

# Job Description

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Job title	Corporate Services Facilities Manager	Date: April 2024
Reports to (title)	Senior Account Manager	
Contract/Department	Thames Water	Revision 1.0
Location	Reading, Berkshire	

## Job purpose

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

We are currently seeking a dynamic individual to oversee the management of our facilities contracts & services to assure performance, business continuity, engagement, and health & safety is maintained.

Supporting the Customer Estates and Facilities Manager, you will ensure the operational estate receives safe, secure, and sustainable support to provide a great place to work. You will also ensure the workplace environment is efficient, effective and meets the needs of the business.

## 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.

- This role will require you to manage the day-to-day operational delivery of facility services, estates maintenance, compliance, and other property change projects. You will be part of a team delivering a step-change in the perception of facility services and will have the drive to deliver customer satisfaction.
- You will take direct responsibility and accountability for managing stakeholders and suppliers, ensuring that there is continuous improvement in standards of safety, quality, time and cost.
- You will be the trusted advisor for all matters relating to our estates & facilities at each property as well as championing change and new ways of working across your sites.
- You will be the primary interface between your customers (building occupants) and the suppliers.
- You will ensure that the suppliers deliver to their highest standards in safety and services, fulfilling all contractual obligations and are perceived by the stakeholders as always acting in our best interest.
- With an emphasis on customer service, you will have great communications, negotiation & influencing skills and experience of managing stakeholders to develop a collaborative relationship with suppliers.
- We are seeking an enthusiastic individual who will breathe life into the role and be able to work under pressure in a reactive environment.
- Experience in managing the delivery of hard and soft facilities services is a must.
- We are seeking those with demonstrable knowledge of building compliance requirements within a corporate real estate setting; and experience of managing corporate facilities and monitoring and maintaining compliance.

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- A Certificate in IOSH, NEBOSH would be advantageous but not essential, as well as IWFM Level 4 qualification or equivalent and ONC/HNC or equivalent qualification in Electrical, Mechanical or Building Services discipline.
- This operational role which is site based and will involve travel to our other sites; therefore, a full UK driving license is essential.

## Resource responsibilities

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

- No direct reports

## Person specification

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

- Suitable experience within a Facilities Management background.
- A member of IWFM
- Working towards IWFM Level 4 qualification
- Thorough understanding of statutory compliance & H&S in the built environment
- Experience within a similar role or transferable skills.
- A patient, resilient and "customer first" manner, being able to adapt and prioritise to provide successful outcomes.
- Excellent communication skills – both verbal and written.
- Build and maintain positive working relationships with all levels of the organisation.
- Take a thorough and organised approach with high attention to detail and accuracy.
- Drive for continuous improvement.
- Enthusiastic and conscientious; with a team player attitude.
- Good level of IT literacy with knowledge of Microsoft Office and the ability to learn bespoke computer systems.
- Have worked across multiple locations and facilities in a corporate environment.
- Manage and report operational P&L
- Experience managing Minor Project works

## 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
- Must be able to travel to various sites as required in the TV and London area.

Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	