

<b>Service Manager (Facilities Management)</b>				<b>Purpose</b>			
Reference No:	A4027			To provide a fully operational and quality service within a specific function of Catering, Cleaning or Facilities Management Service. Ensure that the service supports the council in achieving its aims, objectives and targets whilst promoting effective partnership arrangements and demonstrating a shared understanding and commitment to delivering a quality service.			
Service:	Facilities Management						
Job Family:	Executive/Senior Manager	Grade:	FC11				
<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility		<b>E</b>	<b>D</b>
Managing multifunctional teams located across Fife ensuring that the delivery of statutory functions is carried out by managing and resolving risks and issues that arise.				Educated to SCQF level 9 which includes a Degree or equivalent, or equivalent experience		✓	
				Membership of an appropriate professional body			✓
				Ability to provide a regular and effective service		✓	
Identifying, developing and maintaining procedures for the operation of service related plant and machinery conforming to legal requirements.				Organisational skills		✓	
Ensuring services comply with agreed service policies and technical standards.							
Communicating all policies, standards and specifications to service teams ensuring effective, consistent and uniform deployment for business and corporate benefit.				Communication skills		✓	

## Role Profile

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Developing and realising the full potential of employees through effective objective setting, performance management and skills development to ensure high standards of service delivery.	Team building skills	✓	
Providing support for continuous review, improvement and development. Implementing changes to management and operational structures in line with changing objectives and resources.	Leadership skills	✓	
Managing the implementation of future management strategies determined by corporate decisions.			
Managing, evaluating and reviewing Service Level Agreements with other Council Services, partners and stakeholders. Reporting on the performance of SLAs to clients.			
Ensuring efficient and effective use of physical, financial and staffing resources, including firm budgetary and establishment control that demonstrate best value.			
Developing, implementing and managing the work programme ensuring all tenders and contracts comply with Council policies, Standing Orders, regulatory and legislative requirements and demonstrate best value.			
Managing the service related budgets as well as developing and setting budgets for Team Managers.	Budgetary skills	✓	
Awarding and authorising contracts, payments to contractors and variation orders.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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<b>Service Manager (Hospitality)</b>			
Providing advice and guidance to other Council services on food hygiene legislation and best practice.			
Ensuring compliance with food and drink legislation, such as composition and labelling, meeting the minimum requirements prescribed by law.			
<b>Service Manager (Business Development and Support)</b>			
Leading role in responding to major cross service change and development projects.			
Leading role in compiling the Service plan and subsequent team plans.			
Leading in the collection/collation of performance data specifically for Statutory and Key Performance Indicators.			
<b>Service Manager (Janitorial and Cleaning)</b>			
Ensuring the effective delivery of a School Crossing Patrol Service and advise on the Road Traffic Act.			
Ensuring swimming pools within schools conform with National Standards. Provide advice on all technical aspects of swimming pool management.			
<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>			
<b>Before confirming appointment:</b> 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.