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## FACILITIES CONTRACT MANAGER

### JOB DESCRIPTION

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<b>Job title:</b>	Facilities Contract Manager.
<b>Based:</b>	The Old Police House, London, Hyde Park W2 2UH, with travel to all parks.
<b>Salary:</b>	£34,000 - £40,000 per annum, depending on experience.
<b>Terms:</b>	Permanent contract on a full-time basis (36 hours per week). 26 days annual leave pro rata plus public holidays. A pension scheme is available.

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<b>Reporting to:</b>	Works Project Manager.
<b>Responsible for:</b>	Line management of Works Project Support Officer.
<b>Internal relationships:</b>	Works Project Manager, Director of Projects and Estates, liaison with all levels of Royal Parks staff up to and including Directors. Close working with park managers, asst. park managers, estates team, procurement and finance and project managers.
<b>External relationships:</b>	Main external relationship will be with the FM contractor but there will be requirements to communicate and interact with contractors, consultants, Statutory Undertakers, Local Authorities and members of the public.

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### BACKGROUND

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The Royal Parks is a charity created in March 2017. We manage over 5,000 acres of diverse parkland, rare habitats and historic buildings and monuments in eight Royal Parks across London. These are: Hyde Park, Kensington Gardens, The Green Park, St James's Park, The Regent's Park and Primrose Hill, Greenwich Park, Richmond Park and Bushy Park. We also manage other important public spaces including Brompton Cemetery and Victoria Tower Gardens. 77 million visits are made to our parks and public spaces every year.

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## JOB PURPOSE

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To assist the Works Project Manager in the delivery of effective facilities management within The Royal Parks. The primary responsibilities will be to lead the Hard FM Contract in both contract and statutory compliance. TRP outsource the delivery of hard services to a facilities management contractor based on-site.

The work undertaken by the Works Department of The Royal Parks is diverse and involves office, residential and public space buildings, public toilets, catering outlets, sports pavilions, playgrounds, fountains, statues, lakes, rivers, roads, bridges, footpaths, utilities, fences, railings, boundary walls, gates, street lighting all set within a historic park setting. Many of the assets in our care are either Grade 1 or Grade 2 Listed. With millions of Londoners and tourists visiting the eight Royal Parks each year there is inevitably pressure on the historic fabric. The ever-increasing need to reconcile competing and often conflicting demands within tight budgetary controls requires skill and imaginative solutions to ensure affordability and best value.

As part of a small team you would be expected to be self-motivated and willing to visit each of our eight parks on a regular basis in undertaking this role and become familiar with our assets. We continually strive to provide the best level of services and have a real passion for the care and maintenance of our parks.

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## MAIN DUTIES/RESPONSIBILITIES

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### Key Responsibilities

1. Provide support to the Works Project Manager on the management and control of the facilities management contract.
2. Ensure maintenance activities are prepared, agreed and delivered, on time, to the agreed standard and provide value for money.
3. Provide management and coordination of facilities management functions and maximise the performance of contractors and consultants in the performance of their duties.
4. Assist and support the Works Project Manager to ensure the provision of efficient, effective maintenance & facilities services.
5. Assist in the compilation and maintenance of essential records, including asset register, Asbestos Register, Health and Safety Information and PPM records etc.
6. Responsible for the management and control of the Facilities Management Budget, including forecasting future spend requirements.
7. Advise on relevant repair issues and resolving issues in the most cost-effective way, preparing technical reports as necessary.
8. Provide technical advice in respect of maintenance especially mechanical and electrical.

## **Other Responsibilities**

1. Advise and assist in the planning and co-ordination of maintenance and facilities work on site to minimise disruption and inconvenience to users; communicate effectively with client departments re ongoing work, progress etc.
2. Compile and co-ordinate data, statistics, financial and performance returns etc.; produce reports as required.
3. Proactively identify opportunities to improve services and facilities within the Area; initiate minor improvement work or service variations within delegated budgets.
4. Support and assist client departments in the development of briefs and cost estimates for minor works.
5. Oversee and administer the procurement and delivery of approved minor works; liaise as necessary with other Estates teams.
6. Liaise with Project Managers and assist in the oversight of projects on site; assess the potential impact of projects on the operation and maintenance of buildings and communicate accordingly.
7. Proactively develop and maintain effective customer/stakeholder relationships through a network of key contacts.

## PERSON SPECIFICATION

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Selection criteria	Essential / Desirable
<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>A degree level education in mechanical and/or electrical engineering or equivalent through relevant training.</li> </ul>	D
<ul style="list-style-type: none"> <li>A relevant professional qualification e.g. IWFM, CIOB.</li> </ul>	E
<b>Experience</b>	
<ul style="list-style-type: none"> <li>CAFM and PPM Planning and Forward Maintenance Experience.</li> </ul>	E
<ul style="list-style-type: none"> <li>Statutory Compliance Management.</li> </ul>	E
<ul style="list-style-type: none"> <li>Contract and Supply Chain Management, service level agreements and performance management.</li> </ul>	E
<ul style="list-style-type: none"> <li>Solid Technical understanding (building services, electrical and mechanical maintenance).</li> </ul>	E
<ul style="list-style-type: none"> <li>Remedial and Minor Works Delivery (and generation of work).</li> </ul>	D
<ul style="list-style-type: none"> <li>Financial and Cost Management.</li> </ul>	E
<b>Skills, knowledge and ability</b>	
<ul style="list-style-type: none"> <li>Management experience of developing, implementing, and maintaining systems and service standards.</li> </ul>	E
<ul style="list-style-type: none"> <li>Strong experience of effectively managing contractors, monitoring and reviewing to a broad range of agreed standards, and keeping accurate records</li> </ul>	E
<ul style="list-style-type: none"> <li>Can continuously identify opportunities for process improvements and maintain a sense of pace and urgency so that actions can be delivered.</li> </ul>	E
<ul style="list-style-type: none"> <li>Creates and sustains mutually beneficial relationships enabling the business to gain value.</li> </ul>	D
<ul style="list-style-type: none"> <li>High level of organisation, with the ability to multitask and prioritise workload.</li> </ul>	D
<ul style="list-style-type: none"> <li>The ability to analyse information, make informed judgements, appraisal performance and manage risks.</li> </ul>	E
<b>Other</b>	
<ul style="list-style-type: none"> <li>Commitment to The Royal Parks' values of being accountable, excellent, inclusive, open and respectful.</li> </ul>	E
<ul style="list-style-type: none"> <li>An enthusiastic individual, with a passion for the Parks, is visible to staff and stakeholder, and leads by example.</li> </ul>	D

• Proven ability to lead and develop a team.	D
• Works collaboratively and builds effective relationships with a variety of groups.	D