# Head of Facilities – Business Services

# Ref: HOF/BS/JH/JULY22

## Job title: Head of Facilities

**Reporting to:** Director, IT & Facilities

**Office location:** London (with hybrid home working)

**Contract and hours:** Permanent, Full time - 09:30 – 17:30

**Salary:**  Competitive, provided upon request

**Overall purpose of the role**

The Head of Facilities is responsible for overseeing the delivery of a wide range of exciting and innovative projects and services across the firm, whilst maintaining and preserving our modern workspaces in Barbican (London) and Central Park (Manchester). This role is the lynchpin between managing the internal stakeholder requirements, the landlords (representatives), and a wide range of external service and solution delivery partners; and is the lead subject matter expert on compliance, health and safety, and environmental and sustainability protocols.

**About the role**

This role has operational budget management and is the lead voice in decisions on building management, maintenance, and statutory compliance, together with health and safety across all main offices, and our smaller, rented satellite offices (Birmingham, Chesterfield, Leeds, Liverpool, and Newcastle).

Operating across, and with dynamic and fast-paced business services and legal teams, the role requires both a hands-on approach, and ‘big picture’ thinking, vision, and strategic leadership to deliver the change and service improvement in a growing firm and evolving sector. The focus is on ensuring the smooth and seamless running of the facilities support functions, underpinning the operational activity of the firm.

The role oversees a team of fifteen, across two sites, with further support provided by external hard and soft services teams. It also works in collaboration with the wider partnership, IT Director and Senior Leadership Team (SLT), who help the firm deliver its many crucial services.

**Main duties and responsibilities**

**Building/ Workspace:**

* Undertake regular inspections, monitor the state of all sites, complete inspection reports, and action any necessary works on approval of management.
* Building and grounds maintenance at all sites
* Scheduling planned preventative maintenance (PPM) for all sites
* Schedule out of hours facilities maintenance tasks and book in contractors
* Space plan, including forward planning and seating plan updates

**Health and Safety:**

* Maintain H&S standards, ensuring compliance with regulations for all sites, including changes in legislation and good practice
* Ensure full compliance with all current and impending Health and Safety legislation, including the full implementation of annual Health and Safety Risk Assessment Reports, Fire Risk Assessments, and Disability Discrimination Audits
* Complete annual Fire Risk Assessments & H&S Risk Assessments for all sites
* Arrange DSE assessments for all staff and follow up as required

**Facilities management:**

* Supervision of a multi-disciplinary team, including cleaning and maintenance to ensure the highest standard of service is delivered by the Front of House and Housekeeping staff
* Direct, coordinate and plan essential services such as reception, security, AV, M&E, maintenance, mail, archiving, scanning, cleaning, catering, waste disposal, and recycling
* Create, Review and Evolve all Facilities processes and procedures
* Identify deficiencies of work/service and report to management

**Contract management**

* Tendering, procurement, and contract management
* Preparing documents for tender for contractors
* Calculate and compare costs for required goods or services to achieve the maximum value for money
* Project manage, benchmark, supervise and coordinate the work of contractors
* Budget management

**General management:**

* Maintain and test Business Continuity Plan and mass communications tool
* Manage and lead change to ensure minimum disruption to core activities
* Use performance management techniques to monitor and demonstrate achievement of agreed service levels and to lead on continual improvement
* Respond appropriately to emergencies or urgent issues as they arise and deal with the consequences

**Person Specification**

**Essential**

* Significant experience managing modern multi-site workspaces
* Significant experience managing multi-disciplinary facilities teams
* Membership of IWFM, BIFM, or other qualifications such as COSHH, IOSH or NEBOSH
* Excellent interpersonal skills
* Excellent people management skills
* Able to multitask and prioritise workload
* Project management skills
* Excellent IT skills

**Desirable**

* Experience in a legal practice or other professional services organisation