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| Role Title: Role Title: Facilities Manager | | Date: 2023 |  |
| Role Code: Role Code: Band = D | | Business Unit: Property and Facilities (HR) |  |
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| **Role** | **Need to Do** | **Need to Know** | **Need to Be** |
| **Function Purpose**:  The role holds accountability for compliance and service standards relating to Facilities service contracts, legislative control and company policies. Implementation and oversight of all Property & Facilities operational management, change requests and oversight of Facilities related projects.  **Role Dimension (Financial/Non-financial):**  **Financial**   * Accountable for all spend control relating to the P&F annual budget spend for Operational and Capital expenditure. Reporting monthly on forecast v’s actuals. * Assisting with the creation and management of the P&F budget annually. * Supporting the requirements of any financial related administration using appropriate software programmes.   **Non-financial**   * Maintains full compliance against legislative and company policies related to Property & Facilities * Accountable for delivery of all P&F change * Accountable for managing all Facilities suppliers and partners in-line with agreements and contract terms. * Line management of Assistant Facilities Manager role   **Reports to:**  Head of Property and Facilities  **Relationships:**  All colleagues, clients and stakeholders,  Third Party contractors and suppliers to the RAC  **Committees/Forum Membership:**  Health and Safety committee, Colleague Engagement team, ESG Committee | * Accountable for Property, Health and Safety, Physical Security and Environmental compliance relating to Facilities Management. Ensuring that all policies are kept up to date and associated procedures are reviewed and shared. * Maintain an overview of site budgets in accordance with the company financial management process. Work with the Finance Business team to report all financial elements including actuals and forecast monthly. * Support the HOF with all procurement activity and implementation of all service agreements. * Oversee all department led projects and change through to completion and successful handover to the appropriate stakeholders. * Manage relationships with suppliers and partners for both hard and soft services. Managing ongoing performance including monthly reporting against financial spend and KPI’s to demonstrate control and positive supplier partnership. * Engage positively with business areas and requestors to support any business needs linked to Facilities management. Support the relevant supplier to deliver the request on time and within budget. * Manage and liaise with Landlord/Property agents on all property related requirements. * Support the head of Property & Facilities to manage the property portfolio and deliver high level standards of service to our customers. | **Skills/Knowledge /Experience**   * Previous experience within Facilities Management role * Experience of managing supplier/contractor relationships * Experience in managing a budget to the value of £2m * Excellent communication skills both written and verbal * Intermediate level in excel, word, power point, * Project management experience for hard and soft services (plant equipment & refurbishments) * Experience of H&S, Environmental, Physical Security management   **Personal Attributes:**   * Able to communicate at all levels of hierarchy * People person, able to influence and negotiate * Highly organised, demonstrate delivery against plan   **Qualifications/FCA:**   * IWFM Management L4 or equivalent * Member of IWFM or similar * Project Management qualification/relevant experience * NEBOSH General Certificate | **Capabilities/Strengths:**  Core competencies:  Need to exhibit behaviours consistent with RAC core values:  Developing Self & Others L4  Interpersonal & Influencing L4  Customer Focus L4  Judgement & Decision Making L5  Continuous Improvement L5  Commercial Awareness L4  Leading Change L4  Building Relationships L5  Strategic Thinking L4  Achievement Drive L4  Team Working L5 |

