



Department:	Property & Facilities
Job/Role/Post Title:	Facilities Office Supervisor
Location:	Fire and Police Headquarters, Eastleigh
Position Number(s):	50867433
Grade/Role:	Grade F
Post:	Politically Restricted: no Subject to CRB Check: No Subject to Security Vetting: Non-Police Personnel Vetting Lv2
Responsible To:	Lead Facilities Officer
Responsible For:	See organisation structure chart below

Description of Duties and Responsibilities

Section 1: Purpose/Reason Why Job Exists

HFRS have established a Strategic Property & Estates Plan which sets out the forward direction of the organisation's property estate and how this will be managed and maintained. This includes working with other public sector organisations to share properties, embed principles of a new property and estates strategy and provide first class facilities management across the County.

The Property & Facilities team work to bring excellent service to the organisations across property management, maintenance and facilities management. This role will play a key function supporting the whole team by:

- Managing the front-of-house team consisting of Facilities Assistants who provide an effective and efficient reception service and support the delivery of facilities management (FM) services to meet business requirements across the wider organisation that promotes the professional image of the Service.
- To own and manage the interface between the team (including the wider Property & Facilities team) and the Service. This will include managing and developing shared email inboxes, databases and spreadsheets tracking action progress.
- To assist in the day to day running of the Property & Facilities team and to lead the improvement of processes regarding how the Facilities aspects operate.

Please note the post holder may be expected to wear corporate wear/uniform as required in accordance with the Department policy.

Section 2: Responsibilities/Specific Duties/Principle Accountabilities, Dimensions of the Job

Accountability & General Management

The post-holder will coordinate and lead the front-of-house Facilities team for the benefit of the Service and partner organisations; under the direction and support of team managers. This includes day to day supervision of the team and its activities. Ensuring clear priorities are set and monitored to enable expectations and deadlines to be met. The post-holder will be required to manage all aspects of the day to day running of the Facilities team including (but not limited to):

- Maintaining a comprehensive visitor reception service to the Headquarters building including the management and handling of visitors and phone enquires.
- Setting up and maintaining key plans, logs and registers, ensuring the responsible officers are aware of actions and that these are followed up and logs updated on a regular basis.
- Maintaining the efficient collection, processing and distribution of all incoming and outgoing mail to the Service and partner organisations.
- Oversee any financial transactions as necessary and in line with Service policy.
- Be responsible for the accurate raising of purchase orders, journal transfers, procurement card purchasing, meeting room management and general office administration.
- Supervise the use and management of the Service Access Control system including maintaining and updating electronic records as necessary.
- Assist the Events Officer with the planning and delivery of events at the Headquarters site and at sites across the wider estate. This will include ensuring suitable provision of team resource to facilitate such events as required.
- Provide a comprehensive and effective office support service to the Headquarters site and also to the wider estate. This includes maintaining FM systems, defect reporting, ordering supplies and stocks as necessary, managing requests for furniture, white goods, building alterations, keys, waste management signage, grounds maintenance, blinds, carpets and other property related issues/requests as necessary.
- Manage the defect reporting procedure for a number of sites and support the escalation of defects across the estate as necessary under the guidance of team managers.
- To maintain the day to day integrity of the Headquarters Fire Evacuation system and emergency procedures. The post-holder will also be required to act as primary lead (Fire Co-ordinator/Fire Marshal) to manage building fire evacuation and other emergencies including incidents/drills as necessary.

Responsible for maintaining a customer focused support service to the Organisation and managing continued performance and improvement of the team.

Point of contact for the Property & Facilities team document management system, regarding electronic and manual document storage and retrieval.

Relationship Management

Promoting the Property & Facilities team and joined up working across the Service to achieve objectives while recognising and understanding the diverse needs of a range of stakeholders.

Visibly demonstrate a commitment to customer service through own actions. Promote a culture that welcomes feedback to facilitate continuous improvement.

Liaise with all relevant stakeholders and participants, including departments, programme teams and external parties to ensure strong relationships underpin the successful delivery of the Facilities service and associated work streams.

Manage Property & Facilities related communications to the Service on behalf of the wider team. This will be undertaken with guidance from the Communications and Media team and through consultation with team managers.

Information Management

The post-holder will manage the collation and effective use of data to enable delivery and improvements to the service offered.

Lead and personally deliver support for tasks using databases/spreadsheets/Word/Project and other bespoke or Microsoft office packages.

It is a requirement of the role holder to deal with confidential and sensitive information and a strict regard for confidentiality is essential.

Decision Making

The post-holder will manage the allocation of work between members of the Facilities team and provide support to the wider Property & Facilities team. This will also include support provided to the Service via the Joint Facilities Management Service with Hampshire County Council or services received via contractors/suppliers.

Professional Accountability and Liaison

Direct line management of several staff (see organisation structure chart below) in line with Service requirements and policy.

Recruit, train, motivate, supervise and appraise the Facilities personnel, ensuring that good morale and competent performance levels are maintained.

Arrange regular review meetings with each Facilities member to review work commitments/deadlines, motivate to adhere to the team goals and to ensure that commitments and deadlines are aligned and communicated.

Deliver Fire Marshal training using presentations providing fire safety information and practical knowledge of the Headquarters complex to staff and the Property & Facilities team as required.

Support the delivery of suitable training packages to Station site managers covering key facilities related responsibilities and action to be undertaken.

Effective Personal Performance

By establishing and maintaining effective working relationships, take responsibility for personal performance to improve and develop own skills. This will include obtaining feedback and being proactive towards personal development

Section 3: Key Contacts/Communication/Influencing Links

Internal

Senior managers and Chief Officers as necessary
Property & Facilities colleagues and wider team
Wider Professional Services colleagues
Service Delivery colleagues
All staff and partner agency teams across the HFRS estate

External

Stakeholders in current and existing/potential Partner organisations
Service Suppliers
The Public
Local Authorities/Agencies

Section 4: Budget/Financial/Data Management Responsibilities

Monitor service contracts and manage enquiries, undertake inspections and investigate any issues through to full resolution.

Monitor the associated budgets/contracts for catering, stationery, administrative equipment, courier, postal and franking services, cleaning, drinking water, purchase of furniture to ensure that all spending remains within agreed budgetary parameters.

The Post holder will be required to report all overspends/anomalies to the Budget Holder accordingly to assure financial Best Practice.

The responsibility for developing and controlling booking systems for several support services (including those provided externally).

Managing and approving use of purchase cards, purchase orders, petty cash, banking, and ensuring adherence to financial month-end and year-end procedures.

Responsible for handling cash (small change amounts) and may have responsibilities over spend on a corporate credit card.

Section 5: Standard Clauses All Job Descriptions

To work in an internal and external customer related way in accordance with adopted procedures and good practice.

Actively comply with the Service's Fairness and Dignity at Work Policy to assist in eliminating discrimination and in maintaining a fair, positive and productive working environment, to meet statutory obligations and good employment practice.

To comply with and/or ensure compliance with the Service's Data Protection Policies and the Data Protection Act/Freedom of Information Act and other relevant legislation.

Positively promote your team, section, department and Hampshire Fire and Rescue Service and its services to both internal and external audiences to both reflect and enhance the professional image of the department and Service.

To support change management initiatives, within the Service, this could include team, section, department or organisation restructures.

To provide cover and/or undertake work at the posts role/grade level across the

department as required.

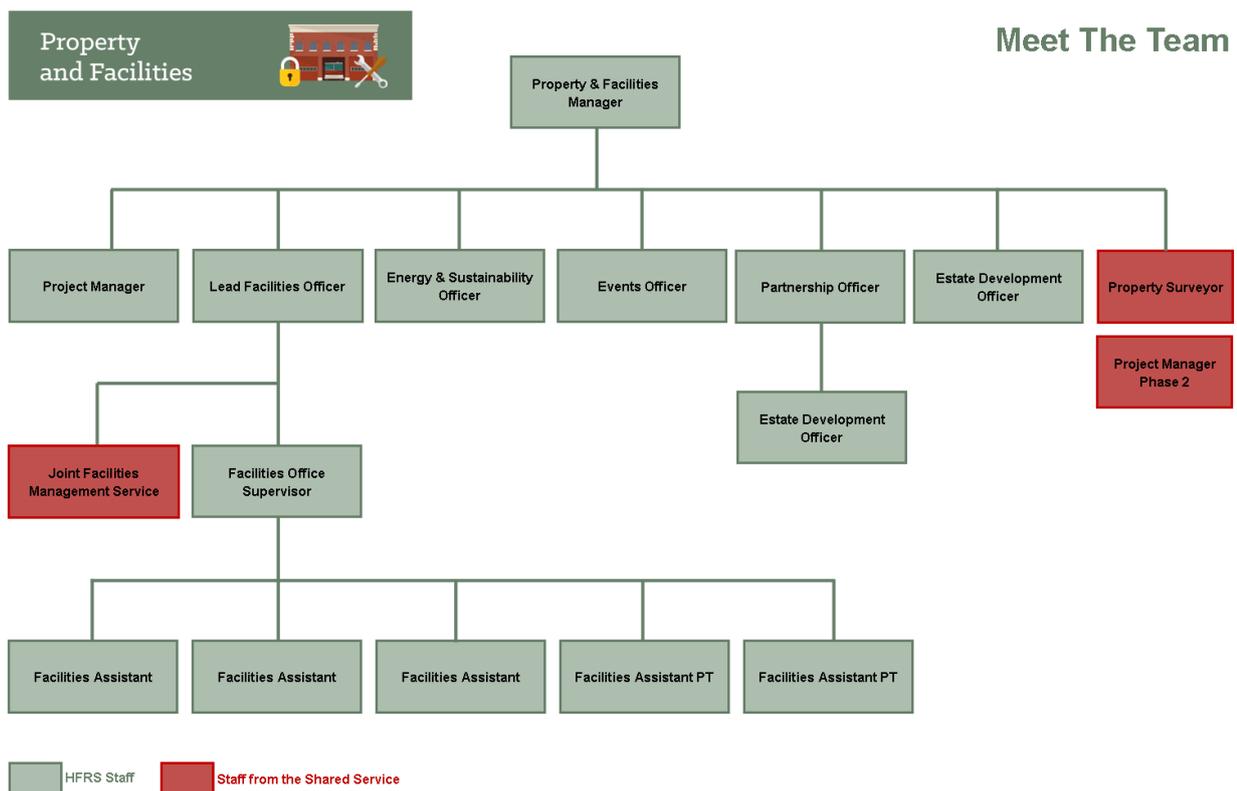
To work within the Service's agreed core values, Investors in People philosophy, Code of Conduct and agreed policies, service orders, procedures and good practice.

The post holder may, as part of the departments move to greater flexibility and aim to provide job rotation/enrichment and multiskilling, be required to undertake other roles at a similar role/grade across the department on a temporary or permanent basis.

Hampshire Fire and Rescue Services Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the post holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Section 6: Organisation Structure



Job Description Raised (Date): 17/03/2017

Author (Line Manager/Function Head - Name): Matt Robertson

Date Last Reviewed: 12/07/2017

Please note: Copies of the Job Description should be made available to the employee(s) to whom it applies. It is the responsibility of individual line managers to ensure this Job Description is kept up to date in reflecting the duties required of the role.



HAMPSHIRE FIRE AND RESCUE SERVICE

PERSON SPECIFICATION

<i>Key Dimensions for Job</i>	<i>Experience and Competency Required</i>	<i>Importance (E = Essential) (D = Desirable)</i>
Skills & Abilities	<ul style="list-style-type: none"> • Evidenced experience in a similar role within a business environment • Possess an ability to quickly understand new business areas • Excellent communication skills at all levels, including oral, written, presentation, briefing and influencing others • Good level of IT skills (Word/Excel/Outlook) with good keyboard skills and experience of database systems • Full clean UK driver's licence. Travel will be required across Hampshire as part of this role 	E E E E E
Knowledge & Experience	<ul style="list-style-type: none"> • Ability to demonstrate exceptional performance in a similar role within a property related industry • Proven experience of structuring and managing team resource and activities on a day to day basis. • Proven awareness of HR organisation, legal guidance and experience implementing within a team supervisory role • Experience of conflict management, problem solving and solution implementing within a supervisory team management role. • Experience of arranging and providing training to ensure team competency levels are maintained and/or developed • Proven experience ensuring systems are maintained routinely. Demonstrate an ability to implement, maintain and manage manual or electronic systems and also give appropriate advice where necessary • Experience of managing suppliers and resolving issues to resolution • Experience of budget management • Ability to operate under own initiative, making key decisions when appropriate without intervention from team managers • Proven ability to act as primary lead to manage building fire evacuation incidents/drills with awareness of fire evacuation procedures 	E E D E E E E D E E

Personal Qualities	<ul style="list-style-type: none"> • Proven ability to prioritise workload, strong organisational skills, impeccable eye for detail and successful at multi-tasking to meet specified deadlines and use own initiative 	E
	<ul style="list-style-type: none"> • Must be willing and able to work a flexible pattern and flexible duties. Proven experience of flexible positive approach, including working outside of normal office hours to meet business requirements 	E
	<ul style="list-style-type: none"> • Demonstrates the ability to inject energy, enthusiasm and great with people to establish rapport 	E
	<ul style="list-style-type: none"> • Self-motivated and committed to ongoing personal development in accordance with Service expectations and values 	E
	<ul style="list-style-type: none"> • Demonstrates sound knowledge of equality issues within the workplace and commitment to the concept of fairness and dignity at work 	E
Health & Safety	<ul style="list-style-type: none"> • Demonstrates sound understanding of legislation relating to health and safety in the workplace 	E
Core Values	<ul style="list-style-type: none"> • To demonstrate conduct and behaviours in accordance with Service policies and values 	E
	<ul style="list-style-type: none"> • To treat people with dignity and respect and act professionally and responsibly with Service assets, property and funds ie taxpayers money 	E