

## Role profile

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<b>Role title</b>	<b>Assistant Facilities Manager</b>
<b>Department and directorate</b>	<b>Estates, Finance &amp; Corporate Services</b>
<b>Grade</b>	<b>Grade 7</b>
<b>Reports to (job title)</b>	<b>Head of UK Estates</b>
<b>Direct reports (job titles)</b>	
<b>Main Place of Work</b>	<b>BMA London, Tavistock Square (on -site)</b>

### Summary – purpose of the role

On site coordination of reactive and day to day operational matters, working closely with service providers and 3<sup>rd</sup> party contractors, including Tenant liaison, Hub support, H&S guidance, and assisting a busy venue offer.

### Main Duties:

- Support the day-to-day facilities management of the BMA Group and stand in (deputise) when Head of Estates is unavailable
- Oversee the management of the estates help desk and maintenance CAFM systems (client side)
- First point of contact for tenant occupancy queries
- Provide occupational Health & Safety guidance for all workplace activities, with responsibility of all H&S workplace management systems
- Managing various building services contractors on- site at BMA House, with responsibility for the daily running of the building (hard and soft services management) To ensure that all outsourced services consistently deliver to targets and comply with agreed SLA's and KPI's to the respective offices
- Oversee planned preventative maintenance within the working week, and out of hours / weekends
- Support the delivery of occupational Health & Safety, working collaboratively with the BMA's appointed accredited person(s)
- Support the Venues team at BMA House as a thriving event venue
- Support the operational day to day requirements for all BMA hub/suites and occupants

### Summary – purpose of the role

- Comply with Company Policies, Procedures, and Quality Assurance requirements
- Follow budget constraints, with regular cost comparison exercises and sourcing new suppliers and preparing business cases for Justification
- Tackling non-routine problems frequently and being reactive to them.
- Support FM with developing strategies for support services throughout BMA House
- Undertake such other duties appropriate to the level and character of work as requested by Head of Estates

### Skill (level and breadth of application)

*What relevant experience is necessary to undertake this role? What specialist, technical or professional qualifications are required to be able to perform the job?*

*How far does the role extend out across the organisation, eg confined to own team, involves co-ordination with another department or requires regular negotiation with many other parts of the organisation. Why is this necessary? Describe the range of issues that are involved in this, eg resolving people's IT problems, collecting information on key research items or advising members on a particular issue.*

#### Essential:

- NVQ level 3 or equivalent combination of education and experience
- IT Skills in Excel and word
- Health and safety management ISOH or NEBOSH
- Previous experience of FM- Hard and Soft Services
- Project management experience
- Management or supervisory experience
- People management experience and good Inter-personal skills
- Good capacity for problem solving/ and resolving issues

#### Desirable:

- Recognised qualification in facilities management or maintenance, electrical or plumbing  
Formal FM qualification to degree level or equivalent (BIFM/IWFM)
- Use of CAFM (computer aided facilities management) systems
- Use of Building Management System (BMS) controlling mechanical & air conditioning plant
- Some knowledge of building services

#### Personal Qualities:

- Established people management and communication skills
- Strong numeracy skills
- Able to work in conjunction with colleagues at all levels within the business
- Able to prioritise and delegate tasks to contractors who report to Estates department such as porters and cleaners
- Able to manage stakeholders and their needs Skills:

### Skill (level and breadth of application)

- IT literate and ability to use word processing, spreadsheet, and other business software
- Articulate and ability to communicate at all levels
- Customer focus and customer service skills
- Eye for detailTeam Working
- Use of initiative and flexibility and ability to deal with the unexpected

### Intellectual demands (complexity and challenge)

*What sorts of problems, situations or issues are typically dealt with? Give any illustrative examples. How are the problems, situations or issues dealt with (eg undertaking original research and analysis or seeking specialist advice)?*

*To what extent are standard procedures and processes followed when undertaking typical tasks, and how is personal initiative used when solving problems? To what extent is creativity used in solving the problems (eg adopting different approaches, trying things that have not been done before within the organisation or improving/changing previous approaches).*

### Intellectual demands (complexity and challenge)

- The post holder requires the ability to be proactive to manage to all associated building services failures (lift breakdowns, power loss, heating & cooling/leaks etc) in a timely fashion
- The post holder must use initiative in dealing with non-routine issues and building emergencies
- Post holder requires the ability to determine the scale of problems and remedy with minimal disruption to the business
- The post holder requires a basic knowledge of landlord and tenant responsibilities
- The post holder must have the ability to seek competitive quotes from other service providers Problem solving on a regular basis, proactive to all building service failures and emergencies 24/7 call-outs from BMA House security and events team
- The post holder must have knowledge of sustainability and environmental issues
- The post holder must be willing to take on new challenges to meet customer expectations
- The post holder will be required to arrange chargeable works on behalf on tenant organisations at BMA

### Judgement (independence and level and impact limitations)

*What are the typical decisions that are made in the job without reference to any higher authority? What informs/constrains the decisions (eg expenditure limits, have to follow clearly laid down procedures or working within broad objectives). What influence upon policy, procedures or resources is there (eg giving advice to others)?*

*Who (or what) is next to be affected by the decisions that are made – for example, supervisor sees them before they leave the team or the whole department sees and has to respond to the change that is made. Give typical example(s) of the consequences of the decisions (eg what impact does the decision-making have on the performance of the team/section/department/organisation)?*

- Purchase of signs, blinds, and washroom consumables
- Assist in planning of minor building repair and redecoration projects
- Manages self: ability to work proactively and problem solve without supervision
- Authorizes additional minor building works, remedial repairs, cleaning & porter's tasks
- Close liaison with HoE on cost implications and understand budgetary constraints
- Being reactive to a wide range of problems and situations
- Advise and develop own team (contractors) working routines and methods to support the business effectively In particular in relation to event hire activities
- Assist HoE with planning maintenance strategies
- Ability to follow and understand budgetary constraints

### Use of resources (supervision of resources and influence)

*What responsibility is there for managing people, equipment, budgets, resources, customer's welfare or confidential information? If this is a staff management role describe what is involved, eg staff reporting, staff development, appraisal, leading a department or the allocation of work.*

*How does the role fit within the organisation, eg support role, team member, team leader, specialist policy adviser, or leading major areas of core business?*

- Responsible for the supervision of a wide and varied range of contractors/building service providers
- management of all Facilities workplace services but not limited to, M&E, Cleaning, Health & Safety, and general workplace services
- Responsible for occupational Health & Safety workplace systems, activities, and guidance
- Prioritizing resources
- Awareness of budgetary constraints and competitive tendering A sound understanding of the requirements of the organization
- Team working within own department
- Work closely with Events team to provide support services
- Understand the requirements and standards of BMA House as a venue
- Understand all building users (staff, members, visitors, tenants) expectations of the working environment
- Implementing energy efficient initiatives by introducing new in-house methods and policies e.g. improved recycling, greener products
- Regularly review the working patterns of all BMA House contractors to meet user demands
- Help Implement Service Level Agreements with service supports teams (cleaners, porters, maintenance)

### Communication (level, internal and external demands and significance)

*What people are typically contacted (regardless of the medium) **inside** the Association, eg immediate colleagues, senior managers or administrators? Committee members are the only members classed as internal communication. Normal non-committee membership and doctors are external (see below)*

*Who is in regularly contact with the role holder **outside** of the Association, eg members who are not committee members, suppliers, members of the public? Approximately what percentage of the time is spent on external communications?*

*What is the purpose of these contacts, eg conveying information, gathering data?*

- Communicate with all levels of staff within the Association
- External communications with service providers and consultants
- Purpose of communication varies from dealing with complaints and failures, sourcing competitive quotations, seeking professional advice, scheduling maintenance tasks/services, advising tenants/staff
- Close communication with all tenant organisations on all aspects of their occupation and needs
- Liaison with local residents and Camden council representatives for example noise complaints and other nuisances

## Physical demands & coordination (physical effort and mental strain)

*Are there any unusual physical or mental demands of the role; for example, lifting heavy objects, standing for long periods, using VDUs extensively or high levels of concentration?*

Normal co-ordination or physical demands associated with an office environment, limited requirement to engage in lifting/carrying/other exertion.

## Working conditions and emotional demands

*What are the environmental conditions in which the work is conducted, the social and emotional demands faced by the role and the pressures resulting from these?*

The job is conducted in a normal office environment and is not exposed to hazardous conditions or anti-social behaviour. The role contains minimal personal risk

Building inspections are periodically required in plant rooms, roof spaces, and flat roofs.

Dealing with and co-ordinating a high number of external service providers can at times be stressful.

## Values and behaviours

The post-holder is expected to execute their role in line with our five organisational values.

The following examples illustrate how we are using our values to inform how we act:

We are **leaders** because:

- We strive to always improve
- We take responsibility for our actions
- We collaborate with each other and work as one BMA for the good of our members
- We are proactive and prepared to guide our members and each other

We are **experts** because:

- We understand our members
- We draw on our collective experience and knowledge to solve problems
- We use our insights and research to make decisions
- We provide accurate, credible, relevant and engaging information
- We recognise our strengths and act upon them

We are **committed** because:

- We listen to our members and put them at the heart of everything we do
- We are respectful, inclusive, open and honest with our members and each other
- We approach everything we do with confidence and sensitivity

We are **reliable** because:

- We deliver on what we say we will do
- We are accessible and approachable
- We build trust by being consistent and supportive
- We are positive and decisive whatever the situation

We are **challenging** because:

- We fight, ethically and fearlessly, for the interests of all our members

– We work as a brave, assertive and effective champion for high quality health services and the advancement of the profession

Sign-off	
Manager:	Date:
Role holder:	Date: