

JOB DESCRIPTION



POST TITLE: FM Supervisor

POST NUMBER: HP28

GRADE: G

RESPONSIBLE TO: Operations Manager for Corporate Property & Commercial Assets

RESPONSIBLE FOR: The provision of line and process management for the Caretakers and support the maintenance of MDDC's property estate and all other Commercial Assets

LIAISON WITH: All staff levels and customers and contractors.

KEY CORPORATE ACCOUNTABILITIES:

To support the maintenance and the safe and effective operational management of MDDC's property estate and all other Commercial Assets, staff, and be the first line of communication to the general public.

KEY SERVICE ACCOUNTABILITIES:

1. To be the day-to-day facilities lead for MDDC's property estate and all other Commercial Assets.
2. To implement Facilities related items stated within the Asset Management, Medium Term Financial and Capital Plans.
3. To develop and implement Facilities Management Policies and Procedures in line with ISO 9001 guidelines.
4. Supervision and organisation of caretaking staff to meet service expectations and standards.
5. Arrange holiday and sickness leave cover to fulfil operational requirements for the caretaking team.
6. To undertake induction training to all new staff, and ongoing training in all elements of the service, supporting teams in 1:1, and group meetings, and complete annual appraisals following company guidelines.
7. To support the Operations Manager for Corporate Property and Commercial Assets with the annual Business Plan and budget setting process, identifying service priorities and performance measures in your portfolio.
8. To work directly with their line manager and wider team to develop activities, programming and content, monitor targets set for their teams, and ensure service standards and business targets are met

9. Ensure buildings, appliances, grounds are maintained to a high standard & take action to report and rectify any defects to the appropriate officers/management, and communicate these actions with the management team
10. Refer maintenance work to the repair's team/helpdesk, and contractors where necessary, in a timely manner, ensuring communications with line management both in Property Services and site leads are maintained.
11. In emergencies lead the Emergency Evacuation Procedures (EAP) for Phoenix Houses.
12. Maintain daily, weekly, monthly and periodical caretaker checks lists, records and logs.
13. Complete general administration such as timesheets, management bookings, purchase ordering, and correspondence, in line with service expectations and audit requirements.
14. Ensure the security of MDDC's property estate and be available to attend alarm call outs as and when required.
15. To assist with the preparation of daily, weekly, monthly and periodical reporting on asset performance.
16. Ensure all staff carry out their duties in accordance with current codes of practice. Health and Safety at Work Act 1974, COSHH, and all standard operating/emergency procedures and any other relevant legislation

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a Health and Safety Policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

RISK MANAGEMENT:

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Head of Service or Senior Manager.

DATA PROTECTION:

It is the responsibility of the Post holder to ensure that the section's requirements for compliance with the Data Protection legislation is met.

SAFEGUARDING CHILDREN AND ADULTS AT RISK:

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

When considering the duties of this role as part of the most recent Job Evaluation (JE), a decision was reached using the [government DBS Tool](#) that this role is required to hold a Basic DBS level check. The basis on which this form of DBS is renewed is explained further within our DBS policy.

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none"> • Qualified in facilities management BIFM Level 3 or equivalent demonstrable experience • Significant experience of performance management systems using service planning, budget management and risk management. • Experience of working in a customer focused environment • Experience of disability access adaptations • IOSH Managing Safely Qualified 	<ul style="list-style-type: none"> • Qualification in a relevant discipline at HNC or City & Guilds • Public sector experience
Knowledge and Expertise:	<ul style="list-style-type: none"> • Knowledge of current Health & Safety issues/legislation • Commitment to ongoing professional development • Sound knowledge with IT systems and applications, particularly MS based systems 	
Skills:	<ul style="list-style-type: none"> • Demonstrable experience with managing commercial plant and contractors. • Project management skills and an ability to deliver to targets and deadlines. • Experience of the planning applications and process. • First line management experience and able to motivate and lead a team • Health & Safety legislation CDM Regulations, risk assessments, COSHH etc. • Able to complete fire risk assessments in line with the Fire Reform Order 2005 • Cost management and tender procurement expertise 	
Personal Attributes:	<ul style="list-style-type: none"> • Excellent people management skills • Understanding schematic drawings • Experience of document management systems 	<ul style="list-style-type: none"> • Proficient in building management systems • Experience in delivering presentations and reports.

	ESSENTIAL	DESIRABLE
	<p>including archiving and disposal of records</p> <ul style="list-style-type: none"> • Practical approach to problem solving with the ability to carry out wide ranging tasks, ability to react quickly and professionally • Ability to communicate both verbally and in writing with varied people and situations • Working knowledge of Information systems and technology (MS Office packages) • Able to manage and lead a team • Able to lead & chair contract meetings to secure positive outcomes • Able to negotiate/complete for procurement contracts confidently and effectively 	
Special Requirements:	<ul style="list-style-type: none"> • A degree of political sensitivity and the ability to work with Elected Members and partner/stakeholder organisations • Proven ability to perform as part of a multi-disciplinary team • Customer focused approach to problem solving • Calm and can deliver effective outcomes within tight timescales and conflicting priorities • Support to Caretakers for member services/public meetings during the day and at certain times in the evening at the main Council offices • Able to organise resources to achieve goals • The post holder will be required to travel throughout the MDDC area 	<ul style="list-style-type: none"> • Open minded and flexible in new ways of working • Keen to learn with demonstrable ambition.

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Date: December 2023