

JOB DESCRIPTION



POST TITLE:	Facilities Manager
POST NUMBER:	HP31
GRADE:	H
RESPONSIBLE TO:	Operations Service lead for Property Services .
RESPONSIBLE FOR:	To support all aspects of Facilities Management (Hard and Soft FM) on the Corporate and Commercial premises and Estate that includes but not limited to building maintenance, both Planned Preventative and Re-active, Construction works, Energy Management and Carbon Emission reporting.
LIAISON WITH:	Senior Management, Property Services staff and other staff with the Council's service and other Stakeholders.

RESPONSIBLE FOR

To lead the effective delivery and coordination of Facilities Management services across the Council's Corporate Property and Commercial Assets portfolio, ensuring the provision of safe, compliant, and efficiently maintained buildings through the management of Hard and Soft FM services, including planned and reactive maintenance, capital works, compliance, energy management, and carbon reduction.

To act as the lead professional officer for facilities management, ensuring statutory compliance, health and safety governance, and effective asset performance, supported by robust monitoring, assurance, value for money, and continuous improvement across the estate.

KEY CORPORATE ACCOUNTABILITIES (STRATEGIC/ OWNERSHIP)

1. Asset Management, Strategy & Planned Maintenance

- 1.1. Develop and maintain strategic Planned Preventative Maintenance policies and lifecycle maintenance programmes across the property portfolio.
- 1.2. Lead on the integration of facilities requirements into the Council's Asset Management Plan, Medium Term Financial Plan, and Capital Programme.
- 1.3. Provide strategic oversight of the planning and prioritisation of maintenance and improvement programmes, ensuring an appropriate balance between reactive and preventative maintenance.

2. Compliance, Health & Safety & Risk Management

- 2.1. Lead the Council's property compliance framework, ensuring systems are in place for statutory inspections, testing, and certification.
- 2.2. Lead on health and safety governance across the property portfolio, promoting a strong safety culture and compliance with statutory obligations.
- 2.3. Identify, assess, and escalate property-related risks to senior management.

3. Energy, Sustainability & Carbon Reduction

- 3.1. In collaboration with the Climate and Sustainability Officer and in line with corporate financial strategies, implement the Council's energy management strategy across the property portfolio.
- 3.2. Lead on carbon reduction initiatives and reporting, including renewable energy assets such as solar PV.

4. Property Portfolio Management (Commercial & Operational Assets)

- 4.1. Manage the Council's commercial property portfolio, including leases, licences, industrial units, and retail assets.
- 4.2. Ensure effective management of income-generating assets to maximise financial return and support corporate objectives.

5. Contract, Procurement & Financial Management

- 5.1. Lead procurement and management of facilities-related contracts in accordance with Financial Regulations and procurement legislation.
- 5.2. Manage contractor performance, including tendering, appointment, monitoring of works, and review of contracts.
- 5.3. Monitor budgets and provide financial oversight for facilities and maintenance expenditure.

6. Service Performance, Reporting & Governance

- 6.1. Contribute to the development of the Council's annual business plan and service priorities.
- 6.2. Support internal audit, governance reviews, and service assurance processes.
- 6.3. Ensure effective performance frameworks are in place to monitor FM service delivery and compliance.

7. Policy Development & Stakeholder Engagement

- 7.1. Develop and implement facilities management policies and procedures in line with ISO 9001 and corporate standards, ensuring compliance and consistency across the property portfolio.
- 7.2. Provide expert advice on property, maintenance, and facilities matters to Property Services' Operations Manager.
- 7.3. Engage with internal stakeholders, external partners, consultants, contractors, and statutory bodies on property-related matters to support service delivery and compliance.

8. Emergency Planning & Resilience

- 8.1. Support emergency planning arrangements across the property portfolio.
- 8.2. Ensure appropriate arrangements are in place for fire safety, first aid provision, and emergency response.
- 8.3. Participate in the Council's out-of-hours emergency response arrangements as required.

KEY SERVICE ACCOUNTABILITIES (OPERATIONAL DELIVERY/ MANAGEMENT)

9. Asset Management, Strategy & Planned Maintenance

- 9.1. Provide lifecycle planning information for mechanical and electrical assets to support long-term investment decisions.
- 9.2. Evaluate maintenance issues and develop costed options for repair, replacement, or improvement.

10. Capital Projects & Property Improvement Programmes

- 10.1. Lead on mechanical and electrical capital projects, ensuring delivery to time, budget, and quality standards, where delivery is not assigned to Project Officers.
- 10.2. Oversee refurbishment, upgrade, and improvement works across corporate buildings and commercial assets.
- 10.3. Work with internal project teams on office moves, refurbishments, and facilities-related capital projects.
- 10.4. Ensure compliance with Planning, Building Regulations and CDM requirements across all capital works.

11. Compliance, Health & Safety & Risk Management

- 11.1. Deliver and coordinate statutory compliance, including fire safety, emergency lighting, water hygiene, electrical testing, asbestos and gas safety.
- 11.2. Maintain accurate asset compliance records, including CDM files, asbestos registers, and the statutory compliance management system, Meridian.

12. Energy, Sustainability & Carbon Reduction

- 12.1. Monitor and report on energy and water consumption, identifying efficiencies and cost-saving opportunities.
- 12.2. Manage energy generation schemes and associated income streams.

13. Property Portfolio Management (Commercial & Operational Assets)

- 13.1. Provide support for operational management of public buildings, leisure facilities, public conveniences, and transport assets including Tiverton Bus Station.
- 13.2. Assist with lease management, occupancy agreements, and property utilisation strategies.

14. Contract, Procurement & Financial Management

- 14.1. Authorise and certify payments, interim valuations, and final accounts for facilities works and services in accordance with financial regulations.

- 14.2. Provide financial and service performance information to support business planning, forecasting and budget setting.

15. Team Leadership & Operational Management

- 15.1. Provide management to caretakers and provide professional oversight to Asset Surveyors and contractors delivering planned and reactive maintenance.
- 15.2. Support the Land Manager Officer and associated service areas including bereavement services, play areas, and property support functions.
- 15.3. Ensure effective deployment of operational teams delivering maintenance and facilities services across the portfolio.
- 15.4. Support workforce planning, capability development, and organisational resilience within the wider property team.

16. Service Performance, Reporting & Governance

- 16.1. Develop and monitor performance measures, KPIs, and reporting frameworks for facilities management activities.
- 16.2. Provide analytical reporting on asset performance, maintenance delivery, and compliance status.

17. Emergency Planning & Resilience

- 17.1. Participate in the Council's out-of-hours emergency response arrangements as required.

18. Other Duties

- 18.1. Undertake any other duties appropriate to the grade and responsibilities of the post to support service delivery and organisational objectives. Such duties will include being part of the Councils 'Out-of-Hours' emergency service, should demand dictate.

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:

The Council has a Risk Management Strategy and it is the responsibility of Leadership Team /Group Managers/Senior Managers to comply with the contents including leading the risk management process within their service; identifying and managing significant operational risks.

DATA PROTECTION:

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

SINGLE EQUALITY SCHEME:

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme.

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.

PERSON SPECIFICATION

Facilities Manager



	ESSENTIAL	DESIRABLE
Qualifications and Experience:	• Qualification in a relevant discipline at HNC or City & Guilds • Qualified in facilities management Institute of Workplace and Facilities Management (IWFM) Level 5 or equivalent demonstrable experience • Member of Institute of Workplace and Facilities Management (IWFM) • Demonstrable Building Management experience • 5 years post qualification 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 Health and Safety qualification	• Building services qualifications at HND or Degree level • NEBOSH Health and Safety qualification • Leisure Pool Plant certification • Experience of working for Local Government • Certified in the use of Auto CAD
Knowledge and Expertise:	• Demonstrable experience specifying and procuring term management contracts • 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 • Experience of contributing to Business Plans which support organisational objectives	• Knowledge of the workings of Local Government • Understanding of Construction Contract Law and Forms of Contract and procedures such as JCT. • Knowledge of swimming pool filtration and related mechanical and electrical equipment

	ESSENTIAL	DESIRABLE
Skills:	• Excellent people management skills • Understanding working engineering and schematic drawings • Experience of successfully managing projects. • Experience of document management systems including archiving and disposal of records • Practical approach to problem solving with the ability to carry out wide ranging tasks, ability to react quickly and professionally i.e. to a fire alarm • 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 procurement contracts confidently and effectively • Understand and committed to organisational and service improvement.	• Proficient in building management systems and databases • Experience in delivering presentations and reports.
Personal Attributes:	• 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. • Environmental awareness with regard to engineering solutions • Customer focused approach with the ability to act as positive role model for the organisation • Calm and can deliver effective outcomes within tight timescales and conflicting priorities • Confident and self-motivated • Able to organise resources to achieve goals • Committed to equality of opportunity and understanding of diversity issues • To have an awareness of Health & Safety • To have an awareness of Risk Management	• Open minded and flexible in new ways of working • Keen to learn with demonstrable ambition.

	ESSENTIAL	DESIRABLE
Special Requirements:	• Demonstrate drive and determination • Full clean driving licence to use Council Vehicle • Emergency out of hours service • Ability to 'work at height'	

Date: October 2026