

## Role Profile

<b>Job Title:</b>	Facilities and Maintenance Manager
<b>Team:</b>	Facilities and Maintenance
<b>Reports to:</b>	Finance and Operational Support Director (FOSD)
<b>Period of Post:</b>	Permanent
<b>Location:</b>	Based at Hansel, Broadmeadows, Symington, Ayrshire, working within the communities in which the organisation is active/potentially active (mainly Ayrshire/West of Scotland)
<b>Hours of Work:</b>	Normally 35 hours per week The postholder must be prepared and able to work outside normal office hours on occasion in order to meet the needs of the organisation.
<b>Salary:</b>	£42,609 per annum

### Job Purpose:

- To maintain critical service supplies to all buildings owned by Hansel in a safe, suitable and efficient manner.
- To undertake the specialist 'lead advisor' role in respect of all matters relating to all building, maintenance and preventative works undertaken by or on behalf of Hansel.
- To undertake, direct and co-ordinate any routine maintenance or reactive work required in respect of plant, equipment and properties owned and/or occupied by Hansel, and to ensure that work is completed in a timely and risk prioritised manner in order to minimise disruption to customers/services.
- To carry out a project management role on behalf of Hansel in relation to any capital projects where appropriate, or by liaison with external professionals engaged on larger projects.
- To source, engage and efficiently manage suitably qualified competent contractors, coordinating activities to maintain legal requirements.
- To lead on action to progress Hansel's commitment to protecting our environment through carbon reduction initiatives
- To ensure legislative compliance with all aspects of running Hansel estates and buildings in relation to Legionella, Asbestos, Fire Prevention, Waste Management etc.

### Key responsibilities:

The Facilities and Maintenance Manager is responsible for ensuring the Hansel estate and environment meets the needs of customers, team members and visitors by managing all of the required services. The post holder will be responsible for the effective management of provision of services and processes that support the core operations of the organisation and for both strategic planning and day-to-day operations.

The post holder is responsible for the management of the maintenance team, grounds maintenance teams and any related projects with direct line management responsibility for the Maintenance team, Grounds Maintenance Supervisor and the Horticulture Development Worker.

**Key Activities:**

The postholder will be responsible for the following activities:

- Directly reporting to the FOSD risk prioritised issues and/or matters of concern relating to the supply of facilities and maintenance of Hansel's properties.
- The efficient maintenance of day-to-day management and administrative requirements in support of the maintenance and domestic (cleaning) activities, establishing suitable systems for monitoring and evaluating their effectiveness.
- Ensuring the delivery of the range of services is maintained in compliance with Health and Safety and Environmental Regulations, and other statutory provisions and managing all matters concerning the security of facilities including external monitoring arrangements, and protection against theft and vandalism.
- Developing and initiating ideas, formulating proposals, devising cost effective programmes of maintenance and domestic activities, ensuring their efficient implementation.
- To professionally represent Hansel at all times and support effective external and internal communication systems to engender an organisational culture of respect, trust, team working and co-operation.
- Coordination of the maintenance, management and audit of Hansel's vehicle fleet.
- Lead responsibility for the support services for controlled organised events on Hansel properties, paying particular attention to legislative compliance including the health & safety and wellbeing of all attendees, the safety and security of the organisation's property, and licensing requirements
- Ensuring that all buildings, plant, equipment and waste streams (including the waste water treatment plant) are monitored and maintained efficiently and in compliance with current legislation.
- To take delegated responsibility for the financial management of and budgetary control within directly managed services and identify and quantify any financial implications for Hansel arising from the implementation of statutory requirements, Care Inspectorate recommendations or best practice proposals in relation to maintenance and estates management.
- Employing appropriate sufficient contractor management systems in line with legal requirements, and appropriately manage all sub-contractors, obtaining best value for money, and monitoring work to satisfactory completion; ensuring all safety related documentation, including site plans, external and internal layouts are kept up to date.

- Participate in the implementation of organisational change, ensuring that environmental and building issues are identified and addressed throughout the process, taking account of planning permission requirements and environmental criteria.
- To act as lead advisor and progress Hansel's commitment to protecting our environment.
- Provide planning, support/ supervision for the activities that are undertaken by organisations that volunteer with Hansel, usually as part of their corporate social responsibility ethos.
- To undertake any other duties commensurate with the position as required by the FOSD or Senior Leadership Team.

**Leadership and people management:**

- Ensure team members are developed, and have the competencies and empowerment to meet standards for service and performance.
- Ensure individual targets are set, as appropriate, and monitor performance and progress.
- Ensure team members are managed effectively by adhering to our People Policies.
- Manage the co-ordination of the team to provide an effective and efficient service.
- Promote the development of team member skills through supervision, personal development discussions, coaching and counselling, identifying training needs and providing training either personally or through other appropriate sources.

**Organisational:**

- Ensure the values of Hansel are reflected in your work and that all services provided are delivered in line with our vision and core values.
- Ensure that the rights, choices, dignity and safety of our customers are promoted appropriately.
- Assist in the development of a 'Continuous Improvement' culture.
- Represent the organisation in a professional manner at all times.
- Ensure compliance with all regulatory, statutory and legal requirements.
- Recognise and respect the diversity of internal and external customers.
- Support the wider team during busy periods and peak workloads, e.g. team member absences etc.
- At all times comply with the Health and Safety policy and procedures and draw to your manager's attention any unsafe working practice/conditions.
- Ensure you comply with your duties and responsibilities under Adult Support and Protection legislation.
- Ensure that the policies and procedures of the organisation are followed at all times.
- Attend training and supervision sessions as requested by the line manager or Service Manager.

*This list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.*

*time. The post holder will be responsible for a combination of the objectives described above dependent upon the requirements of the organisation and customers.*

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
<b>EXPERIENCE</b>		
Leadership experience with a similar remit in a multi-site/complex setting	✓	
Works positively at all levels and in partnership with other agencies	✓	
Experience in the social care sector/housing/public sector or similar		✓
<b>EDUCATION AND TRAINING</b>		
Have a relevant qualification in discipline(s) or equivalent experience	✓	
Member of the British Institute of Facilities Management (BIFM) and/or Institute of Leadership & Management (ILM)		✓
Evidence of commitment to continuous professional development		✓
Membership/accreditation with relevant environmental bodies		✓
<b>KNOWLEDGE &amp; SKILLS</b>		
Proficient in the use of IT packages including Word, Excel, Outlook, databases and internet research	✓	
Clear and concise writing skills and the ability to comprehend long and complex documents such as Contracts for services	✓	
Excellent team player with ability to operate effectively on own initiative	✓	
An understanding of pertinent legal requirements (e.g. Legionella, Asbestos, Waste Management etc.) and development of safe systems of work		✓
Ability to plan, organise, prioritise and respond flexibly to changing demands	✓	
Proven procurement experience and negotiation skills	✓	
Proven project management and delivery skills	✓	
Excellent time management skills	✓	
Excellent listening, verbal and written communication skills	✓	
Excellent team management skills, able to lead and motivate others	✓	
Ability to collate and present complex information in suitable formats to a wide variety of audience		✓
Possess demonstrable analytical and problem-solving capabilities	✓	
Champions respect for diversity across all activities and acts as a role model to others at all times	✓	
<b>OTHER ATTRIBUTES</b>		
Full clean driving licence	✓	
A practical, flexible and innovative approach to work	✓	
Prepared and able to work outside normal office hours on occasion in order to meet the needs of the organisation.	✓	
Shares Hansel's core values	✓	