

## Depot Facilities Manager

<b>Job Title:</b>	<b>Depot Facilities Manager</b>
<b>Department:</b>	Depots Co-Op
<b>Reporting to:</b>	<b>Regional Facilities Manager Logistics</b>
<b>Responsible for (staff):</b>	TBC
<b>Location:</b>	TBC
<b>General Purpose of Role:</b>	To assist the Regional Facilities Manager in delivering a comprehensive facilities support service to their logistics sites, ensuring operational efficiency and legislative compliance are maintained.

### ACCOUNTABILITIES

- Provide an onsite FM service, including building fabric support. Be able to identify additional services that can be self-delivered, given relevant training.
- Assist the Regional Facilities Manager by managing the day-to-day FM operation to ensure that our contracts are delivered in accordance with SLA's and PPM schedules.
- Manage escalated issues and incidents to mitigate risk and ensure safe and fully functioning buildings.
- Support out of hours as part of an 'emergency on call' rota.
- To assist with the delivery of minor projects and initiatives where instigated by the Facilities function or at the request of stakeholders ensuring operational processes are adhered to
- To proactively identify and log required reactive maintenance; ensuring its completion within SLA and to a satisfactory level.
- To act as onsite liaison to appointed contractors providing information and direction as required.
- To undertake regular scheduled Facilities audits, ensuring services agreed are in line with specified contract and that any issues identified are raised and logged for completion in a timely manner.
- Engagement with and management of key stakeholders and service users across the business

### KNOWLEDGE AND SKILLS

#### Specific Qualifications:

#### Experience

- Full autonomous management of workload.
- Able to authorise reactive repair works to pre agreed value.
- Provides input into new processes.
- Make recommendations to improve efficiency.
- Able to make minor operational and service decisions which will have limited bau impact
- Services provided in accordance with SLA, KPIs and budgets
- Delivery of activity and initiatives on time.
- Stakeholder and service user feedback through Customer Satisfaction surveys
- Programmes of activity carried out within budget and timescales
- Audits score trends
- Line Manager & peer feedback

#### Knowledge

- Role will be based within a logistics site and without direct onsite line management.
- Multiple service users and stakeholders to manage with conflicting priorities
- Dealing with queries from colleagues in diverse business areas.
- Buildings are required to be operational 24 hours a day, 365 days a year

## **Skills Competence**

- Experience of working as a multi skilled technician providing at least building fabric services
- Experience in Facilities management and contractor management
- Working knowledge of industry best practice and compliance legislation
- Basic working knowledge of Microsoft project and excel applications.
- Ability to remain positive and pro-active whilst often working in isolation

## **VALUES & BEHAVIOURS**

### Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

### Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

### Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

## **OTHER FACTORS**

- Regional Facilities Managers
- Depot General Managers
- Area Managers, Regional Managers
- Contract Managers
- Supplier Stakeholders
- Internal Service Users