

JOB DESCRIPTION

SECTION 1

BASIC DATA

Job Holder's Name:		Job Title:	Head of Facilities Management
Reports to:	Chief Operating Officer	Location:	London
Department:	Premises	Job Family:	Management

SECTION 2

DEPARTMENT STRUCTURE

Please see Appendix A attached.

SECTION 3

OVERALL JOB PURPOSE

(What is the purpose of the job?)

Manage and oversee the complete venue and facilities operations for The London Institute of Banking & Finance. Ensuring the variety of sites and their differing stakeholder requirements are dealt with effectively whilst balancing business requirements.

Deliver this whilst actively working to optimise space and resources at all times to help balance the varying needs of our staff, students, members, clients and visitors. Lead the team to enable them to deliver excellent standards and so that consistency is present across all sites.

SIZE/DIMENSIONS

(In what context does this role operate in terms of area of impact, financial budgets and supervision and or management of staff.)

- Responsible for income and expenditure of the venue and facilities budgets
- Overall budget of circa £865,00
- Signing authority of up to £5,000
- Responsible for a team of seven staff plus temporary staff where appropriate

SECTION 4

PRINCIPAL ACTIVITIES/OUTPUT OF JOB

(This area outlines in more detail the duties of the post holder).

This varied role works across three sites – our administrative centre in Canterbury, our registered office and venue (Peninsular House) and our student campus (Lovat Lane), both in the City of London. It encompasses three main areas of work;

Facilities Management

Responsible for;

- The smooth and effective operation of all sites (campus/learning environment, offices, event venue, warehouse space)
- Tendering and procurement of new suppliers and contractors - hard and soft services (to include areas such as catering, fire and security systems, HVAC, M&E, utilities, refuse and recycling, repairs and maintenance, audio visual, plant displays, furniture and stationery)
- The day to day contract management and monitoring of agreed SLA's and KPI's
- Setting specifications, appraising quotations and monitoring works, trouble shooting, snagging and resolving issues as appropriate
- Arranging appropriate permits to work in managed buildings and obtain statements of work from contractors to satisfy landlord procedures
- Overseeing the repairs and preventative maintenance co-ordinated by the Canterbury Premises Manager and Facilities Co-ordinator in London
- Project management such as office moves, internal refurbishments, developments and build projects. Prepare suitable project plans and timelines to ensure projects and tasks are completed efficiently and effectively across the department
- Oversee warehouse space (managed on a daily basis by Canterbury Premises Manager)
- Health and Safety of London sites to include risk assessments, electrical safety testing, incident management, fire warden and first aid provision (overall H&S responsibility lies with HR Director and Fire Safety with the COO)
- Assist with business continuity and emergency planning and performing incident management duties in London (potentially out of hours) and handle any security threats appropriately
- Chairing the Business Continuity, Recovery & Security Working Group and reporting their work to the Operating Committee
- Liaise with landlords and managing agents and represent The London Institute of Banking & Finance at tenant meetings
- Assisting local authorities with any queries, ensure the Business/Non-domestic rates are appropriate and apply for charitable relief as required

Venue Management

Responsible for;

- The day to day operation of the venue to ensure multiple concurrent internal and external events run smoothly
- Space management and effective utilisation
- Maximise sales of available space to hit sales targets without negatively impacting our own internal events and operations
- Manage the expenditure budget effectively
- Market our venue to suitable prospective clients
- Research new markets and avenues for new business
- Develop and maintain client relationships to ensure service delivery exceeds expectations and promises with a view to encouraging repeat business
- Arranging and agreeing discounts for loyal clients and larger scale events
- Responding to any client comments or complaints in a way that continues to build the relationships
- Reporting sales figures on a monthly basis to COO/CFO
- Supporting the Venue Co-ordinator with the creation of proposals, quotations, contracts, function sheets and invoices so that commercial bookings are dealt with in a professional and responsive manner
- Liaising with Venue Co-ordinator to ensure Temporary Event Notices are applied for and granted in good time

- Working closely with the Venue Co-ordinator to communicate regularly with our client base to ensure their requirements are met and our provision remains fit for purpose
- Overall management of the online event booking system (daily up keep by Venue Co-ordinator)
- Ensuring suppliers (such as caterers) are fit for purpose and escalate any concerns to them immediately on behalf of internal and external clients

Staff Management and Engagement

Responsible for;

- Recruitment and selection of permanent and temporary staff
- Effective training, development and motivation of the team to maximise potential
- Encourage and support staff in developing the skills and competencies required to excel in their individual, team and organisational objectives
- Appraisals and objective setting including supporting those with line management responsibilities
- Delegate and allocate work to ensure a balanced and suitable workload across the team so that deadlines are achievable and standards are met
- Ensuring all sites have adequate staffing at all times assessing the need for temporary support staff such as waiting staff, porters to set rooms out of hours or general staff to cover absences
- Providing advice, support and direction to members of the team as appropriate
- Continually reviewing the systems of work and operation, with a view to effecting improvements
- Develop and formalise internal SLA's
- Managing consultants and other external project staff when engaged in activities or projects on the departments behalf
- Promoting effective communications within the team, through team meetings and 1-2-1's to ensure staff are fully appraised of all issues that may affect their work

CONTACTS AND INFLUENCE EXERCISED

(Type, number and seniority of contacts, impact of influence)

- To liaise both internally and externally with all levels of seniority in a professional manner, often representing The London Institute of Banking & Finance
- To work autonomously on a day to day basis, escalating where appropriate to COO
- Largely free to make business decisions affecting the department its and related services

DECISIONS

(How much freedom is there to provide solutions, and make decisions regarding the resolution of problems within the constraints of established guidelines or procedures, and supervision?)

Indicate the level which best describes the job holder's involvement in the decision making process:

Follows written and verbal instructions and established guidelines	
Interprets policies & procedures	
Participates in the establishment of guidelines & procedures	X
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder’s decisions:

Restricted to employee’s own work	
Has impact on department/directorate* objectives	X
Has impact on The London Institute of Banking & Finance’s objectives	

Examples of the decisions that are generally made by the job holder
(To be added by line manager/employee)

- The successful candidate will need to be able to judge situations and make decisions based on sound thinking and knowledge of the buildings, organisation and industry best practice – keeping in mind the needs of varying stakeholders at all times
- Responsibility for budgetary control in relevant areas
- In many cases final decision during procurement and tendering process. Referring to COO if necessary
- Recruitment process and appointment decisions
- Pricing structure for repeat venue hire clients or large scale bookings

DEFINITION /CLARITY

(The extent to which to job is defined; the clarity of the job’s boundaries, levels of uncertainty)

- Basic role is well defined but the job requires flexibility to assist all members of the team and to respond to emergencies, often out of hours and with no senior support
- A flexible approach is also necessary to respond to the business needs during a period of change for the organisation as a whole
- Boundaries of job are clearly defined, areas of uncertainty to be discussed with line manager. This role is subject to change, so the level of uncertainty can be high due to the nature of the business.

ANY ADDITIONAL FEATURES OF NOTE

The normal working hours for this role are 37.5 hours per week, however additional hours will be required as necessary to carry out the tasks effectively. For example evening and weekend events may need support and essential maintenance often takes place outside of normal working hours.

PERSON SPECIFICATION

Job Title: Head of Facilities Management

Reports to: Chief Operating Officer

Department: Premises

Qualifications, knowledge and professional memberships	Essential / desirable?	
Educated to undergraduate degree level	Essential	
IOSH/NEBOSH qualified	Desirable	
BIFM membership or qualification	Desirable	
Technical competencies (skills and experience)	Essential / desirable?	
Minimum of 5 years proven commercial venue management experience (end to end sales, marketing and operational)	Essential	
Minimum of 5 years operational Facilities Management experience (across multiple sites is an advantage although not essential)	Essential	
Minimum of 3 years line management experience of a similar sized team	Essential	
Working knowledge of basic AV systems	Desirable	
Project management experience (managing multiple projects simultaneously)	Essential	
Experience of tendering and procurement practices		
Excellent IT skills with knowledge of Word, Excel, PowerPoint and Outlook	Essential	
Past experience administering venue management software packages	Desirable	
Commercially and financially aware and able to make appropriate decisions based on the situation at hand	Essential	
Balancing conflicting pressures/requirements		
Excellent negotiation skills (as customer and supplier)	Essential	
Possess good problem solving skills and an ability to manage difficult situations	Essential	
Demonstrate an eye for detail and enthusiasm for exceeding customer expectations	Essential	
Excellent face-to-face and written communication skills	Essential	
Core Competencies (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	Essential / desirable?	Step
Values		
Listening and Learning	E	2 - 2
Innovation	E	2
Support	E	1
Transparency	E	1
Collaboration	E	2
Skills and Experience		
Business thinking	E	2
Getting things done to achieve results	E	3
Customer Experience	E	3
Managing quality standards	E	3
Applying judgement and taking decisions	E	2
Managing individuals and teams (line managers only)	E	1

Signed

Date JOB HOLDER

Signed

Date LINE MANAGER

Appendix A

