

UNISON
FACILITIES MANAGER
SYSTEMS MANAGEMENT SECTION
ORD/89

JOB DESCRIPTION

Grade: 3

Hours: 35 per week

Location: UNISON Centre, London NW1

Reports To: Director of Systems Management

Overall Summary & Job Brief

The Facilities Manager is responsible for managing the day to day operation of UNISON's headquarters building in Central London. The building provides accommodation for around 270 staff and the 63 members of UNISON's governing body, the National Executive Council. There are 44 bookable meeting rooms, including a purpose built Conference Chamber seating 90 and a cafe bar which operates morning, lunch and evening. The UNISON head office complex also includes a retail unit and a further 50+ residential units for which UNISON provides hot water, heating and maintenance of the communal areas.

This wide-ranging role covers all aspects of managing and maintaining the UNISON Centre including the provision of security, post room, front of house, catering, cleaning, room booking and events management services, as well as management of third parties delivering maintenance services and oversight of the management and maintenance of the residential flats and retail unit.

The Facilities Manager directly manages the Facilities Administrators, the Events & Marketing Administrator, and the Post Room Manager, and these positions supervise internal and external teams which provide day to day maintenance, support, events management, and internal post services across the site. This includes provision of a well used facilities helpdesk and development of our growing external events management service.

The postholder has responsibility for health and safety provision at the UNISON Centre and oversees the provision of the risk assessment process, health and safety inspections, emergency evacuation drills and managing visitor and staff personal evacuation plans.

Key Responsibilities

1. Manage and ensure safe and effective day to day operation of the UNISON Centre estate

2. Management and development of key teams within Facilities Management :
 - Facilities team
 - Events and marketing team
 - Post room team
 - Security team
 - Cleaning team
 - Third party catering team
3. Preparation, management and monitoring of the UNISON Centre facilities operational and capital budgets including forward planning for a five/ten year plant replacement programme
4. Plan for future facilities-related developments in line with UNISON's strategic plans
5. Direct, co-ordinate and plan essential central services including front of house, security, maintenance, post room and off site storage, cleaning, catering, waste disposal and recycling
6. Plan best allocation and utilisation of space and resources for the UNISON Centre, manage office re-organisation as required
7. Manage and develop UNISON's external events management service to promote the UNISON Centre as a first choice meeting and events destination to provide a significant revenue stream for UNISON
8. Manage provision of services to the residential and retail units
9. Project management of high spend/high risk facilities-related projects
10. Contract manager for key third party facilities contracts (Preventative Maintenance, Catering and Property agents). Use performance management techniques to monitor and demonstrate achievement of agreed service levels and to lead on improvement to services
11. Take the lead in tender requirements development for facilities-related projects and services
12. Ensure the UNISON Centre, residential and retail units meet health and safety requirements and that processes and procedures in the UNISON Centre comply with all facilities and health and safety related legislation, including planned evacuations and provision of secretariat facilities to the UNISON Centre Health and Safety Committee
13. Respond appropriately to emergencies or urgent issues as they arise and deal with the consequences

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PERSON SPECIFICATION

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race or ethnic origin, gender identity, family situation, sexual orientation, disability, religion or age. This person specification is designed to help members of interviewing panel judge the qualities of interviewees in a systematic and consistent way and in accordance with UNISON's equal opportunities policy. It is given to all job applicants for information.

Assessment code

A - Application form

PI - Panel interview

PA - Practical assessment

Heading	Selection criteria	Assessment
1. Thinking and Knowledge	1.1 At least five years knowledge and experience of hard and soft facilities management (formal FM qualification desirable e.g. BIFM)	A
	1.2 At least five years knowledge and experience of managing facilities based projects	A
	1.3 Knowledge and experience of compiling facilities maintenance specifications and associated tender documents	A, PI
	1.4 In depth knowledge of Facilities Management Systems, including Computer Assisted Facilities Management (CAFM) software, and Building Maintenance (BMS) systems	A,PI
	1.5 Recognised qualification in Health and Safety Management (NEBOSH or higher)	A
	1.6 Extensive knowledge and experience in Facilities Maintenance legislative areas such	A,PI, PA

	<p>as Legionella Management, Asbestos Management, Electrical Condition Reports, Fire Risk Management and Welfare provisions</p> <p>1.7 Track record of successfully managing facilities teams including maintenance, catering, postroom, security, catering and cleaning</p> <p>1.8 Knowledge and experience of budget management</p>	<p>A, PI</p> <p>A, PI, PA</p>
2. Interpersonal and Communication	<p>2.1 Highly developed interpersonal skills including:</p> <ul style="list-style-type: none"> • Leadership and motivation • Engendering effective team working • Handling feedback and complaints <p>2.2 A track record of successfully managing difficult situations</p> <p>2.3 Awareness of and the ability to use Information and communications technology</p> <p>2.4 Ability to adapt communication skills to varied situations</p>	<p>A, PI</p> <p>A, PI, PA</p> <p>A, PI</p> <p>A, PI</p>
3. Initiative and Independence	<p>3.1 Track record of using initiative and independence over a broad area of activities involving decision making and discretion</p> <p>3.2 Able to integrate a complex range of information and knowledge to assess the best course of action</p>	<p>A</p> <p>A, PI, PA</p>
4. Staff Management	<p>4.1 Motivating and encouraging staff including the ability to</p> <ul style="list-style-type: none"> • Monitor and review performance • Delegate and supervise work • Build and develop teams <p>4.2 Demonstrable leadership skills gained in a Facilities Management environment</p>	<p>A, PI</p> <p>A, PI</p>
5. Resource Management	<p>5.1 Ability to work on and manage projects including</p> <ul style="list-style-type: none"> • Planning and evaluation 	<p>A, PI, PT</p>

	<ul style="list-style-type: none"> • Time management • Budget management including monitoring progress and resource control • Setting clear objectives 	
	5.2 Ability to and experience of managing third party contracts	A, PI
6. Physical Skills (<i>with DDA modification where necessary</i>)	6.1 Keyboard skills	A
	6.2 Ability to walk around the UNISON Centre estate including back of house service areas	A, PI
7. General Knowledge	7.1 Understanding of and commitment to UNISON'S aims and objectives including the principles of equality and democracy	A, PI
	7.2 Knowledge of the requirements of the needs of people with disabilities	A, PI
	7.3 Knowledge and experience of health and safety good practice and legislation	A, PI
	7.4 Knowledge of ICT packages including Microsoft Office suite.	A, PI

Other Information

Please submit **three** copies of your completed application form.

Please send completed application forms to Systems Management, Shauna McDonald, UNISON Centre, 130 Euston Road, London NW1 2AY quoting the **ref: ORD/89**.

The closing date for completed application forms is **12 noon on Friday 07 July 2017**.

Interviews will be held on **27 July 2017**.