



Role Profile

TECHNICAL SERVICES MANAGER				Purpose			
Reference No:	A5254			<p>To be responsible for the operational co-ordination and delivery of Facilities Management (FM) services within a range of buildings.</p> <p>The role will cover the management and delivery of contracts which include FM services; PPM, Reactive Maintenance and Repairs, Projects, Lifecycle works and small works to clients in a customer focussed and professional manner.</p> <p>The Technical Services Manager will report to the Property Services, Lead Professional (Maintenance and Compliance) and will act as the main point of contact for Hard FM within a range of buildings. They will be required to interface with building users, suppliers and the Soft FM team as necessary. The key objective is to ensure the delivery of exemplary Hard FM services, ensuring contractual obligations are met while maintaining controls on spend and budget control.</p>			
Service:	Enterprise and Environment - Property Services						
Job Family:	Planning Property and Assessors	Grade:	FC9				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility		E	D
<p>Assist in the negotiation and placing of works orders by following the organisation's buying policy in a professional, cost effective and efficient manner.</p> <p>Complete performance and condition surveys of plant and equipment and report survey results and recommendations as required.</p>				<p>Substantial post qualification experience as a Project Manager or Facilities Manager in Hard Services</p> <p>Member of the Institute of Workplace & Facilities Management (IWFM)</p>		✓	✓

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<p>Manage and schedule reactive and planned maintenance and repair works in line with budget constraints.</p> <p>Undertake Authorised Person (AP) duties and roles including Low Voltage (LV), High Voltage (HV) Electrical, Gas, Water, confined space processes and review of permits.</p> <p>Manage and develop all mechanical and electrical services, plant and associated installations to ensure that they comply with current legislation and to be responsible for the statutory testing, inspection and record keeping</p> <p>Carry out regular inspections of plant and plant areas and make manual adjustments to systems as required (this may be manually or by use of a BEMS System)</p>	<p>Educated to degree SCQF level 9, which includes a degree or equivalent in a relevant discipline (i.e. Facilities/Electrical/ Mechanical etc)</p> <p>Experience of Health & Safety management</p> <p>Hold IOSH or NEBOSH accreditation</p> <p>Good written and oral communication</p> <p>Proficient in IT / computer skills</p> <p>Experience of working to tight deadlines</p> <p>Knowledge of construction industry issues, legislation, and practice</p> <p>Experienced in the management of sub-contractors</p> <p>Possess a working knowledge of IT systems and software packages (CAFM, Microsoft suite etc)</p> <p>Ability to plan workloads to meet deadlines that can be unpredictable</p> <p>Possess a strong technical focus with knowledge of Electrical and Mechanical systems; GAS SAFE, HVAC, Building Regulations, BS7671 etc</p> <p>Knowledge to compile suitable and sufficient risk assessments and knowledge of process</p>	<p>✓</p> <p></p> <p></p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p></p> <p>✓</p> <p>✓</p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p>
<p>Management of Hard FM contractors to achieve and exceed the service delivery requirements.</p>	<p>Team Working skills</p> <p>Experience working with statutory bodies</p>	<p>✓</p> <p>✓</p>	<p></p> <p></p>

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<p>Regularly liaise with the Property Services Maintenance Team to co-ordinate and schedule planned maintenance works.</p> <p>Regularly liaise with the on-site Soft FM Team to ensure that on-site works are co-ordinated with minimum disruption and that building users are made aware of any ongoing works. This may be by email or face to face.</p>	<p>Experience of working with other professional disciplines</p> <p>Experience in the application of commonly used British and European guidance standards and the CDM Regulations (or equivalent)</p> <p>Ability to advise other members of team on technical and contractual matters</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Management of all sub-contractors on site ensuring works are completed to the required standard while adopting safe working practices.</p> <p>Responsibility for the implementation of Health and Safety, quality, environmental system requirements ensuring compliance with all legislation and the organisation policy and procedures.</p>	<p>Experience in all aspects Contract Administration process from inception to completion</p> <p>Ability to progress project work from inception to completion on own initiative</p> <p>Ability to react to or implement change</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Lead and develop business planning, ensuring the FM budgets are managed, controlled and achieve savings where possible.</p> <p>Manage procurement in line with Fife Council Standing Orders</p> <p>Carry out other duties that may be reasonably requested from time to time by the organisation</p>	<p>Effective communication skills</p> <p>Report writing skills</p> <p>Evidence of Continuous Professional Development</p> <p>Demonstration of the attributes required to provide a regular and effective service</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p>			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.
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Additional Information – the following information is available:

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| <ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters |
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Expected Behaviours

<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>
