



1. JOB IDENTITY

Post Title:	Facilities Operations Coordinator	Service:	Educations and Children's Services
Section:	Cluster Support & Development	Grade:	I
Reports to:	Cluster Business Manager		

2. JOB PURPOSE

- Effectively lead on all aspects of facilities management for schools within a cluster, managing a multifunctional team to deliver professional, high quality, and customer-focussed soft FM services

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation

3. CORE RESPONSIBILITIES / DUTIES

- Lead the provision of janitorial, caretaking, cleaning activities for all schools within a cluster, with a focus on continual improvement.
- Coordinate, implement, monitor, and evaluate all activities within your remit to ensure delivery of an effective and efficient service
- Identify areas of improvement and work with the wider team to develop strategies and procedures around the Facilities provision in schools
- Recruitment, line management, and development of a team of direct reports, including ongoing formal and informal performance appraisal
- Work closely with colleagues in Property, Waste, Landscape Services, and other departments as appropriate to ensure an excellent integrated facilities service is delivered to schools
- Coordinate and ensure delivery of appropriate statutory compliance activities including legionella controls, alarm testing, and fire safety checks
- Responsibility for ensuring that good health and safety practices are followed for all activities under the remit
- Work closely with Head Teachers to understand requirements and deliver a customer-focussed service to meet those needs
- Ensure appropriate quality assurance processes are in place for both janitorial and cleaning services
- Oversight of local property related issues, including minor works and reactive maintenance requests

- Lead on the local management of internal and external lets for schools within a cluster, ensuring customer satisfaction
- Ensure the efficient and effective use of resources at all times
- Resolve enquiries and complaints from customers, both internal and external, on all aspects of the service
- Organise procurement within area of responsibility ensuring compliance with financial regulations
- Overall responsibility for building security and ensuring adequate emergency call out procedures are in place

4. QUALIFICATIONS AND TRAINING

- Essential:**
- Academic achievement at HNC level or equivalent relevant experience and skills
 - Current, full UK driving licence

- Desirable:**
- Relevant management qualification
 - Membership of a relevant professional body

5. EXPERIENCE

- Essential:**
- Considerable experience of managing people
 - Considerable experience of managing and deploying resources effectively
 - Experience in facilities management and building operations
 - Experience delivering a customer-focussed service(s)

- Desirable:**
- Experience of working in Local Government
 - Experience of managing staff across multiple sites
 - Experience in monitoring budgets and expenditure

6. KNOWLEDGE AND SKILLS

- Essential:**
- Articulate, with excellent communication skills and the ability to engage with a range of individuals/group
 - Ability to be tactful and diplomatic
 - Ability to use initiative to problem solve on a day to day basis
 - Skilled in establishing, maintaining, and developing good working relationships
 - Excellent organisational skills with the ability to work, and react, to tight and conflicting deadlines
 - Excellent IT skills
 - Flexible approach to work, with the ability to work as part of a wider, multifunctional team
- Desirable:**
- Ability to set targets and monitor performance

7. ADDITIONAL REQUIREMENTS

Driving Compliance	Authorised car user. It is a material condition of employment for this post that the employee holds a full, current, UK driving licence and has a car available, whenever required, in order to undertake the full range of duties of the post. As such, the post is designated as an authorised car user and will be entitled to receive mileage payments. The employee will also be required to produce their licence, on request, at periodic intervals. Should the employee's driving licence be withdrawn, for whatever reason, it may be necessary to terminate the employee's appointment.
Politically Restricted	Not applicable to this post