

<h2>Team Manager (Facilities Management Services)</h2>				<h3>Purpose</h3>			
Reference No:	A4300			<p>Reporting to Service Managers, you will be responsible for the leadership and operational management of a range of functions within a designated Service area, ensuring quality, efficient, cost-effective services which meet agreed standards.</p>			
Service:	Facilities Management Services						
Job Family:	Hospitality/Catering	Grade:	FC9				
<p>Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:</p>				<p>Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility</p>		E	D
<p>Leading, managing, developing, and improving a range of service functions within designated Service areas, ensuring performance standards are adhered to, taking appropriate action if/when they become unacceptable.</p>				<p>Educated to SCQF level 9 which includes a degree or equivalent or recognised professional qualification, or significant relevant experience within a similar environment</p>		✓	
<p>Providing leadership, support, guidance, coaching/mentoring to Coordinators in order to ensure compliance with legislation and continuously drive standards and performance.</p>				<p>Significant operational management experience within a multi-functional environment</p>		✓	
<p>Implementing effective operational procedures and practices to ensure quality and performance standards are met.</p>				<p>Experience and evidence of developing sustainable and positive partnership working relationships</p>		✓	
<p>Ensuring effective management of staffing resources including utilisation of staffing budgets and vacancies to ensure service delivery.</p>				<p>Experience of quality standards</p>		✓	
<p>Ensuring necessary health & safety standards and legislative compliance checks are completed, taking action for any non-</p>				<p>Ability to work on own initiative</p>		✓	
				<p>Budget and financial management skills</p>		✓	

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compliance, including the retention of necessary records and certification.			
Supporting Service wide developments and improvements including implementation of any changes as required in response to corporate and client budget savings.	Ability to provide a regular and effective service	✓	
Developing, reviewing/updating and managing Service Level Agreements to ensure the effective delivery of services.			
Negotiating and implementing changes and variations to specifications and service provision for work within individual units, preparing specifications tailored to client's requirements based on service provision and/or budget availability, e.g., to meet reduction in budget provision. Advising customers and clients on guidelines, e.g., healthy eating agenda, changes to specifications in response to new contracts, local and national health initiatives	Knowledge of Health & Safety Legislation	✓	
Contributing to the identification and cost benefit analysis of refurbishment and replacement of plant, equipment, vehicles and other resources taking into account usage, budget availability.	Highly motivated	✓	
Working collaboratively with Council colleagues and partners to implement corporate improvement initiatives.	Negotiating and influencing skills	✓	
Responsible for the recruitment, selection and ensuring new employees are properly inducted and trained.	Communication and presentation skills	✓	
Carrying out investigations, chairing hearings relating to disciplinary and absence to the relevant level.	Use of IT and Microsoft packages	✓	
Managing and implementing unit changes such as reductions in hours, building closures, following the Council Managing Change policies and procedures.			
Assisting management in remodelling service wide provision and staffing resources by attending and contributing at formal consultation meetings with employees and trade unions, engagement with			

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employees to gather information to assist managing change processes, e.g., suitable alternative employment options.			
Monitoring and reporting on budgets, taking corrective action to ensure a balanced budget.			
Ensuring all financial transactions, e.g., purchases of food, cleaning materials, cash management, comply with policies and procedures and are within budget. Review service specific financial procedures.			
Developing and implementing amended processes and procedures to satisfy any Internal Audit recommendations.			
Authorising requests for orders and invoices.			
Investigating/responding to complaints and queries, actioning as appropriate in accordance with Corporate Complaints or other agreed procedure.			
Identifying new business opportunities, which maximise income potential, with the principle of a minimum full cost recovery basis.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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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TEAM MANAGER (Corporate Buildings / Service Support)			
Responsible for the provision of compliance/health & safety, front of house/reception and caretaking services across corporate buildings/depots in Fife. Responsible for key Service wide business functions including Health & Safety, Training & Development, Recruitment and Attendance.			
Ensuring the retention of necessary records and certification, in compliance with Health and Safety and Building Compliance legislation. Reporting and escalating any risks/issues to Service Manager/Head of Service or nominated Person in Control.			
Working in partnership and collaborating with colleagues, stakeholders and partners to ensure the efficient operation of corporate buildings/depots.			
Support the effective delivery of frontline services, civic duties and ensuring the democratic processes can function.			
Financial management of associated budgets for corporate buildings, including staffing, supplies & services, furniture & equipment etc.			
Supporting the Service Leadership Team with responsibility for leading key service support functions and the associated line management arrangements, for Recruitment, Training & Development, Health & Safety, Attendance Management, Performance Management.			
TEAM MANAGER (Social Care / Meals on Wheels)			
Responsible the provision of cleaning and catering services across Residential Care Homes in Fife and the Meals on Wheels service, on behalf of Fife Health & Social Care.	Knowledge of Food, Fluid and Nutritional Standards for older people in Residential and Day Services	✓	✓

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<p>Providing all celebration catering within the unit.</p>	<p>Significant knowledge of Food and Hygiene legislation</p> <p>Significant knowledge of Food and Drinks regulations</p> <p>Flexible approach to work, evening, weekend working, Public Holidays when required</p>	<p>✓</p> <p>✓</p>	
<p>Financial management of catering & cleaning services and resources within residential care homes units. Including monthly monitoring, preparation of financial year end projections and ensuring agreed budget envelopes are adhered to.</p>			
<p>Collaboration with partners and stakeholders including Health & Social Care, Housing Services to ensure agreed levels of service and resources are maintained.</p>			
<h3>TEAM MANAGER (Hospitality)</h3>			
<p>Responsible for the provision of school meals in nursery, primary, secondary schools and Commercial Catering across Fife. Responsible for the provision of cleaning across a range of buildings.</p>			
<p>Managing the effective opening/orderly closing of units/schools, e.g., staffing, equipment, and other requirements in accordance with the budget provision. Assisting with the design of new builds, advising clients on kitchen design with regards to food safety legislation.</p>			
<p>Ensuring menus, foods, snacks, and refreshments provided are in accordance with approved National and Local policies, food and drink legislation where applicable, e.g., Nutritional Guidelines in schools and Nurseries, Licensing Laws and Food safety management procedures.</p>	<p>Personal liquor license holder</p> <p>Intermediate in Food Hygiene</p>	<p>✓</p> <p>✓</p>	<p>✓</p>
<p>Drive growth, promotion of school meals and other commercial units, oversee, manage and deliver new projects. Use of Catering Management Systems.</p>	<p>Use of Microsoft Packages</p> <p>Knowledge of a Kitchen management software system</p>	<p>✓</p>	<p>✓</p>
<p>Ensuring compliance with Food Safety legislation.</p>	<p>Knowledge of Nutritional Standards for Schools (Scotland)</p>	<p>✓</p>	

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<p>Liaising with Environmental Health Services following food premises inspections ensuring effective strategies are implemented and maintained to effect required or recommended improvements.</p>	<p>Significant knowledge of Food and Hygiene Legislations</p>	<p>✓</p>	
<p>Providing a comprehensive bespoke hospitality service including presenting initial ideas and modifying agreements, for special family-based occasions, commercial and business events, corporate events, celebrations, award ceremonies and civic events, including major events attended by prominent national figures.</p>	<p>Significant knowledge of Food and Drinks regulations</p>	<p>✓</p>	
	<p>Extensive experience in large event or function catering</p>	<p>✓</p>	
	<p>Flexible approach to work, evening, weekend working when required</p>	<p>✓</p>	

TEAM MANAGER (Janitorial & Cleaning)

<p>Responsible for the provision of janitorial and cleaning services in multiple locations across Fife, including schools, nurseries, and facilities run by other council services and partners.</p>			
<p>Responsible for ensuring building compliance checks are established and maintained, including the retention of necessary records and certification, in compliance with health and Safety and Building legislation within selected properties.</p>			
<p>Managing budgets and monthly monitoring and preparation of financial projections to year end for all income generation streams.</p>			
<p>Discussing budgets and financial performance with council partners and organisations, e.g., Housing Service, NHS Fife and Social Work.</p>			
<p>Attending Business Steering Group meetings advising, discussing and agreeing future developments and business plans.</p>			

TEAM MANAGER (Industrial & Maintenance)

<p>Responsible for the provision of industrial cleaning, minor maintenance and school crossing patrol services across Fife.</p>			
<p>Providing a comprehensive bespoke cleaning, industrial cleaning and maintenance service throughout Fife which will include the management of Public Toilets. The postholder will be required to liaise with both members of the public and internal council services to advise</p>			

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on specialised cleaning services and tailor bespoke cleaning/maintenance programmes to suit.			
The post holder will be responsible for the management of the repair and maintenance of the services cleaning machinery along with the purchasing of replacement machines, tools, and equipment as well as any additional/required new machinery.			
Responsible for ensuring building compliance checks are established and maintained, including the retention of necessary records and certification, in compliance with health and Safety and Building legislation within selected properties.			
Managing budgets and monthly monitoring and preparation of financial projections to year end for all income generation streams.			
Discussing budgets and financial performance with council partners and organisations, e.g., Housing Service, NHS Fife and Social Work.			
Attending Business Steering Group meetings advising, discussing and agreeing future developments and business plans.			

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.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.