



Role Profile

SERVICE MANAGER (BUILDING MANAGEMENT)

Reference No.	1SS6064	Type	Individual
Service	Property		
Job Family	Service Manager 2	Grade	FC12

Purpose

To define and deliver Council wide strategy relating to the management of Property Services within defined areas of responsibility to meet Council delivery objectives, corporate programmes, and emerging legislative requirements.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

- Leading the development of strategy, policy, practice and delivery within defined areas of responsibility which are:
- Programme and project management support.
 - Planned preventative maintenance, reactive building repairs and buildings compliance.
 - Energy management and carbon reduction.
 - Design of mechanical and electrical installations.
 - Quality control of construction works.
 - Management of service data / systems.
 - Management of service income /expenditure.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

- | | E | D |
|---|---|---|
| Educated to SCQF level 9, which includes a degree or equivalent | ✓ | |
| Current chartered membership of a relevant professional body | | ✓ |
| Significant experience of Programme and project management and of translating strategy into deliverable plans | ✓ | |
| Experience of managing conflicting demands | ✓ | |
| Ability to provide a regular and effective service | ✓ | |

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Leading and managing teams with responsibility for the strategic management, direction and improvement of programmes within and across Services (e.g. Corporate Planned Maintenance Programme, Net Zero in Non-Domestic Buildings, Buildings Compliance and Energy Management). Managing and reducing operational/strategic risks and ensuring project governance as appropriate.	Experience of developing and maintaining effective relationships with Council services, partnerships and other relevant organisations Leadership skills	✓ ✓	
Leading the development of strategy to ensure the delivery of Fife Council and Service level priorities (e.g. Non-domestic Buildings Compliance, Energy Management strategies, design of Mechanical & Electrical installations to meet statutory requirements and national objectives regarding Carbon Reduction thus managing and reducing operational and strategic risks). Ensuring they are implemented effectively and consistently and in accordance with appropriate legal, policies and statutory guidance.	Political Acumen, strategy, policy and practice development within a political context. Experience of collaborative working with partners in both public and private sector	✓ ✓	
Developing and implementing robust strategy, policy and procedures in relevant programmes, to ensure compliance with Council and statutory requirements.	Analytical skills Experience of policy development, implementation and evaluation Experience of driving change in designated area	✓ ✓ ✓	
Reporting to strategic and other relevant committees as part of the Councils governance framework.	Knowledge and awareness of relevant regulation, legislation and statutory requirements Problem solving skills	✓ ✓	
Managing change with Service Managers, employees and external partners as required, minimising disruption to service delivery in areas and minimise risk. Reporting on a regular basis to different strategic/management groups as required.	Experience of strategic planning and positively facilitating organisational change	✓	
Identifying, monitoring and achieving relevant quality standards, representing the Council, Directorate, ATE or Client Services at both	Report writing skills Presentation skills	✓ ✓	

E = Essential Criteria D = Desirable Criteria

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internal and external meetings, producing reports and delivering presentations.			
Preparing and managing Property Service revenue budget (including prediction and monitoring of income) and delivering agreed savings and efficiencies, ensuring compliance at all times with the Council's financial regulations.	Financial management skills	✓	
Strategic management of the Corporate Planned Maintenance Capital and Revenue budgets (circa £17.5m annually) including prioritisation of projects across the Council non-domestic buildings.	IT Skills	✓	
Contributing to and representing the Council on relevant national, public and private sector bodies to develop and share policy and standards. e.g. COSLA, Scottish Government, Scottish Legionella Forum Group, professional bodies.	Experience of actively sharing best practice with other authorities and organisations		✓
Providing professional leadership and managing performance through team development, coaching, managing attendance and performance as well as fostering knowledge and professional learning.	Experience of managing teams and motivating others including supporting staff development	✓	
Leading or contributing to other relevant change programmes (e.g. Delivering Change) and partnership working.	Experience of contributing to change outside of immediate area of responsibility		✓
Contributing to the wider development of the Service and Directorate as a member of the Service Management Team, and extended Directorate Management Team.	Experience of working as part of a senior management team or extended management team	✓	
Deputising for the Head of Service in their absence and participating as a representative of both the Directorate and Service Management Teams in all matters relevant to the efficient and effective management of the Service.	Experience of representing an organisation at various governmental and national sector organisation events	✓	
Managing communications with all stakeholders, including Elected Members/MSP's, MP's to respond to queries, support policy development and improve the customer experience or reputation of the Council.	Communication skills	✓	

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Planning, designing and implementing complex corporate level programmes proactively monitoring their progress, resolving issues and initiating appropriate corrective action.	Experience of managing significant programmes and/or projects in a large organisation, ideally in the public sector	✓	
Appointing individuals to project teams and ensuring allocation of common resources and skills within individual programme projects.			
Managing third party contributions to programmes including, for example, Scottish Futures Trust, Hub East Central Scotland, Fife Housing Association Alliance, developers, contracts as appropriate to specific Service Manager role.			
Managing service delivery risks to ensure desired outcomes.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.