

Job Description

Job title:	Head of Facilities Management	
Grade:	14	Post number: 000771
Directorate:	Resources	
Unit:	Facilities Management	

Job purpose

Provide an integrated facilities management service to ensure the GLA meets its statutory and contractual obligations at all sites.

Principal accountabilities

1. Manage facilities services and contracts for the GLA, at all sites including the development and implementation of:
 - a) Accommodation and asset management strategies, including changes to the infrastructure or space utilisation
 - b) Security, amenities and infrastructure strategy
2. Ensure Trafalgar and Parliament Garden Squares are developed and managed in accordance with the terms of the Greater London Authority Act 1999 and the Mayor's priorities.
3. Ensure premises meet the GLA's business and operational requirements.
4. Ensure all lease and estate management complies with statutory requirements and is aligned with the objectives of the organisation.
5. Ensure facilities management services take account of best practice in environment and sustainability issues, and comply with legislative requirements applicable to the service.
6. Manage the revenue, capital and income budgets for facilities and squares management team.
7. Ensure that contracts are in accordance with statutory regulations, specified standards and the GLA's contractual terms and conditions.
8. Ensure compliance with health and safety regulations, and participate in risk assessment of all areas and activities under the control of the job.
9. Lead policy development in health and safety on behalf of the GLA.
10. Develop the accommodation strategy for the core GLA property holdings and effect corporate change programmes.
11. Lead on business continuity arrangements for the Authority in the event that City Hall is either partly or wholly unable to be used as office accommodation.
12. Represent the interests of the GLA as the voting member on the London Bridge Business improvement district.

13. Represent the interests of the GLA as a Board Member on the Potters Fields Park Management Trust.
14. Ensure the legal and appropriate Enforcement of the By-laws in place on Trafalgar and Parliament Squares and act as a GLA Authorised Officer in relation to carrying out enforcement activity under the Trafalgar Square and Parliament Square Garden Byelaws.
15. Contribute to the corporate management of the Resources directorate, making a major contribution to the on-going development and improvement of the service in accordance with the principles of Best Value.
16. Manage staff and resources allocated to the job in accordance with the GLA's policies and Code of Ethics and Standards.
17. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary cross-department and cross-organisational groups and task teams.

Key contacts

Accountable to: Executive Director of Resources

Accountable for: Staff and resources allocated to the job

Person specification

Technical requirements/experience/qualifications

1. Substantial experience of managing facilities management services at a senior level in a comparable high profile / public sector organisation.
2. Good knowledge of health and safety law and practice.
3. Membership of a recognised professional body (e.g. British Institute of Facilities Management) or able to demonstrate an equivalent level of knowledge through extensive experience
4. Holder of appropriate Security Industry Authority Licence and Personal Licence under the Licensing Act 2003 - desirable.

Behavioural competencies

Building & Managing Relationships

...is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals

Level 4 indicators of effective performance

- Identifies and engages a diverse range of influential contacts within stakeholder and community groups, and partner organisations.
- Builds alliances to establish mutually beneficial working arrangements, openly sharing knowledge and insights.

- Actively challenges and addresses 'silo attitudes' to encourage effective relationship building inside and outside the GLA.
- Understands the complexities of political dynamics and uses this to manage relationships and resolve conflict effectively.
- Identifies clear win-win situations with external partners.

Managing and Developing Performance

...is setting high standards for oneself and other, guiding, motivating and developing them, to achieve high performance and meet the GLA's objectives and statutory obligations.

Level 4 indicators of effective performance

- Creates an organisation that learns from experience.
- Set clear organisational objectives, cascading challenging yet achievable deliverables to directorates.
- Identifies strategic level performance indicators and communicates these clearly.
- Leads and sets an example for desired behaviour and performance for GLA staff.
- Instils a culture of high performance and outstanding results where staff are encouraged to perform to their best.

Decision Making

...is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 4 indicators of effective performance

- Makes difficult decisions for the long term benefit of the organisation.
- Presents and instils confidence in strategic decision making.
- Consults stakeholders early in critical organisation-wide decisions.
- Stands by the decisions and actions of the GLA.
- Accepts and promotes accountability for the GLA's decision making.
- Ensures the organisation balances effective risk management with the need for timely actions.

Organisational Awareness

...is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 4 indicators of effective performance

- Focuses on the needs of Londoners, promoting organisational awareness of how they impact GLA priorities.
- Anticipates and responds appropriately and professionally to political pressure, inspiring confidence and trust from politicians.
- Shapes senior stakeholders' perceptions of the GLA, using their influence to support the GLA agenda.
- Influences Londoners' perceptions of the GLA, using the Media where appropriate.

- Leads the organisation by setting the highest standard in upholding integrity and ethical behaviour.

Responsible use of Resources

...is taking personal responsibility for using and managing resources effectively, efficiently and sustainably.

Level 4 indicators of effective performance

- Explores different options for funding and income generation.
- Sets budgets, understanding current costs and challenging teams to deliver greater efficiency.
- Monitors resource allocation across the organisation, ensuring the GLA works within budget and resources.
- Ensures the GLA procures and uses resources fairly and responsibly and with regard for environmental efficiencies.
- Leads initiatives to identify and deliver efficiencies across the GLA group and through partnership working.

Responding to Pressure and change

...is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Level 4 indicators of effective performance

- Demonstrates resilience in the face of challenge from staff, medial and partner organisations.
- Promotes the GLA as a flexible organisation, responding to the changing needs of Londoners.
- Shows positivity in the face of external pressure, minimising negative impact.
- Drives a culture of continuous improvement.
- Sets the direction for organisational development and ensures effective communication of change initiatives.

Problem Solving

...is analysing and interpreting situations from a variety of view points and finding creative workable and timely solutions.

Level 4 indicators of effective performance

- Seeks multiple perspectives to understand the breadth and depth of complex issues
- Produces strategies to solve organisation-wide problems, considering the practical and political concerns associated with the implementation of solutions.
- Enables the GLA to continuously improve and innovate in the long term.
- Problem solves jointly with others to stimulate innovation.
- Turns ambiguous or difficult situations into opportunities.

Planning and Organising

..is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time to a high standard.

Level 4 indicators of effective performance

- Takes accountability for monitoring delivery of the GLA's commitments.
- Uses quality assurance processes across the organisation as a feedback mechanism to improve performance.
- Takes responsibility for ensuring tools and techniques are available for the effective management of programmes.
- Realigns GLA objectives to respond to changing external and internal agendas.
- Uses feedback from all sectors as a performance measure for GLA work.

Working Patterns

You may be required to work at any of the GLA 's sites in order to carry out your duties. This may include City Hall, Trafalgar Square, Parliament Square and London House Brussels.

Reasonable adjustment

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.