# Job Description

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| **Job Title** | FM Contract Manager |
| **Location** | Central London |
| **Reports to** | Regional Manager |
| **Staff responsibility** | ESS team on Site |
| **Job Purpose** | To lead and efficiently manage the provision of TFM services at our exciting UCL Cruciform (PFI) contract. The role involves stakeholder management, contract awareness and strong commercial management, leading the team and ensuring that the service to the client is of a sector leading standard. |
| **Principal Responsibilities** | * **Health and Safety** – Ensure a safe working environment for all the users of the premises, and offer and provide sound and proficient advice in H&S matters in accordance with contractual requirements. Including undertaking Risk Assessments. Provide both proactive and reactive advice and have awareness of all Statutory and Legislative obligations. * **Facilities Management** – Responsible for the complete delivery of hard and soft services to the PFI Project. This includes, amongst others; electrical, mechanical, fabric and building maintenance (hard FM), specialist subcontractor services, cleaning, security, pest and waste management, grounds maintenance (soft FM), in addition to managing condition surveys and Lifecycle and Variation project works. * **People/Team Management** – Provide support, direction and management to project staff, including performance management, motivation and mentoring. * **Financial Management** – Responsible for project P&L, including budgeting, financial planning and cost control, lifecycle and all other associated elements. Ensuring management accountants are fully aware of any issues, variances to the normal process. * **Contract Performance Management** – Ensure all activities comply with contractual requirements, all reports are completed, and all necessary records maintained. Ensure the contract provides ‘best value’ through the identification of areas of non-conformance and resolve through effective contract management. Develop an awareness of all commercial requirements within the contract and ensure specific details are implemented and complied with. * **Customer Service** – ensure a sector leading standard of customer service to clients, service users and the public. * **Client and Customer Liaison** - Maintain excellent client relationships through co-ordinated personal contact with the customer, on-site staff, and their management. Make recommendations designed to promote good relationships including taking all reasonable measures to promote good industrial relations. * **Sub Contractor Management** - Manage contractors and service providers through regular review meetings, ensuring that all services are delivered in accordance with the contract, client requirements, and budgetary controls. * **Quality & Environmental Management** – Ensure all activities are carried out and records kept in accordance with Quality and Environment Policies. Conduct regular formal monitoring of quality standards and identify areas of poor performance for resolution. Ensure all non conformities are addressed with prescribed timescales. * **Other Duties** - Any other duties that may be required and which are considered by the line manager to be consistent with the grade and the general responsibilities of the post. |

# Candidate Profile

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| Education | Good standard of general education.  Technical Qualification essential |
| **Experience and Knowledge** | Essential  * Significant experience in a challenging and successful healthcare PFI contract. * Previous management experience in an FM role, having previously managed/delivered Hard Services. * Knowledge and experience of managing a complex services contract. * Experience of direct line management of professional staff and implementation of performance management and staff development * Good IT skills including MS Office * Experience or recognised qualification in Health and Safety and ability to compile detailed investigation reports and complete thorough audits of H&S processes.  Desirable  * Previous experience in a discipline as an Appointment Person (AP) or Responsible Person (RP) * Experience managing in either healthcare or laboratory environments * Ability to present formatted reports and complex statistical information clearly and accurately * Professional Development Plan i.e CPD |
| **Personal Skills and Qualities** | * Excellent communication and interpersonal skills across all levels of seniority; ability to influence others through collaboration to achieve results. * Ability to prioritise multiple responsibilities, and display sound judgement and co-ordination * Ability to demonstrate proven customer focus and customer service skills. * Ability to proactively prioritise and define problems, collect and analyse data, establish facts and draw valid and commercially balanced conclusions. Including an ability to draw up plans to achieve results. * Attention to detail * Time management and organisational skills * Flexible, highly motivated and tenacious. Able to work largely unsupervised whilst remaining a team player. Displays high levels of loyalty and commitment. |

**Date**: Oct 2020