

ROLE PROFILE

POSITION	Asset and Facilities Manager		
TEAM	Asset Management	LOCATION	Coastline House
VERSION	1.2	LAST UPDATED	August 2019

PURPOSE OF ROLE	<p>Facilities manage and be the “responsible person” for health and safety matters in relation to the company headquarters building at Coastline House and ensure that all corporate buildings comply with relevant legislation and regulations. Provision of expert FM support to premises managers at other corporate buildings.</p> <p>Directly manage cleaning contract for corporate buildings and all common areas in residential properties.</p> <p>Manage the team responsible for stock condition surveying and external maintenance contracts (roofing, painting and repairs, and grounds maintenance). Management of the 5 year cyclical stock condition survey programme.</p> <p>Assist the Property Investment Manager in development of long term stock-wide planned maintenance and investment programmes as informed by the stock condition survey.</p> <p>Overall budget management responsibility in the region of £2,000,000 per year.</p>
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KEY ACCOUNTABILITIES

1. Project and budget management to proactively maintain legal and regulatory compliance at all times, undertaking regular inspections and specifying remedial actions as necessary.
2. Providing day to day (hard and soft) Facilities Management services at the corporate buildings (including Coastline House, homeless properties and supported complexes), ensuring appropriate building management arrangements are in place for operation, access, repairs, security, and safety along with appropriate certificates and procedures updated as required.
3. Lead on “premises management”, providing expert technical support, training and guidance to responsible persons at each premises. This will include development of premises management guidance and provision of relevant support and training for premises managers.
4. Facilities Manager and “responsible person” for the safe operation and health and safety matters in relation to the company headquarters building at Coastline House and the homeless team HQ at Chy Winder
5. Lead in the project management of all office moves and any significant alterations to corporate buildings.
6. Soft management of Security Systems (alarms/CCTV/access control) which are installed

and maintained by the IT team.

7. Car park management as relevant through 3rd parties across all corporate buildings.
8. Management and administration of the Cleaning and Caretaking Services Contract
9. Project management of ad hoc property improvements in line with Company requirements;
10. Manage the team responsible for stock condition surveying and external maintenance (roofing, painting and repairs, and grounds maintenance).
11. Management of the 5 year cyclical stock condition survey programme.
12. Assisting the Property Investment Manager in development of stock-wide planned maintenance and investment programmes as informed by the stock condition survey.
13. Procurement of all contracts in relation to facilities management services
14. Ensuring that a suite of relevant policies, processes and procedures are in place to enable effective management of all work and activities relevant to the role.
15. Ensure that all works are completed in line with legislation, regulations and good practice. Working in a safe manner with risk assessments and method statements in place supporting the Construction, Design and Management (CDM) Regulations as well as all other Health and Safety requirements.
16. Any other duties commensurate with the grade of the role

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies attending meetings, seminars as necessary.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Reports to the Property Investment Manager
- Responsible for up to 6 staff including the Project Surveyor (Planned Maintenance), 2x Stock Condition Surveyors and Technical Services Apprentice.

CONTACTS

Internal

- Board members, All Staff, Senior Leadership Team, Executive Team

External

- Customers, Councillors, Contractors, Consultants, HSE.

PERSON SPECIFICATION

POSITION	Asset and Facilities Manager		
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QUALITY	ESSENTIAL	DESIRABLE
Personal Skills	<ul style="list-style-type: none"> • Demonstrate behaviours in accordance with Coastline's values: <ul style="list-style-type: none"> ✓ Put our customers first ✓ Be open, honest and accountable ✓ Value each other ✓ Strive to be the best • Resilient, able to handle conflict and remain calm under pressure • Ability to lead a team • Challenging information and data where there is a conflict • Operate on own initiative, finding imaginative solutions to problems 	<ul style="list-style-type: none"> • Share knowledge and new skills with team members • Commitment to social housing
Education & Qualifications:	<ul style="list-style-type: none"> • A good standard of education with 5 GCSEs including English and Maths at Grade C or higher • NEBOSH Diploma qualification, Level 4/HNC in construction, maintenance or related water/drainage qualification • Legionella Management and Asbestos Management Qualification (Legionella Responsible Person and P405) - <i>training will be provided if required</i> • Level 4 Gas Safety Management Qualification - <i>training will be provided if required</i> 	<ul style="list-style-type: none"> • Relevant Professional qualification • Membership of a relevant professional body • Management Qualification • Fire Risk Assessor • ECDL Qualification • Health and Safety Qualification • Level 4 VRQ Gas Safety Management in Social Housing • Asbestos Management qualification such as P405 (responsible person)

**Experience,
Knowledge and
Understanding**

- Knowledge and ability to ensure legal compliance in respect of corporate buildings including offices, extra care facilities and homeless service properties
- Minimum of 3 years relevant FM experience
- Significant understanding of hard FM services and office maintenance arrangements
- Team management
- Understanding of relevant Health and Safety related practices
- Sound budget management skills and ability to deliver Best Value for contractual works
- Ability to produce policies and management procedures
- Sound understanding and application of the law including Health and Safety, Planning and Building Regulations and Environmental Regulations relating to the post
- The ability to specify, tender and let contracts from inception to completion
- Ability to produce written specifications, Risk Assessments and Method Statements
- Knowledge of the application of CDM Regulations
- Use of Microsoft Office applications, particularly Excel
- To understand the role of Coastline, and the importance of its customers.
- Understand the purpose and function of the Company and its different departments.
- Understanding of landlord maintenance obligations
- To have an understanding of property services, IT systems and budget systems.
- Understanding of modern methods of procurement.
- The ability to build database applications to query and analyse data

<p>Job Related skills</p>	<ul style="list-style-type: none"> • Ability to oversee and implement the stock condition survey programme. • Be aware of all relevant legislation and regulations including the H&S of Work Act 1974, COSHH and RIDDOR • Clear verbal/written communicator, including presentation skills • Be able to write reports • Able to use Microsoft Office applications • Able to prioritise workload for self and wider team • Effective budget management experience • 	<ul style="list-style-type: none"> • IT – ECDL • Update the companies assets management data base • Able to communicate successfully with a wide range of organisations and people
<p>Other</p>	<ul style="list-style-type: none"> • Occasional unsocial hours as determined by the demands of the role and emergency response requirements • Full driving licence and access to a vehicle • To represent Coastline Housing Ltd at evening meetings • To represent Coastline Housing Ltd at and seminars and conferences 	