# Job Outline

**Post:** **Strategic Lead – Food and Facilities Support**

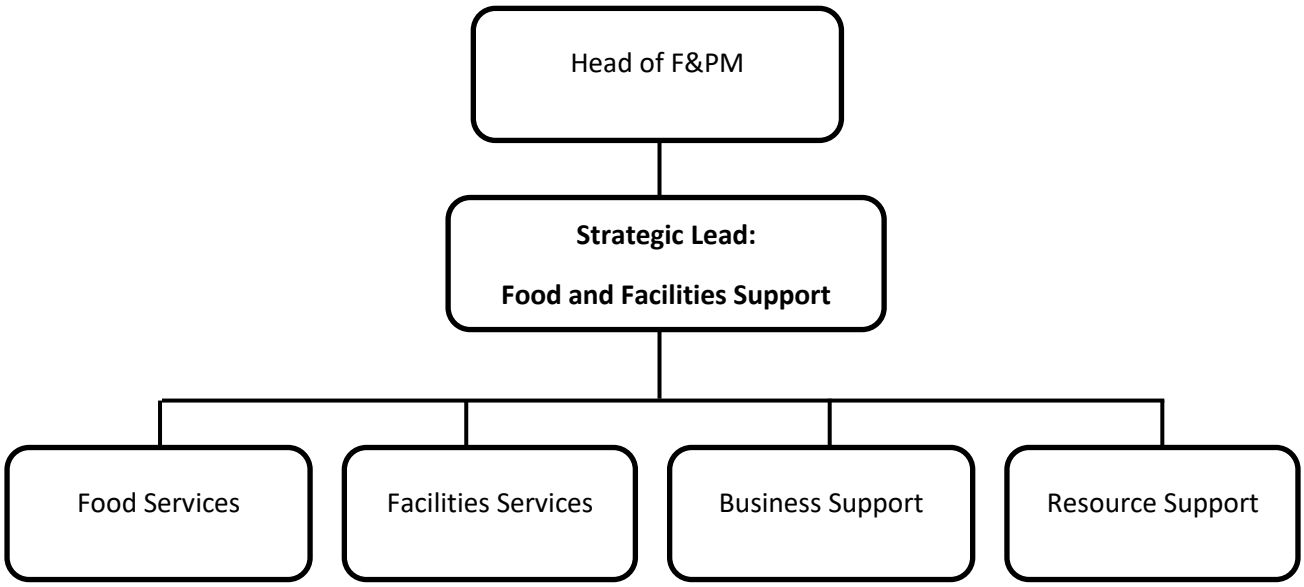
**Service:** **Facilities and Property Management**

**Section:** **Food and Facilities Support**

**Grade:** **G16**

**Job Purpose:** Support the Head of Facilities and Property Management in leading developing and co-ordinating the delivery of catering services and associated food policy areas across the council as well as leading other Council direct facilities services including cleaning, janitorial and school crossing services. Maintain high standards of service delivery and lead the direct operational teams to achieve best value, an efficient, sustainable, safe and customer focussed service in order to assist with the promotion, delivery and integration of the key objectives in relation to the Facilities and Property Management Service Plan, Transformation Strategy and the Community Plan.

## *A.* STRUCTURE CHART



## B. KEY DUTIES & RESPONSIBILITIES

1. Take a strategic lead on the Council's Food and Facilities Management policies and provide leadership and direction to managers and employees across all operational services to enable the delivery of strategic outcomes that support service transformation.
2. Lead an integrated approach to the development of our direct workforce across Facilities Management services, developing a greater place based approach, flexibility through engagement and empowerment of local teams.
3. Ensure that services engage with all stakeholders to support the ongoing transformational change agenda and that Facilities Management services continue to play a central role in delivering the principles and statutory responsibilities of Best Value.
4. Ensure strategies, policies and procedures are in place to provide a framework for the efficient and effective delivery of high quality services, maintaining professional standards and enhancing team member's competency, professionalism and experience.
5. Lead the development of professional standards, menu improvements, purchasing strategies and resource plans ensuring a focus on delivering tailored customer services and progress to achieving Net Zero aspirations across our communities.
6. Ensure that clearly defined and well-understood service objectives are in place to deliver continuous improvement and that performance management processes are available to support managers and employees.
7. Manage the collation and reporting of all performance management information, ensuring all Council and statutory reporting requirements are met and outcomes are reported to senior management and relevant external bodies within agreed timescales.
8. Build positive and productive relationships with other Council Services, partner organisations, external bodies and agencies in order to develop a collaborative approach to Food and Facilities Support, developing growth areas and maximise new business opportunities.
9. Support the delivery of The Community Plan by taking a lead role in community and stakeholder consultation and through the provision of advice and guidance to the Executive Management Team, Corporate Management Team and Elected Members in respect of food policy, Facilities Management strategies and operational requirements.
10. Ensure communication and consultation strategies are in place to ensure senior officers, employees, Trade Unions and other key stakeholders can contribute effectively to service change and improvement.
11. Develop and maintain financial plans for the allocation of resources and contribute to the development and setting of Facilities and Property Management operating costs, income and investment budgets.
12. Manage the Service's revenue finances and budgets effectively in accordance with the Council's Financial Regulations to ensure the most cost-effective delivery of services.
13. Ensure all tendering, purchasing, contract management, supplier management and service level agreements comply with relevant regulations including the Council's Standing Orders relating to contracts and tendering.

14. Provide a positive role model for managers and employees and promote an empowered work environment and culture in line with the Council's FACE values.
15. Ensure effective workforce planning and resource support arrangements are in place to meet current and future service needs and monitor recruitment, deployment and management of employees in accordance with the Council's Human Resources policies and procedures.
16. Take overall responsibility for the operational arrangements to meet the statutory Food Safety requirements, maintaining appropriate systems, procedures, training and monitoring.
17. Lead on the delivery of employee development programmes aligned to the Council's People Strategy to ensure effective succession planning and the recruitment and retention of a skilled and motivated workforce.
18. Lead on the review of resource utilisation and champion the introduction of new technologies, systems and ways of working that improve service quality and delivery.

## C. GENERAL RESPONSIBILITIES

19. Promote the health and safety of employees at work, contractors and of service users through the implementation of the Council's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements, leading by example.
20. Ensure all activities for which the post holder is responsible are delivered in accordance with Council's Equality and Diversity Policies and the statutory and general specific Equality Duties.
21. Ensure that the Council's Customer Service Commitment is followed in all dealings with the people we serve.
22. Represent the department at appropriate external events and meetings in accordance with the remit and status of the post.
23. Attend and where appropriate report to the Council, Cabinet, Committees, Sub-Committees and working groups etc as appropriate.
24. Adhere to the Facilities and Property Management policies and procedures for good records management across the Services, ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.
25. Participate in the East Ayrshire FACE Time process annually in accordance with the Council's procedures.
26. Ensure all materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with the Council's policies and procedures.
27. To ensure that the Facilities and Property Management services are provided within a Best Value/quality framework and that performance is regularly monitored and continuous improvement achieved.

# Person Specification

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| Designation:<br><br>Strategic Lead: Food and Facilities Support | Post No: |
| Service:<br><br>Facilities and Property Management | Section:<br><br>Food and Facilities Support |

| **Attributes:** | **Essential Criteria** | **Desirable** |
|---|---|---|
| • Qualifications | • Relevant qualification at Degree Level OR equivalent demonstrable experience | • Accredited FM or Catering Professional qualification and/or membership<br>• Professional Management Qualification |
| Knowledge & Skills | • In-depth knowledge of the relevant regulations and legislation associated with the operational activities.<br>• Knowledge of relevant health and safety and food safety regulations<br>• Knowledge of relevant procurement, tendering and contract procedures and legislation<br>• Ability to develop and sustain positive working relationships with a range of stakeholders including senior officers, colleagues, elected members and partner organisations<br>• Understanding of relevant ICT and technology and how these can be utilised to improve operational efficient and effectiveness.<br>• Ability to project manage complex change and deliver to deadline.<br>• Ability to design, develop and implement effective | • Understanding of Best Value and its application in local government |

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| | service monitoring and review systems.<br>• Effective communication, consultation and negotiation skills | |
| Experience | • Managed the delivery of a customer focussed service in a large and complex organisation<br>• Contributed to the review and re-design of service provision<br>• Developed and implemented policies and/or procedures to ensure effective service delivery<br>• Provided leadership and development to employees<br>• Implemented change management processes.<br>• Budget management including planning, monitoring, control and reporting | • Led and managed strategically within a large private or public sector organisation.<br>• Managed change in a customer focused environment.<br>• Led on strategy development<br>• Engaged effectively with a wide range of stakeholders including service users, partner organisations, statutory bodies, senior officers and Elected Members |

**Employees are the FACE of East Ayrshire and are expected to demonstrate our FACE qualities and behaviours**

| **Quality** | **Behaviour** |
|---|---|
| Flexible | • Have an open mind and look for better ways of doing things.<br>• Embrace new technologies to improve services for the people we serve.<br>• Welcome opportunities to learn and grow. |
| Approachable | • Develop positive and productive relationships with everyone.<br>• Listen, notice, respond and engage.<br>• Manage our reactions and think about how our behaviour affects others. |
| Caring | • Embrace working in a team and working with others.<br>• Take pride in your role, serving our community and strive to be the best we can be.<br>• Be kind to others and to ourselves. |
| Empowered | • Have the courage to try new things.<br>• Work with others to find the best solutions.<br>• Help everyone to realise their full potential. |