

Job Description: Deputy Facilities Manager

Function:	Universities
Position:	Deputy Facilities Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Manager
Additional reporting line to:	Head of Residences
Position location:	University of Greenwich, Avery Hill Campus and Medway Campus

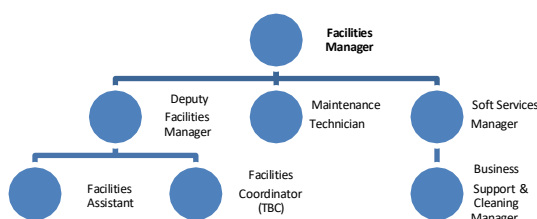
1. Purpose of the Job

- Reporting to the Account Manager at Avery Hill PFI, you will take lead responsibility for the day-to-day operational delivery of FM services to the agreed specification and in line with statutory requirements, KPI's, SLA's and contractual agreements. The Deputy FM will also be responsible for maintaining compliance records and documentation for internal and external audit.
- The Deputy Facilities Manager will assist the Account Manager in ensuring all aspects of the services are delivered efficiently and to a high standard, in accordance with the requirements and terms of the Contract, and to support the Facilities Manager in the preparation, planning and execution of a comprehensive programme of maintenance, building and lifecycle works necessary to provide essential services, a safe working environment and buildings in good decorative and structural order.
- First point of contact for all enquiries, requests and comments regarding facilities services from tenants, University stakeholders and fellow Sodexo colleagues. Logs, prioritises and communicates reactive maintenance tasks. Assists the Facilities Manager in scheduling and monitoring planned maintenance activity.
- Carry an out of hours mobile and work as part of an out of hours escalation team.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Scope	664-bed student accommodation	Measured by	Reactive maintenance KPI's	External & internal audits
	Sub-contractor management			
	Statutory compliance		PPM program	Documentation/ Records
	HSEQ compliance			

3. Organisation chart



4. Context and main issues

Avery Hill Developments is a 30-year PFI based at the University of Greenwich Avery Hill Campus in Eltham, South East London. Sodexo manages the hard and soft services for our client across the 664-bed ensuite accommodation blocks and catering facilities located in the Dome building. The PFI was one of the first in the Higher Education sector when it commenced in 1996, and at the end of the 30-year term ownership of the buildings will revert to the University of Greenwich. The contract activity is divided between the 10-months of the academic term-time and 12 weeks of summer let programme.

Main Tasks

- Working within tenanted accommodation
- Meeting individual needs of tenants
- Working with / management of sub-contracted services to ensure value for money, safety and compliance, and to ensure jobs are completed according to specification and to deadlines
- Provides information and worksheets to the Facilities Manager and facilities team reflecting the priority and urgency of the task
- Assists the Account Manager in delivering the planned preventative maintenance program and the summer operations
- Deals with inquiries and requests for information, producing reports and backup information as required
- Assists in maintaining the security of the buildings through the management of keys and the electronic fob access system
- Assist the Facilities Manager in quality, health and safety and financial monitoring
- Compliance with statutory guidelines
- Maintaining a Health and Safety culture
- Budgetary compliance
- Asset management
- Resource/energy management
- Providing consistent out-of-hours service when pro Rota

Planning and Organising

- Manage workload in line with customer needs and management targets
- Set personal objectives to work towards KPI's
- Meets deadlines in relation to the provision and accuracy of information and reports
- Provide a consistent review on PPM activity and asset condition
- Manages documentation and records
- Implement and control stock control systems

Problem Solving

- Reacting positively to critical and all urgent issues with or without input from other agencies whilst re-prioritising other daily tasks
- Can prioritise tenant requests to meet their expectations, delivering a safe environment while minimising the financial impact to Sodexo

Team Management

- Organise and train staff in such a manner as to maintain an effective, professional, safe and compliant culture
- Ensure induction and job skills training takes place at all levels within the FM site team
- Carry out annual appraisals and job chats where appropriate, identifying training requirements and areas for development
- Attends all nominated training courses, both in-house and external to meet the development needs of the post and post holder

Decision Making

- Follow KPIs to achieve consistent positive decision making in all areas of business whether that be reactive or proactive
- Use discretion within policy parameters to deliver consistent decisions in relation to specialised and unusual/critical situations

5. Main assignments

Maintenance of buildings, grounds and equipment

- To act as a Responsible Person (RP) for water management at the site and ensure compliance with ACOP L8 and industry good practise.
- Proactively manage compliance with all legislation, client and company HSEQ policies, including fire safety, working at height, confined spaces, F-gas & gas safety etc.
- Oversee and carry out maintenance of all buildings and equipment for which the Avery Hill PFI has direct responsibility.
- Recognise the tenants need for confidentiality and their rights under ANUK while ensuring property maintenance and PPM schedules are met.
- Work with the Facilities Manager to deliver safe and compliant buildings through regular inspection and the production of records and reports.
- Ensure the upkeep and maintenance of the grounds managed by the Avery Hill PFI, e.g. litter picking, sweeping up leaves, marking parking bays etc., using on site facilities staff or appointed sub-contractors as required.
- Be responsible at all times for mitigating the effects of adverse weather conditions affecting access to and egress from the premises and within site boundaries, e.g. salting paths, clearing snow.
- Ensure the upkeep and maintenance of the property and equipment through proactive inspection, planning and organisation.
- Maintain and update CAFM system on a regular basis, and ensure all required actions are taken in a timely manner and are compliant with contractual obligations.
- Develop and manage systems (i.e. CAFM, auditing tools etc.) for reporting and logging faults and maintenance requests by staff, students and visitors, and ensure prompt remedial action is taken.
- Prepare reports on maintenance issues, including costing and budgeting, as required.
- Keep work areas tidy and safe and report any hazard, accident, loss or damage in line with agreed procedures.
- Ensure upkeep of stock of all necessary maintenance supplies and equipment.
- Respond to emergencies as required.
- Assist the Facilities Manager in implementing an annual cycle of redecoration and refurbishment.

Health & Safety

- Ensure that the highest level of care is taken for health and safety of the post holder, other employees, students, visitors, contractors and any other persons on site (in keeping with the Health & Safety at Work Act 1974).
- Ensure that all work on site is carried out safely and that all premises are safe for the use for which they are intended.
- Ensure that all health and safety regulations and approved codes of practise are adhered to.
- Maintain a register with an up-to-date record of all health and safety risk assessments, including those for external contractors.
- Maintain a log of all health and safety issues, e.g. servicing of fire extinguishers, fire exits, inspection of gas boilers, asbestos inspection, PAT testing, legionella assessments.

Service Management and Supervision of Contractors

- Supervise and manage any maintenance contracts and related contracts as directed by the Facilities Manager, in keeping with agreed procedures and delegated levels of authority.
- Assist the Facilities Manager to ensure that all appropriate maintenance contracts are in place, supervised and fulfilled, e.g. alarm system, fire system, pest control, recycling and rubbish collection, window cleaning, water treatment services etc.
- Authorise and sign-off invoices on satisfactory completion of works within agreed budgets.
- Act as the main point of contact for external suppliers/contractors, ensuring they are fully briefed, all works are planned and completed to a high standard and all paperwork is in place, such as risk assessments, work method statements etc.
- Oversee and direct contractors when on site, ensuring all contractors are Health & Safety compliant and have completed relevant H&S documentation.

Other Duties

- Monitor and review facilities staff performance on an on-going basis and through the completion of the annual PDR appraisal process.

- Support the on-going training programme for site facilities staff to provide all technical and safety training as and when required.
- Record all unreported absences and proactively manage attendance of all site facilities staff.
- Oversee the recruitment, induction and employment of facilities operatives.
- Oversee and all monthly and weekly shift reports before processing to payroll.
- To cover for the Facilities Manager during periods of absence, annual leave, or as required.
- To fulfil any reasonable management request.

6. Accountabilities

- Strong work ethic, leads by example
- Completion and documentation on PPM activities.
- Health and safety audits to confirm an embedded safety culture
- Compliance with Sodexo policies and procedures
- Service innovation, development and progression

7. Person Specification

Essential

- Proven experience in delivering reactive maintenance services
- Proven experience in leading and motivating a team
- Proven experience in managing sub contracted services
- Proven experience in delivering to a budget
- Computer literate

Desirable

- Experience in similar accommodation environments
- Familiar with Sodexo policies and procedures

8. Competencies

- Business Growth
- Quality of Services provided
- Client & Customer Satisfaction
- Support Sodexo Brand

9. Management Approval – To be completed by document owner

Hayley Gannon