

Role Description

Role title	Facilities Supervisor
Directorate	Strategic Asset Management
Reporting to	Facilities Manager
Grade	EST12
Evaluation ref	SCG1386
Role Purpose This is a team leader role. The postholder supervises and works alongside the Facilities Officers, who are undertaking compliance checks to ensure that the buildings managed as part of the Corporate Landlord function (currently in excess of 140 buildings) are fit for purpose and meet minimum legal and corporate requirements in terms of Health and Safety. This is a technical and supervisory role and the postholder is required to oversee, allocate and manage workloads and rotas for staff within the team. The role ensures that the Facilities Team members are working in the most effective and efficient way possible. Co-ordinating compliance reporting on all building statutory functions; failure to comply could result in death, injury, criminal proceedings as well as reputational damage for Somerset Council.	
Key results area	Accountability
Corporate Responsibilities	Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.
Compliance checks	Responsible for scheduling and task allocation for weekly compliance activities across multiple buildings. Oversees and personally undertakes where necessary statutory compliance checks in all corporate and commercial multi-let buildings. Weekly Health and Safety Compliance checking on multiple sites for items such as;

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	• Fire alarm testing • Legionella testing • Evacuation chair checks • Emergency light checks • Fire Extinguisher checks • Basic electrical checks • Panic alarm testing • Visual asbestos checks • Tree inspections • Microwave testing • CO2 Testing Maintains and updates records of checks and where faults and defects are found. Undertakes routine resting of equipment and appliances to ensure their operation in a safe and satisfactory condition with associated record keeping.
Record Keeping	Weekly verification of data on Civica from Health and Safety tours completed by staff. Assists with the completion of annual compliance declaration for multiple buildings including fire, asbestos, legionella. Writing and annual review of premises related risk assessments. Responsible for overseeing all records to ensure statutory compliance. Enters compliance data on systems such as Civica and B-Safe, in relation to the preparation and review of risk assessments. Updates inventories of furniture and equipment as required.
Health and Safety	Undertakes actions to rectify any Health and Safety issues reported to them, taking into account severity of matter. Escalates appropriately and ensures all incidents, accidents or near misses are recorded correctly. Undertake staff DSE assessments/resolution as required.
Incident Control	Plays a key role in incident control during fire, bomb and security related incidents providing incident control, fire warden or first aid cover as necessary. Acts as Chief Fire Marshall/Incident Control Officer in the absence of the Facilities Lead Manager/Technical/Professional Manager.
Effective staffing and resource management	Optimises reporting staff to achieve service level requirements. Provides leadership and mentoring of staff. Undertakes performance reviews, 1:1s and assists with disciplinary and welfare issues. Assists with departmental recruitment.
Security and Key management	Oversees on a daily basis building security at sites. Deals with issues relating to keyholding, alarm setting/unsetting and dealing with activations which cannot be resolve by Facilities Officer. Physically unlocks/locks buildings as required to allow

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	Council staff access. Controls keypresses with master keys etc. Oversees and runs reports on Security/Access Control swipe card system. Undertakes physical building inductions for new users at all sites. Interrogates CCTV as required within GDPR guidelines.
Financial Management	Must have a good working knowledge and understanding of the Finance System (Purchase orders, GRN goods, delivery notes and passing invoices/credit notes) to be able to assist staff with queries and authorises lower level (£500) Purchase orders raised by the team. Processing transfer journals. Good understanding of costs codes for each building. Raises invoices for services used.
Complex Problem Solving	Deals with day to day staffing issues and reallocates resources as necessary Interrogates data and information from financial, compliance reporting and other systems for management reporting purposes. Uses detailed building systems knowledge to be able to assist staff in finding cause of alarm activations (fire and intruder), heating system problems, contractor issues, dealing with water leaks/break in and knowing who to contact to deal with urgent issues affecting building safety and continued operation. Undertakes dynamic risk assessments of situations. Supports the implementation of green initiatives and projects. Supports the update of business continuity plans.
Training	Assists with delivery of fire warden and Evac chair training. Delivers building induction training. Responds appropriately to challenges and questions.
Service Documentation	Writes procedures manuals and documents for staff to follow. Ensures information about the function on the intranet is up to date and correct. Publishes documents to Sharepoint. Maintains lists of trained fire wardens/first aiders etc and ensure all H&S noticeboards are maintained and up to date.
Contractor Management	Responsible for overseeing contractor management process on sites, signing in and ensuring that RAMS (Risk Assessment and Method Statements) and Work Permits are in place before works commences. Communicates to staff and tenants on site, prior to commencement and as works progress. Signing off job sheets for completed work.
Property Maintenance and Compliance	Works closely with colleagues in Property Maintenance Team to ensure routine compliance servicing and maintenance (planned and unplanned) activities are undertaken at sites. Liaises with contractors and facilitates access. Assists Facilities Technical/Professional Manager in implementing recommendations of Fire Risk Assessments and Water Risk Assessments (Management controls, housekeeping, tenant liaison, training etc)

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Customer Service	Deals with escalated issues on behalf of the FM function. Provides front facing (face to face, telephone or email) customer service on behalf of the FM function, deals with staff queries at all levels (up to and including Chief Executive, Directors and Councillors as necessary) on any building issue or problem using acquired knowledge and initiative to provide information to customers. Deals with external partner organisations/tenants who co-locate in buildings as well as the public. Supports services in managing security breaches in the building until the police arrive.
Central Internal Support function	Oversees central support functions provided by team such as stationery requests, DSE/homeworking requests, meeting room bookings, desk allocation and bookings, corporate refreshments, open and distribution of post as required, collection and delivery to the mailroom as required. Visitor car parking arrangements as required. Produces system reports, spreadsheets or data analysis relating to these functions for management purposes.
Liaises with stakeholders/tenants	Needs to understand landlord/tenant responsibilities for each site. Liaises with a range of landlords, work colleagues, building users and contractors concerning the progress and outcomes of a range of issues including biannual fire evacuation practices, enabling access for maintenance tasks and following up on requests and fault reports through the team mailbox, Halo and Civica.
Area Cover	May be deployed to other facilities management workbases across the County to provide cover for holiday, sickness and training.
Pool Vehicle Management	Where appropriate, deals with escalation of any issues relating to pool vehicle operation.

Dimensions of role

This role will directly supervise approximately 6???? members of staff. These are Facilities Officers, Caretakers or Administrative staff.

This role would plan and allocate work for the team using their own initiative and knowledge and only referring complex queries to Technical/Professional Manager for advice.

The Facilities Management team has responsibility for over 140 corporate and commercial multi let buildings as well as providing quality assurance and support to service managed sites such as Leaving care establishment, H2I homes and educational residential buildings.

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The Facilities Supervisor needs to be familiar with all buildings in their area, including access arrangements, tenants, the type of service being provided, testing procedures and times. These buildings vary in size and complexity from multi let HQ sites to libraries, family centres, family time centres, registration offices, depots, crematoriums, pavilions, small offices etc. The Facilities Supervisor will also have the ability to travel to buildings outside of their area to carry out testing and auditing

This role would have regular interaction with their team of staff, contractors, and elected members and external agencies to pass and receive information. Regular contact with other service managers within the council.

This role does not have any budgetary responsibility.

The role will be required to lone work.

Deputise for Line Manager in their absence as necessary/appropriate?

Qualification/ Knowledge / skills / experience

Qualification

Essential

- GCSE Grades (A-C) in Maths and English
- Supervisory management qualification or experience
- 6 months experience in similar health and safety role
- Current driving licence (car)

Desirable

- IOSH Qualification and/or NEBOSH General Certificate in Occupational Health and Safety
- Certificate NVQ3 in Administration
- IWFM Level 3/4 Facilities Management or equivalent

Knowledge

Essential

- Able to demonstrate a sound working knowledge and understanding of Health and Safety legislation and other statutory requirements for building safety.
- Competent in the use of MS Office
- Relevant IT skills to enable effective input, manipulation, retrieval and presentation of data and information
- Articulate – ability to communicate clearly
- Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)
- Supervisory management experience
- Values and promotes equality and diversity
- Understands the principles of data protection

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Desirable

- Use of MS Sharepoint
- Use of Financial Purchase order systems

Skills

Essential

- Ability to lead and motivate a team
- Persuasive and encouraging
- Committed to providing good customer service
- Numerate
- Good interpersonal skills
- Flexible and adaptable to changing priorities
- Commitment and enthusiasm
- Self-motivated and self-aware
- High level of accuracy and attention to detail
- Ability to work independently as well as team player
- Confidentiality, tact and diplomacy
- Flexibility to travel to other offices with short notice

Notes

Working conditions:

Must be able to travel across Somerset to supervise dispersed teams across the County where public transport may not be available.

Remote working and mobile around the County.

Must be able to undertake First Aider and deputy Chief Fire Marshal/Incident Control Manager roles to maintain site compliance duties.

Lone working – accessing unoccupied buildings using keys and alarm codes, conducting dynamic risk assessment for any signs of break ins or problems before proceeding. Staff required to use Lone Working system.

An element of manual physical manual handling work both inside and outside of buildings, such as snow clearance, sweeping leaves, moving office furniture and equipment, dealing with waste and recycling into skips, dealing with clinical waste, bodily fluids, dead birds, accessing storage compounds, plant rooms and roof spaces

May be required to pick up sharps identified during Health and Safety tours and dispose of within prescribed guidelines..

In the event of an emergency incident including a fire, bomb or security related incident which warrants the long-term

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	evacuation of the Hub building, the postholder will be expected to oversee the evacuations and remain on duty until arrangements have been made to enable staff to get home.
Working arrangements:	May on occasions be required to work outside of normal office hours to cover the needs to the team.(early mornings from 6.30 am or evenings up until 10pm)