

Job Title: Facilities & Security Manager	
Job Evaluation Number	B365

JOB DESCRIPTION

Job Title: Facilities & Security Manager	Location: CT Policing South East (CTPSE)
Job Family: Business Support	Role Profile Title: BB4 Police Staff
Reports To: Head of Security CTP SE	Band level: 4I
Staff Responsibilities (direct line management of): Facilities and Security Supervisors	

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

The overall purpose of the role is to: Manage / maintain cohesive facilities and physical security services for CTP SE at central HQ and Regional satellite offices supporting and protecting CTP SE buildings / people to ensure legislative compliance and value for money.

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. Managing a complex portfolio of facility and physical Security requirements to meet the requirements of CTPSE. Identify, implement and refine processes and procedures in line with CTPSE Policy to ensure continued performance, improvement and compliance.
2. Ensure access to secure buildings and Officers are compliant with legal, Home Office and National Counter Terrorism (NCTPHQ) requirements and in line with CPNI / CESG standards, including fob access, intruder alarms and CCTV. Ensure robust security systems are in place and frequently audited to prevent unauthorised access to highly restricted areas, with regard to prevention of access and contamination in forensics evidence stores.
3. Manage and control access areas for contractors, depending upon level of security clearance. Provide control checks and assurance on vetting levels, ensuring all applicable policies and procedures are followed.
4. Attend court (when required) as a knowledgeable witness of security systems and physical access control measures within CTP SE buildings and CPNI implemented standards when appropriate.
5. Develop / manage the facilities services programme for CTPSE maintaining agreed standards and Service Level Agreements (SLAs). Deliver a range of local services relating to facilities management, work with the health and safety officer to ensure compliance / monitoring on all matters. Ensure security in regards of; contract cleaning, grounds maintenance and waste management.
6. Assist the IT Security officer in controlling access to all secure safes / rooms and ensure compliance with the Government Protective Marking Scheme.
7. Develop / maintain effective working relationships with partner agencies including; equivalent Facilities Managers in TVP and other regional Forces. Collaborate with the Technical Surveillance Unit (TSU) on all aspects of building management including; ICT installations, IT cable management and cable security.
8. Manage the performance of key facilities contracts across the region along with associated budgets, including cleaning & ground maintenance contracts.

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9. Consult / negotiate with stakeholders in relation to programmes of work, disruption, closures etc. Facilitate the successful delivery of planned and reactive maintenance work, capital and revenue projects with minimal disruption. Attend meetings and manage the Buildings / Facilities risk register. Manage procurement of plant and office equipment required in the programme of work in line with CPNI guidelines.

10. Line manage the Security & Facilities Supervisors across CT sites within the region to ensure adherence and compliance to required standards. Ensure required inspections / risk assessments are completed and attend relevant local / Force Committee meetings. Co-ordinate responses to actions from inspections and audits.

11. Assume core responsibilities for fire safety management as 'Responsible Person' under the Regulatory Reform (Fire Safety) Order 2005. Ensure proper control of relevant measures within buildings including; heating, cooling, ventilation and fire suppression, through day to day management and control of the Building Management System (BMS). Manage / maintain relevant combined systems to meet the Carbon Management Plan standards, legal requirements and Force policy. Make Adjustments based on individual 'comfort' level; significant demands and / or complaints require investigating and responded to with, rationales, decisions and outcomes properly communicated.

12. Oversee local provisions of waste management across all sites (including general waste, recycling, confidential, secret and special waste streams) including the retention of transfer notes. Ensure legal and Force compliance waste disposal / drainage. Liaise with Environment agency and assist with their inspections. Manage facilities and services delivery to ensure these contribute to the Force's programme of environmental initiatives.

13. Ensure that all security policies, practices and procedures are compliant. Implement control mechanisms to identify breaches and assist with audit requirements. Maintain current inspection reports and appraisal reviews.

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:

The role holder will require a wide range of property/facilities and security management experience – this includes, SIA, building security, contract management, cleaning, control of contractors, maintenance, planning and business continuity; this will support facilities and security related change programmes.

Staff: Responsible for direct line-management of the Security/Facilities supervisors; Facilities Security Supervisors, Security Guards, grounds staff and cleaners. Manage daily/weekly tasking, responding to service demand and staff welfare issues. Develop appropriate skills training of staff to ensure team has relevant skills mix and 24/7 access to up-to-date guidance, policies, processes and procedures that support delivery against the relevant programmes.

Estate: Responsible for delivering the ongoing upkeep and maintenance as well as the high security of all CTP SE discreet sites and co-located offices, ensuring continuity of facilities to meet operational.

Legal Compliance: Ensuring all facilities and security standards continuously meet legal, statutory and policy requirements, managing the implementation of any required interventions whilst also escalating any breach to CTP SE Head of Security

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Financial: The will role holder will be proactive in regards of; maintenance, major and minor revenue improvements as well as capital projects for CTP SE. Also accountable for managing the performance of key facilities contracts for cleaning and ground maintenance for the CTP SE estate.

Cover: The role holder must provide an effective out of hours call out service for buildings and services in order to maintain operational continuity. An on call allowance will be payable to recompense for the inconveniences of being regularly available out-side working hours and dealing with issues that arise, working within CTP SE policies and protocols that are in place. Act as an escalation point where situations outside of policies arise, which have a people, operational or financial impact. Understanding where the impact is significant or severe and subsequently escalating further to the CTP SE Head of Security.

Security: Ensure that the guard teams and supervisors maintain a high level of security and customer service, responding to and managing any concerns in partnership with CTP SE Head of Security, having a full awareness of the complex security arrangements across CTP SE.

Act as the 'customer' liaison for all CTP SE facilities functions and to deal on a day to day basis with officers and staff at all levels to resolve problems and issues within the region. Provide an effective out of hours call out service for CTP SE buildings and services in order to maintain operational continuity for which a standby allowance will be payable.

This role will provide support for the Head of Security for CTP SE as appropriate.

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 (essential or desirable):</i>	<i>E/D</i>
1. NEBOSH (National Examination Board in Occupational Safety and Health) General Certificate or willingness to obtain this qualification whilst in post, with a proven ability to demonstrate understanding of Health & Safety legislation and requirements.	E
2. Excellent interpersonal and negotiating skills with experience of effectively managing stakeholder expectations, contractors, complaints and poor performance.	E
3. Recent experience of managing facilities and security in a complex security environment. Extensive and practical knowledge and experience of telecommunications, CCTV and security systems.	E
4. Possess valid SIA Supervisor Certificate or willing to undertake the training.	E
5. Proven and recent experience of line management / supervision of staff whilst achieving required performance by setting and monitoring objectives linked to organisational priorities.	E
6. IT Literate and competent in the use of Microsoft applications. Willing to learn new IT systems.	E
7. Ability to: accompany contractors to unique locations, including working at heights, climbing stairs/ladders and plant room environments. *	E
8. Must have capability to travel to different locations across the Region and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial	E

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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. **	
9. NEBOSH National Certificate in Fire Safety and Risk Management, and NEBOSH Environmental Management Certificate (or equivalent). Alternatively role holder should have the willingness to pursue these qualifications.	D
<p>Additional Comments: * At interview, candidates will be asked to confirm their willingness to undertake the TVP 'Basic Driving Assessment', which will enable the use of a police authorised vehicle. Candidates will also be asked to confirm their willingness to undertake 'on call' work on a rota basis.</p> <p>** At interview, candidates will be asked to confirm their willingness to undertake relevant Manual Handling Training and Safety Training</p>	