

## Strategic Manager – Facilities Management Grade 16

### Job purpose

As a Strategic Manager working within Growth & Regeneration – Corporate Landlord and Capital you are expected to provide clear leadership, direction and management of your staff and work in a supportive manner with colleagues, elected councillors, and partners to provide a cohesive response to meet the needs of all the services customers.

You will be responsible for the leadership and management of the Corporate Facilities Management team ensuring effective and efficient day to day facilities management of all the Council's land and property assets including office accommodation, commercial buildings, community buildings, third party buildings such as Sports Centres and leased buildings, service delivery buildings such as libraries, children's homes and residential care homes plus miscellaneous items such as garden tenancies and garage sites. Your teams will provide appropriate advice on all aspects of asset and facilities management to users of the Council's assets, supporting services to develop sustainable and flexible delivery outcomes for people through the use of land and property assets.

You will support the Head of Service for Corporate Landlord and Capital to drive forward the delivery of key Council priorities and specific work streams that impact on your strategic responsibilities. These include, for example, delivery of the re-organisation of the Council's Compliance Model for corporate land and buildings including fire safety in a post Grenfell world; delivery of an expanded Council Capital Plan that includes significant additional resources for Corporate Landlord priorities; review and overhaul of the Council's Asset Management database to ensure that it meets the needs of the Council moving forward and contributing to the FM requirements of the Huddersfield and Dewsbury Blueprints. You will have responsibility for all property related Health and Fire Safety and property related Business Continuity activities across the Council's land and property portfolio.

You will manage all of the Council's land and property assets day to day, ensuring they are fit for purpose, providing technical advice in relation to the Council's assets and land, implementing and monitoring technical specifications, strategies, practices, and philosophies to ensure compliance with all legislative and statutory requirements, and managing compliance across the whole service and wider across the Council and Third-Party organisations. A critical outcome for your team is to ensure that the Council and others use their land and property assets efficiently and effectively to optimise service delivery at minimum cost in support of the Council's objectives.

As a senior manager within the service, you will take a lead role in ensuring that we attract and retain suitably skilled staff and you will be instrumental in future restructures to ensure delivery of an improved and more effective operational model. You will ensure that succession planning occurs in order to provide development opportunities for staff and enable the team to grow its own future management. Acting as a positive role model for change, you will enable your teams to respond to changing requirements and the challenges of the external environment. With a clear understanding of the Council's wider strategic ambition and outcomes, you will ensure all the outcomes you and your staff deliver positively contribute to the achievement of the Council's key priorities and specific work streams, and other work within your specific area of responsibility.

Find out more about [working for Kirklees](#).

## Key areas of responsibility

Specific to the post

- Manage all of the Council's corporate land and property day to day, ensuring fitness for purpose and property related business continuity is delivered to all council services and other organisations
- Develop and implement a Corporate Facilities Management model to ensure the delivery of an effective and efficient management service for all Corporate Council land and buildings, e.g. the development of a front of house team in major office buildings to service collaborative working and a specialist business function to efficiently service the needs of the FM team
- Ensuring that the Council's Compliance model for land and buildings is fit for purpose and sufficiently staffed and resourced to deliver a service that meets all legislative and statutory requirements for land and property across the Corporate Estate. This includes fire safety, asbestos, legionella, gas, and electrical safety plus all other building / land related H&S compliance requirements. The Service should prepare and implement technical standards, practices, specifications and guidance notes in relation to its property and land H&S and compliance duties and be prepared to support the Council's Neighborhood and Homes Service and 3<sup>rd</sup> Party Organisations if required (and resources are available);
- Ensuring that an Asset Management database is provided and maintained that meets the needs of the Council – this includes ensuring that the information used by the database is robust, accurate and collected regularly so that the Council can make strategic and operational decisions based on sound data
- Providing a care and repair maintenance service, both reactive and proactive that ensures that the Council's land and buildings are well maintained and free of H&S issues. This includes the provision of Building repairs helpline
- High level responsibility for all property related statutory H&S and Business Continuity activities across the Council's corporate land and property portfolio, ensuring that Business Continuity and H&S Risk Registers are developed, implemented and maintained on behalf of the Corporate Landlord and Capital Service including providing help and advice to peers and others within the Service
- Day to day management of the Corporate Office Accommodation portfolio, working closely with colleagues in Asset Strategy to deliver a transformational approach to the delivery of an office accommodation service for the Council
- Development and delivery of a rolling condition, compliance and suitability capital programme that ensures that urgent H&S issues are addressed, helps prevent the deterioration of Council assets and improves the delivery of outcomes for services across the Council
- Management of a very significant revenue budget covering staffing, building, energy, cleaning, caretaking, maintenance costs etc. in an effective and efficient manner that ensures that the Council meets its legislative and statutory duties, H&S issues are tackled, buildings and land assets are fit for purpose and capable of supporting the delivery of Service and Council outcomes
- Linked to the revenue and capital programmes, the financial performance of the Service should be closely monitored to ensure that programmes of work are delivered on time, to cost and the desired quality whilst ensuring that overall budgets set by the Directorate are not exceeded

- Liaison with customers to establish their aims, objectives, needs and deliverables in relation to asset and land management so that the Service can help shape and deliver their required planned outcomes
- Development of relationships with partners, the voluntary and community sectors so that Council and third sector assets can be used effectively and efficiently in a coordinated manner
- Creating a restorative and collaborative 'assets' culture (demonstrated by people who manage, use, and/or occupy our buildings alike)
- Development and implementation of policies and procedures that help the Council meet its obligations under its Climate Emergency. Opportunities to reduce energy and water consumption and move towards near zero carbon buildings should be actively explored with revenue and capital budgets being used to deliver better performing buildings with less carbon output. New technologies should be explored and connections to the proposed Heat Network adopted as appropriate to individual building circumstances
- Support the regeneration of Kirklees towns, districts and neighbourhoods through the effective, efficient and innovative use of land and property
- Development and implementation of appropriate Key Performance Indicators so that the Service's overall performance can be monitored, benchmarked and adjusted as required.

## Generic to the Grade 16 Strategic Manager role

- Make the most effective use of team working within the service and with partners, setting and monitoring the standard of team working. Responsibilities will extend across the service/projects with a matrix arrangement, and you will be accountable to a range of colleagues for performance in some areas of activity. You will ensure a joined-up response to complex problems which may cut across your service and other areas of the Council
- Promotion of high standards and a consistent, customer focused culture and approach across the Service and the Council in relation to technical advice / knowledge / whole life costing
- Provision of useful, accurate and understandable advice to Elected Councilors, Council, Cabinet and Scrutiny Committee, Strategic Directors, Service Directors, Heads of Service and other managers
- Promotion and adoption of the use of technology to provide better service delivery;
- Ensuring continuous improvement through the establishment and management of appropriate benchmarks and performance measures for the service area;
- Ensuring the Council is engaged in corporate, regional and national working groups and contributes to the development of policy / processes relating to the functions of the service area;
- Utilising timely and accurate information to ensure that the functions of the team/service are delivered as required, spend is achieved, resources are optimised and that synergies and efficiencies are identified and exploited
- Proactively involved in leading and managing change in order to achieve a transformation of service delivery
- Represent the service in a senior management capacity including acting as Project Executive if required on project and programme boards and in other meetings and settings, both inside and outside the Council
- Deputise as required for the Head of Corporate Landlord and Capital and provide support to the Head of Service to deliver the changes / developments required in the team/Service
- Ensuring that future development activity, forward planning, and preparation for future challenges facing the Council are well-managed and co-ordinated within the service.

## Resources – Financial & Equipment

- The Council has approximately 500+ significant assets and over 1000+ land holdings that are managed by the Corporate Landlord Facilities Management function
- The post holder is responsible for the effective management of any budget delegated to the FM Service including the Corporate Landlord Revenue Budget (Annual provision of £11-12m) and Corporate Capital Condition, Compliance and Suitability budgets (Approximately £4-8m per annum)
- Management of approximately 40-50 staff across the Corporate Landlord Facilities Management team
- Ensure your service, team and its functions are developed and perform to meet the Council's requirements and to minimise net costs. You will ensure that resources are effectively deployed, financial targets met and service objectives achieved
- Commissioning and implementation of agreed works through the Council's Framework agreements and/or tender returns
- Responsible for the recruitment, development, management and review of people within the Service ensuring that appropriate succession planning is in place and critical posts are identified and mitigation plans are in place to ensure service continuity in times of sickness, unplanned events or resignations / retirements
- Takes the creative or operational lead on managing and presenting information
- Improves business performance within own professional domain through understanding of IT capabilities.
- Ensuring that the Council's Asset Management database is robust and fit for purpose, and if not then an appropriate replacement is identified, procured and implemented
- Continuous evaluation of the Council's land and property assets and the management of these to ensure that opportunities for savings through better and more efficient utilisation of land and property are taken if they arise

## Work Environment

### Working Conditions

- This role can operate in a hybrid mode comprising a mixture of home and office-based working. There will be a requirement to visit Council and non-Council land and property throughout Kirklees as part of the role, as well as representing the Council and regional and national meetings / conferences etc. in person if required.

### Work Context and Communication Skills

- Effective liaison, negotiation and communication with a wide range of stakeholders, external agencies and partners including all Services within the Council, Ward Members and Cabinet, members of the public, the Health Service, groups within the voluntary, community and private sector and others;
- Ensuring that you engage and communicate with our customers and other stakeholders and involve them in all aspects of the service to improve quality and effectiveness;
- To succeed in this role, you will need to use your influencing and stakeholder management skills, and ability to build relationships at a political, senior and management level to support communication, negotiation and resolution of complex issues;
- Prepare and provide advice verbally and in writing in relation to the Council's assets and land to Council Services and external partners;

- You will prepare and present appropriate reports and policies to Cabinet, the Council's Executive Team, Portfolio Holders, Directorate Management teams, Project and Programme Boards relating to areas of your responsibility or when acting on behalf of the Head of Service for Corporate Landlord and Capital
- You will work collaboratively with the Strategic Managers across your Directorate and other Directorates when required to ensure that Service and Directorate outcomes are achieved;
- Supporting the Head of Corporate Landlord and Capital, deputising where required or acting independently within the remit of your role both locally and regionally, liaising with key partners, community groups, senior managers and portfolio holders;
- You will use your experience in leading and line managing multi-disciplinary teams, to motivate those your work with and your team, and enable individuals to maximise their potential and contribution to the delivery of the Council's key priorities;
- Provide leadership and management of staff and function(s) to ensure that challenge and support is provided to the service in planning, managing and review of performance and development; that needs are analysed in a clear and accessible manner, and operational practice is improved.

## Position of job in organisational structure

This position sits within the Directorate for Growth and Regeneration, headed by the Strategic Director for Growth and Regeneration – one of five Directors who sits on the Council's Executive Team, which is chaired by the Council's Chief Executive.

The Corporate Landlord and Capital Service is part of the Service Director for Development's portfolio, who sits alongside two other Service Directors on the Growth & Regeneration Senior Leadership team.

The Head of Service for Corporate Landlord reports to the Service Director for Development. This post – the Strategic Manager for Facilities Management – reports to the Head of Service alongside a number of other Grade 16 positions.



## Employee Specification

Knowledge, skills and Experience	Shortlisting criteria
• Significant experience within a local authority or similarly complex organisation in a middle/senior management position.	Essential
• Proven track record of service delivery to agreed levels of performance and standards	Essential
• Experience of managing organisational change	Essential
• Experience of managing customer expectations	Essential
• Team player style of approach, ready to take on any challenge	Essential
• Experience of managing significant budgets.	Essential
• Demonstrable extensive knowledge / experience of leading teams delivering a facilities management service.	Essential
• Ability to lead, manage and develop large multi-disciplinary teams and to provide technical leadership through a matrix structure	Essential
• Strong influencing and stakeholder management skills and the ability to build relationships at a political, senior and management level and negotiate complex issues.	Essential
• Effective development, management and motivation of staff within design teams or assigned to projects or programmes of work	Essential
• Up to date knowledge of external issues (including legislative and statutory etc..) affecting areas of responsibility	Essential
• Proven ability and experience in designing, developing and implementing strategies and plans, interpreting, analysing and using data, metrics and knowledge to inform their development.	Essential
• Manage the development of robust business processes, policies and strategies for improvement.	Essential
• Ability to identify, reassess and prioritise resources effectively, in a context of competing demands.	Essential
• Able to use commercial and technical knowledge to evaluate business cases/investment proposals to identify options and make recommendations...	Essential
• Ability to make effective use of all forms of communications to ensure the Council objectives and audience requirements are effectively achieved.	Essential
• Understanding of wider issues in local government, partner organisations, public and private sector.	Essential
• Demonstrable commitment to performance management and productivity to meet the Council's priorities.	Essential
• Ability to demonstrate strategic capability and capacity.	Essential
• Demonstrates personal commitment to continuous self-development and service improvement	Essential
• Demonstrates a flexible, creative and innovative solutions focused approach.	Essential
• Strong change management skills	Essential
• Ability to write clear and concise reports and other forms of communications and to adapt communications style to meet the requirements of the audience;	Essential

<ul style="list-style-type: none"><li>Ability to manage own workload and competing priorities, work independently and continue to deliver to agreed deadlines</li></ul>	Essential
<b>Qualifications</b>	<b>Shortlisting Criteria</b>
<ul style="list-style-type: none"><li>Degree qualification or equivalent or demonstrable experience in the strategic / operational management of a FM Service.</li></ul>	Essential

## Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 3. Find out more about [Council Behaviours and Expectations](#).

## General information

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

This post requires you to work flexible hours, including occasional evenings and weekends. You may also be required to travel to various locations in order to carry out the duties of the post so will require a driving licence or are able to travel independently across Kirklees.

You will be expected to carry out your duties in line with the Council's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development and through Council communications.

As part of your wider duties and responsibilities you are required to promote and actively support the Council's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting them from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. Safeguarding relates to everyone who may be vulnerable, not just the very old and the very young. Please refer to the Employment page, working for the Council on the Kirklees website under the following link: [About Kirklees - Employment Policies](#)

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Last Updated: 28<sup>th</sup> July 2021 – David Martin – Head of Service for Corporate Landlord and Capital