

Job Title: Facilities Supervisor	
Job Evaluation Number	B511

JOB DESCRIPTION

Job Title: Facilities Supervisor	Location: Various locations
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: Facilities Manager	Band level: 3F
Staff Responsibilities (direct line management of): Up to 3 x Facilities Assistants.	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: Manage and maintain a common standard of building and facilities maintenance service relating to the upkeep of police premises which will include all aspects of Health and Safety, security and fleet management.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Act as the local point of contact / liaison for external contractors and consultants, monitor the on-site activities of contractors and report on inappropriate Health & Safety arrangements. Ensure all contractors are fully briefed on Health and Safety, specifically the asbestos register, before completing any maintenance work for TVP; issue any fobs/cyber keys for site access and maintain daily contact.

2. Provide advice and guidance to the Facilities Assistant in relation to more complex reactive maintenance events or Health & Safety duties and as necessary, provide local tasking, including scheduling of planned activities and fire drills. Manage the procedures for call-out rotas, in consultation with the Facilities Manager as necessary.

3. Maintain customer contact including providing a point of contact for the facilities shared service; provide reactive support to facilities managed to ensure business continuity issues affecting critical operational facilities are given appropriate priority, and on occasion may be required to provide further support to other Hubs.

4. Manage delegated contracts on behalf of the Facilities Manager, liaise with the Procurement department concerning scope and /or daily managed contracts e.g. cleaning, security access, etc; provide to the Facilities Manager the recommended weekly scheduling of maintenance tasks.

5. Perform Health & Safety management and monitoring tasks (e.g. relating to fire safety, asbestos, legionella) that will contribute to maintaining safe working conditions and to ongoing compliance with legislative requirements. Maintain computerised records (BHI) of all fire safety checks and remedial work. Work with Facilities Systems Supervisor for monitoring of all aspects of BHI system.
Undertake dynamic risk assessments to ensure a safe working environment and initiate remedial actions as required.

6. Responsible for reviewing and updating area fleet and user information as required using the Traka management system. Ensure the fleet is maintained and that all servicing and MOTs are undertaken in accordance with force policy.

7. Implement local administration procedures for single accommodation including inventories, issuing of keys and standards of condition / maintenance to ensure they are kept to the agreed standard and manage minor workplace accommodation change arrangements (e.g. office

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moves).

8. Identify and report building faults and undertake minor repairs where appropriate. Ensure all fault reports are dealt with effectively and that the relevant contractors are commissioned immediately if the fault cannot be resolved in a timely manner. Where improvements are required submit a New Works Request to Facilities Manager.

9. Line manage Facilities Assistants in terms of conducting PDRs, manage sickness, approval of leave to ensure cover is maintained. Ensure Facilities Assistants receive appropriate training and maintain their accreditation through refresher courses.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

Estate: Working to a Facilities Manager based in one of three hubs, each Facilities Supervisor will typically be responsible for between 7 and 9 Operational Police Stations and Support Facilities plus a number of other Neighbourhood Policing Sites, and Single Accommodation properties as appropriate.

Fleet: All vehicles and bicycles that are allocated to all of the above sites.

Staff: Line management responsibility for 1, 2, or 3 Facilities Assistants and also for grounds maintenance, cleaning and housekeeping staff, as appropriate.

Legal: Each post holder is responsible for a number of H&S legal checks and processes. Namely fire safety checks including weekly fire alarm testing, water testing, conducting contractor safety briefings including the detailing of asbestos risks on a site.

Cover: The Supervisors have to provide 24 hour 7 day a week cover to ensure operational buildings can be supported.

Work with Facilities Systems Supervisor in relation to the management and monitoring of fob security systems, BHI fire system, and Traka fleet system.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows:</i>	<i>E/D</i>
1. Achieved membership and qualification from an appropriate professional organisation, e.g. British Institute of Facilities Management (Level 3).	E
2. Good standard of education competent in numeracy and literacy.	E
3. Proven ability to prioritise and manage time effectively and be able to work unsupervised.	E
4. Recent experience in a maintenance / building role.	E
5. IT Literate including competence in the use of Microsoft packages.	E
6. Recent & relevant knowledge of Health & Safety legislation or willingness to obtain e.g. fire, water, asbestos.	E

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7. Proven communication skills both written and oral and strong interpersonal skills.	E
8. Ability to work under pressure and to quickly analyse problems and to take a systematic approach to resolution.	E
9. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential *.	E
10. Recent experience of fleet management.	D
11. Proven ability to manage staff and work effectively as part of a team.	D
Additional Comments: * At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	

Problem Solving: All role holders are confronted regularly with problems, they are presented with new or unusual situations, demands or challenges, or something has gone wrong and has to be sorted out.

The problems that have to be dealt with in carrying out this role include:

1. Able to re-programme his/her workload (and that of line-managed staff) on a frequent basis, i.e. whilst providing effective response to urgent problems, planned /cyclical activities that continue to be implemented.
2. Dealing with day to day faults and problems in relation to buildings, fleet, and bicycles, e.g. heating failures, vehicle accidents, non compliance with cycle safety requirements and he/she will need to ensure that decisions are made about how to resolve these promptly.
3. Acting as a first point of call for operational staff, for all building and vehicle repairs or maintenance e.g. failure of panic alarm in Custody.
4. Acting as first point of contact with problems and changes relating to Traka.
5. Supervising the on-site activities of contractors and ensuring they have appropriate access to buildings; resolving problems arising from access by unauthorised contractor staff.
6. Ability to recognise H&S issues/incidents and respond accordingly. This may include taking immediate action to make an area safe, restricting access, reporting to H&S department, reporting to line manager or senior manager, reporting to Property Services help desk.

Planning: Refers to any problems that may be met in planning because of the unpredictability of the workload or the time scales over which plans have to be made.

The role involves the following planning activities:

1. Prepare and monitor staff rotas and availability to ensure continuing resilience in the delivery of facilities services including covering annual leave and sickness.
2. Plan programmes of staff activity to fulfil Legal requirements of critical Health and Safety inspection and testing regimes, e.g. fire alarm testing, legionella flushing/sampling, asbestos condition reporting.
3. The ability to deliver a number of the services depends upon securing the co-operation either of customers (e.g. releasing vehicles from operational use) or external contractors (e.g. delivery

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of equipment / materials). Programmes can also be disrupted by operational factors beyond their control.
This requires the ability to reschedule a number of activities based on a dynamic assessment of priority/risk.

4. Co-ordinate requests for PSU vehicles for Operations maintaining an on-line diary and TRAKA reservations.

5. Ensure arrangements are made for staff moving into and vacating single accommodation, e.g. inventories, keys, condition inspection.

Freedom to Act: Describes the scope the role provides to act independently without seeking prior approval from the manager or colleagues.

The degree to which the role provides freedom to act is as follows:

1. Working in locations remote from their Line Manager and the extent of the estate and Fleet for which they will be responsible will require them to be self-directed and to exercise decision making autonomy on a daily basis in relation to their workload and priorities (and the Facilities Assistants).

2. Will need to exercise judgement and discretion on the need for intervention when activities of Contractors are considered to be posing a potential Health and Safety risk or in breach of Legislation and/ or initiate and co-ordinate appropriate action in response to breaches of security.

3. Exercise individual decision-making ability in moving staff to different locations to assist with resilience.

4. Raising orders for local provisions e.g. window cleaning, additional cleaning (blinds etc), lights, grit, cleaning materials.

5. Adjust personal starting/finishing times to facilitate operational work.

6. Maintain and control stocks of operational vehicle equipment (e.g. road signs, traffic cones etc.), vehicle maintenance equipment (e.g. oil, screen wash etc.), and bad weather supplies (e.g. salt/grit and spreaders).

Interpersonal skills: Describes the ways in which the job relates to people and uses interpersonal skills.

The role involves exercising interpersonal skills as follows:

1. Will be the most locally visible and accessible members of the Facilities Support team and will be based at the Force's larger and more operationally important sites; it is essential that they have effective personal skills in dealing professionally with their local customers – as they will come into direct contact with Senior Officers and Staff (including LPA Commanders, Heads of OCU's/ Department) who will be looking to them to provide their local services responsively and to an acceptable standard.

2. Liaising with external contractors and service providers on both routine and in some instances difficult/challenging issues, and at all times conveying the appropriate level of professionalism.

3. Dealing with staff in a clear and effective manner in order to convey appropriate information and messages about workload priorities, whilst being able to provide guidance and support when required.

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Communicating: Indicates what sort of communications are made in carrying out the role, the format (oral or written), the purpose and frequency and to whom they are addressed.

The role involves communicating to people as follows:

1. Facilities Team, Property Services – Team Leaders, other staff, Maintenance Help Desk – oral/written – frequent (daily). This can include the production of reports on building problems, suggested improvements etc.
2. Heads of OCU's /Depts. / LPA Commanders / Operational Managers – oral / written – ad-hoc as required. This can include the production of reports on disruption caused by building work.
3. All Officers and Staff – oral on frequent ad-hoc basis – oral/written.
4. Other departments including: Criminal Justice (Custody), ICT, Procurement, Transport, Security, Health & Safety – oral/written ad-hoc as required.
5. External partners and commercial companies – mainly oral – ad-hoc as required.