

Job Title: Facilities Manager (North East)

Role will be based in York, Darlington or Middlesbrough

As part of your role, you will be expected to work at sites across your region, with occasional travel to other locations in the country.

About us

HM Courts & Tribunals Service (HMCTS) is responsible for the administration of criminal, civil and family courts and tribunals in England and Wales. Our roles support our service users and colleagues, where people and businesses access potentially life-changing justice. We're looking for individuals who are committed to public service and want to make a difference in people's lives in delivering justice. If you're interested in developing a career with a real purpose, please apply.

About the role

The Facilities Manager is responsible for oversight of the Facilities Management (FM) and Security service contract provision within a defined portfolio of properties, supporting the wider business objectives of HMCTS and developing a fit for purpose, safe, secure, and modern sustainable Estate.

The role is established to provide a remote support function to HMCTS colleagues by performance managing service providers appointed through fixed term-contract arrangements and deliver a high level of personalised care to our customers, stakeholders and court and tribunal users.

Your role as the Facilities Manager encompasses several key aspects (but not limited to):

- Maintain an established and broad understanding of both the security and facilities management contract arrangements and related supplier responsibilities to swiftly respond to daily user enquiries and resolve problems and issues in a timely manner. This means developing a knowledge of contract framework, specifications, service level agreements and key performance indicators against which supplier's success can be measured.
- Be the first point of contact for HMCTS Operational Managers and Building Champions to resolve escalated building maintenance and security issues. You will need to be available remotely at short notice to provide contract advice and communicate with supplier colleagues to ensure supplier resources are directed appropriately to resolve critical issues.
- Manage chargeable ad hoc work requests via supplier Computer Aided Facilities Management (CAFM) systems – processing work order approvals within defined financial constraints and ensuring value for money checks are conducted so that agreed costs reflect contract specifications. Approve or reject submitted quotes within two working days to prevent service delays to end users. Complete

business case documents to progress chargeable work exceeding financial authority and submit to line manager for review.

Please refer to the attached role profile for a comprehensive overview of the role.

What are we looking for? (Person Specification)

The ideal candidate for this position should demonstrate:

Essential

- Strong communication skills. The role requires constant dialogue with your customers, and you will be able to explain key contract processes and expectations as well as explanations of issues to an audience without technical understanding.
- Proven experience working with customers and multiple stakeholders to deliver excellent levels of customer service. You will be able to provide examples in previous experience which demonstrates your exceptional people skills. You will build relationships with your customers and supplier staff that strikes a balance between holding our partners to account and a personable approach that ensures we work as a collective to improve standards, avoiding a purely combative approach.
- Proficient using MS Office, Teams, Word, Excel, and Outlook software. You will be responding to many daily enquiries by email and will be confident of writing in a formal manner, occasionally to senior audiences.
- Base level understanding of Fire Safety, Security and Health & Safety.
- Experience of working within defined policies and procedures for example financial constraints.
- You must hold a full UK Driving License. The nature of the Facilities Management role means that you must possess a valid entitlement to drive unsupervised in the UK, at the point of commencement of your duties. Remuneration will be applied in line with organisational policies.

Desirable

- Experience working within a Facilities Management and Security environment. The ideal candidate might show a successful track record in managing services, properties and relationships in a multi-site FM and Security environment.
- Qualified to institute of workplace and facilities management standard or comparable level.
- Experience in contract management, understanding of contract process and service level agreements/key performance indicators by which we hold suppliers to account.
- Experience of project management. You will work with supplier Project Managers and will take an oversight of the project process, escalating when projects deviate from scope and progress.
- Basic understanding of Asbestos and Legionella Management – although training will be provided.

Application Process:

To apply for this role, please submit a **CV and statement of suitability of no more than 500 words** setting out evidence and examples of how you meet the person specification of the role. Please ensure you cover both 'what' you do but also 'how' you do it. (i.e., the effective skills, knowledge & experience needed to undertake the role)

Interview

If successful at sift you will be invited to attend a remote interview via MS Teams.

During your interview, you will be assessed against the following Civil Service Success Profiles which will include:

- A presentation & follow up questions from the panel, the presentation brief will be sent to you in advance.
- Two experience questions in relation to the person specification.
- One behaviour question on "Managing a Quality Service" (Level 3)
- Strengths will also be assessed however these are not shared in advance.

About our benefits

We reward our people for their hard work and commitment. We have a number of family friendly and flexible working policies that will help you achieve a healthy work-life balance. In addition, we offer a range of employee benefits which include generous annual leave, a highly competitive contributory pension scheme, childcare benefits, season ticket and bicycle loans.

Proud to Serve. Proud to keep justice going.