

Job Description

Job title	Facilities Manager	Date
Reports to (title)	Soft Services Manager	October 2022
Contract/Department	RSA/EMCOR UK (3098)	Revision 1
Location	Sunderland 4 days per week	Glasgow 1 day per week

Job purpose

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

As part of the EMCOR UK Facilities Team, the Facilities Manager has the responsibility to ensure the delivery of operational, safety and financial ownership for our client sites Sunderland & Glasgow. Ensuring key performance targets are maintained and establishing and maintaining key business relationships. You should also have experience of managing office relocations, as well as managing and developing a creative approach to workplace provision across the RSA Estate. Develop a high performing team that exceeds expectations on service excellence through first class customer focus, training and development. These duties are not solely restricted to the RSA Account and you may be asked to undertake similar duties in the local area. This list is not exhaustive and you may be asked to take on additional duties to suit 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.

1.	Ensure the smooth delivery of FM operational, safety and financial ownership, ensuring key performance targets are maintained and establishing and maintaining key business relationships across the RSA Estate. As Facilities Manager, you will also work alongside the relocation steering committee to deliver a successful FM and Relocation scope.	
2.	Ensure the day to day delivery of all Facilities Management functions, Office Moves/Relocations, Maintenance Services, Cleaning Services, Catering Services, Security Guarding.	
3.	Minimise / eliminate FM risk through the implementation of robust processes & procedures.	
4.	Develop a high performing team that exceeds expectations on service excellence through first class management, leadership, customer focus, training and development.	
5.	Ensure EMCOR UK contract SLA are met & drive the implementation of best practice items including: <ul style="list-style-type: none"> • Office Moves/Relocations • Hard & Soft Services Management • Performance Measurement via SLA's & KPI's • Communications Plan • Health & Safety Environment Management. 	
6.	To support the performance against the agreed Service Level Agreements, ensuring RSA satisfaction and taking ownership of issues and concerns raised and following through to resolution.	
7.	To drive the continuous improvement agenda across all aspects of the Contract. Identify areas for improvement and recommend service initiatives.	
8.	To check and oversee that all contractors conform to EMCOR UK approved contractor procedures; including providing satisfactory RAMS; insurance & indemnity cover; training records, qualifications & accreditations as necessary, etc. To maintain contractors' records and correspondence to ensure all contractors documentation complies with EMCOR UK contractors' policy and procedures at all times. Conduct site specific induction for contractors and check to ensure they comply with agreed RAMS before allowing them to start work.	

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9.	Identify improvements to standard procedures to ensure that controls exist, and information is shared to proactively protect against risks/service failure.	
10.	To carry out maintenance activities where a health hazard exists, subject to Risk Assessment, any PPE being identified and in place.	
11.	Regular auditing of each site to ensure that they meet the required health & safety standards as set by EMCOR UK and RSA. Instigating corrective action as required.	
12.	To ensure that directly employed staff understand their roles and receive appropriate training to develop their skills thereby maintaining a stable motivated workforce.	
13.	Support the Soft Services & Technical Compliance/Services Manager in collating data for Monthly and non-regular reports in a timely manner as required for both Hard & Soft Services	
14.	To comply with instructions relating to security and confidentiality	
15.	To ensure all paperwork, both EMCOR UK and sub-contractor is managed in an efficient and timely manner with accurate records kept on site, on the network and Datastation.	

Resource responsibilities

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

1 x Facilities Coordinator- Glasgow 1 x Multi Skilled Engineer- Sunderland & Glasgow 2 x Security Officers- Sunderland 5/6 Cleaning Operatives- Sunderland On site catering team- Supply partner
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Person specification

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

1.	Experience in delivering both hard and soft services within a corporate environment
2.	Familiarity of CAFM systems, including Help Desk, scheduling and auditing tools.
3.	Demonstrable operational leadership and ability to interface at executive levels, both internally and externally.
4.	Experience of safe working practices and permit to work systems.
5.	Knowledge of key operational procedures e.g. time sheets, planned maintenance systems, Quality and Health & Safety, Risk assessment/method statement and safe system of works.
6.	Solid communications skills- written and verbal.
7.	Operational and technical experience with demonstrated potential within building maintenance arena.
8.	Takes ownership and accountability and demonstrates commitment, loyalty and flexibility.
9.	IOSH Managing Safely or NEBOSH Certification.
10.	Valid UK driving licence

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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Monday- Friday = 08:00 – 17:00

Total Hours = 40 hours per week

Holiday = 25 Days – Plus Bank Holiday

You will need to understand the Client culture, ethos & working practises.

The ability for weekly travel between Sunderland / Glasgow (Sunderland 4 days / Glasgow 1 day)

The ability to use handheld devices & to capture / report on services activities.

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

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

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	