) * Liaising with customers, contractors, suppliers, as necessary, to plan in work schedules, request or provide feedback and chase up works * Arrange and carry out Cleaning Audits - escalate any incidents or issues to relevant persons * Provide reports and feedback to the Customer and EMCOR management team as required. * Carry out all necessary administration duties associated with the provision of facilities services * Assist in the compliance of the Health and Safety policy, safe working practices and EMCOR FM best practice, liaising closely with the customer. To support and manage Health, Safety and Environment and risk management processes for site. * Engagement with contractors and colleagues for site requirements and day to day running. * Act upon reasonable requests and instructions from the customer * Occasionally attending multi-sites to cover absence, perform audits or surveys * To ensure Service Level Agreements and Key Performance Indicators are fully met. * To maintain day-to-day contact with the customer’s representatives and attend meetings as directed, providing both review of engineering activities and raising topical issues as applicable. * To review all Contractor Service Reports, identifying actions required to satisfy issues and ensuring satisfactory conclusion * Being aware of the sites PPMs and SI monthly requirements * Manage induction for contractors, make sure they have risk assessments and method statements in place, they are up to date with required training and check documentation before each project * Responsible for the management, control and monitor the day-to-day operation of the site teams * Monitor and arrange cover for annual leave and sickness record * Provide ‘hands on’ help, advice and assistance as required by site and client * To be available by telephone for queries * Any other duties as requested. |

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

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| You will be have direct responsibility for Front of House, Post Room & Cleaning Operations, closely liaising with the Operations team on in house Building PPM and Sub Contractors with regards to:   * Daily Operations delivery and visiting Contractors * Front of House Team * Cleaning Operations * Maintenance Tasks * Supporting Insurance Inspections * Building Audits * Client contractors * Client Liaison |

Person specification

Describe the knowledge, skills, qualifications, personality, and experience required for the job.

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| * Good amount of experience within a similar role * Excellent customer service and hands on approach * Good knowledge of building operations plus associated guidelines * An experienced operational leader with regard to business critical operations * To be able to demonstrate knowledge of statutory regulations, current legislation and mandatory standards relating to safe working practices, as well as COSHH, H&S at Work Act, Corporate manslaughter, RIDDOR Process * Excellent organisational and interpersonal skills. * Relationship management skills and ability to manage a team under direct line management and those non-directly managed. * The ability to communicate effectively, in both verbal and written forms * Capable of fully utilising programs in the MS Office suite to produce written reports, tracking spreadsheets and presentations. * The ability to establish, implement and monitor high standards of excellence in areas of quality, safety, operational performance and customer service * Be resilient under pressure, with good decision-making skills.   **Essential Personal Attributes:**   * Strong leadership qualities * Motivated self-starter with team working ethos * Willingness to train, update and improve themselves for the benefit of the contract * Ability to think and react to immediate problems and issues without losing sight of or compromising long term goals * High standard of personal integrity and professionalism with the adaptability to change * Ability to lead and act with authority when required * Deductive Reasoning - the ability to apply general rules to specific problems to produce answers that make sense * The ability to make decisions and solve problems - analysing information and evaluating results to choose the best solution and solve problems * The ability to gather information from all relevant sources * The ability to communicate with supervisors and peers, providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person * The ability to organize, plan and prioritise work * Smart, presentable appearance * Good interpersonal and customer relationship skills |

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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| * This role is 40 hours a week based in Reading, Berkshire * Required to attend client meetings |

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| Line Manager  *Signature* |  |
| Print Name |  |
| Date |  |

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| Job Holder  *Signature* |  |
| Print Name |  |
| Date |  |

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| *FOR HR USE ONLY:* | | | | | |
| *Job Grade* | *C* | *EMCOR Competency Level* | *Business Services* | *Training Profile UTC* |  |