

Role Profile & Person Specification

Job Title:	Facilities & Premises Manager
Department:	HR & Business Support
Location:	Hertfordshire Head Office
Role reports to:	Head of HR & Business Support
Direct reports:	2

Role Profile

Purpose of Role:

Responsible for the management of resource, services and processes that support the core business of the IMI, ensuring the optimum working environment for IMI staff and visitors.

Key Responsibilities:

People Management

25% time

- Manages the Groundsman & H&S Officer to ensure the coordinated and smooth running of the day-to-day support function
- Manages the Reception & Facilities Assistant ensuring all areas of the office are clean, tidy and fit for purpose
- Manages the Reception & Facilities Assistant ensuring reception is properly monitored and visitors are dealt with in a safe and friendly manner
- Regularly monitors work of, and makes contact with, the external cleaning contractors
- Project manages, supervises and coordinates the work of all contractors as required

Premises & Grounds Management

65% time

- Manages internal meeting room bookings, sets up rooms as per requirements, arranges catering as necessary and monitors meeting room facilities effectively throughout the day
- Monitors general state of cleanliness of facilities and takes action as necessary to ensure optimum provision of facilities services
- Oversees and monitors the state of the grounds
- Oversees and ensures staff refreshments are monitored, ordered and replenished as necessary
- Oversees and ensures all stationery and household supplies are monitored, ordered and replenished as necessary
- Investigates availability, suitability and cost effectiveness of new contractors and suppliers
- Calculates and compares costs for required goods or services to achieve maximum value for money

- Plans, manages and coordinates essential central services such as security, maintenance, post, archiving, storage, cleaning, catering, waste disposal and recycling
- Ensures storage and storage space, both on-site and off-site is managed effectively
- Plans best allocation and utilisation of space and resources within the premises including coordinating and assisting with office, furniture & equipment moves
- Plans for future development in line with strategic business objectives
- Checks that agreed work by staff or contractors has been completed satisfactorily and following up on any deficiencies
- Covers the duties of the Groundsman and Receptionist & Facilities Assistant as necessary, as well as in the event of sickness/holiday, to ensure uninterrupted business support
- Is key holder (along with Groundsman) and responds appropriately to emergencies or urgent issues as they arise and dealing with the consequences (this may sometimes be out of hours)
- Provides support to the Head of Dept. and assists with special projects as necessary

Health & Safety

10% time

- Ensures the building meets health & safety requirements and that facilities comply with legislation
- Oversees staff health & safety in conjunction with the H&S Officer, including attending and Chairing H&S Committee meetings
- Liaises with People Support and Development Manager to ensure all new starters complete necessary training

Job Context:

- The job-holder reports to Head of HR & Business Support
- Job holder operates at a First Level Leader

Job Dimensions:

- Operates as team manager with medium level of responsibility & authority within role.
- Proactively identifies and recommends how procedures & policies can be adapted to better suit the needs of the organisation
- Responsible for implementing/delivering relevant parts of departmental business plan
- Decision making is constrained by existing policies and precedents, approval is required to make changes
- Comprehensive theoretical and practical knowledge required to be effective (usually attained through theoretical training or built up over a number of years of experience)

- Communication involves advising/guiding/influencing using specialist knowledge and experience

Authority Level:

Monitor and allocate Premises, Household and Catering budget as devolved by Head of Dept.

In the absence of Grounds/Premises staff, assumes responsibilities for security of the premises and becomes point of contact for all contractors on-site.

Key holder.

2 Direct reports.

Person Specification

Essential Knowledge & Experience

- Previous experience of managing a facilities/premises function
- Experience of managing a facilities team
- Experience of meeting room provision
- Knowledge of health & safety in the workplace
- Experience of consulting with internal colleagues to provide better services
- Excellent communications skills at all levels, both verbal and written
- Experience of managing projects
- Experience of negotiating with contractors
- Knowledge and experience of managing budgets

Desirable Knowledge & Experience

- Grounds management
- Listed building management
- Chairing H&S committee
- First aid
- Post & franking
- Visio

Required Competencies

- People person with outstanding customer service focus
- Great relationship builder, at all levels
- Organised and logical
- Problem solver
- Good IT skills
- Eye for detail and sees through the 'customers' eye
- Takes pride in facilities and premises provision
- Driven by high standards and continually looks for improvement
- Confident in own knowledge, skills and abilities

Essential Qualifications:

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Desirable Qualifications:

- BIFM qualified or can demonstrate proven equivalent knowledge & experience
- Health & Safety



Other Requirements

- Office based, 9am – 5pm (1 hour lunch break)
- 35 hours per week, Monday to Friday
- To undertake other tasks to support the business as required
- Some manual handling/heavy lifting may be involved
- Some out of office hours and weekend work maybe required