LONDON BOROUGH OF LEWISHAM

Job Description

Designation:	Premises Team Leader	**Grade:**	PO1
Reports to (Designation):	Premises & Facilities Manager	**Grade:**	PO3
Directorate:	Community Services	**Section:**	Community & Adult Education Services

Main Purpose of the Job:

To take supervisory and line management responsibility for the premises and facilities team. This includes ensuring that all premises & facilities staff are deployed appropriately across Adult Learning Lewisham centres and designated community premises and the team collectively provides the best possible customer service. Maintain excellent professional relationships with the contractors, suppliers, all staff, visitors and Centre users, including the corporate FM team, and ensure the efficient logging of jobs, and monitoring of job completion providing regular updates and data to the Premises & Facilities Manager.

To actively promote the delivery of the premises and facilities team service offer. Ensuring that the daily tasks, work requests, room/hire bookings are executed in a responsive and timely manner

Ensure compliance with Health & Safety and FM related legislation, codes of practice on matters relating to all managed sites, this includes conducting centre/site related risk assessments.

Summary of Responsibilities and Personal Duties:

<u>Health and Safety Compliance</u>

- Ensure sites are secure at all times through the monitoring of security systems e.g. CCTV, intruder alarms and access control systems and ensuring they are regularly tested and maintained, taking into consideration GDPR regulations. Ensure the premises team work positively with first responders.
- Support the collation of health and safety statistics for the Premises & Facilities Manager provide support with health and safety inspections and audits.
- Carry out checks to ensure that high standards of cleanliness and hygiene are being met through liaison with premises officers and monitoring of cleaning contractors. Ensure that all café's meet and maintain the required food hygiene standards.
- Ensure all managed sites have the correct ratio of trained first aiders and fire marshals, and these are displayed clearly. Liaise with the premises & facilities manager to organise training when required.
- Ensure adherence to accident and incident reporting requirements, risk mitigation and logging with corporate health and safety and the provision of statistical data as required by the Premises & Facilities Manager

- To ensure that fire drill and alarm testing are carried out on each managed site regularly to ensure compliance with fire regulations robust records are kept. Carry out site inspections with the premises and facilities manager of building, equipment issues as well as fire equipment, evacuation points and ensure that they are maintained for each centre.
- To investigate and take action to mitigate health and safety risks. Produce reports following any Health & Safety concerns on behalf of the Premises & Facilities Manager

Premises & Facilities Management

- To ensure through the effective deployment of premises officers or corporate security team so that all sites are opened and closed as required. To ensure that appropriate arrangements are in place to maintain a high level of security at each centre.
- Ensure the implementation of policies, procedures and systems for continuous improvement of the premises and facilities service within ALL.
- To ensure that car parks are regularly patrolled by premises officers and grounds maintenance works, including green spaces are completed so that each centre remains well presented.
- Ensure that reactive maintenance works are correctly logged and completed; work with FM helpdesk operatives to ensure job request solutions.
- Contribute to promoting the council's sustainability policy by driving down energy consumption, maintain the reuse, and recycle policy, including the reduction in use of plastic.
- In conjunction with the premises and facilities manager monitor leases, contracts, and equipment in connection with the centres. To ensure that an up-to-date inventory is maintained of all furniture and equipment at all centres.
- Work with the premises and facilities manager to devise programmes of planned maintenance and ensure the maintenance of works records. Provide support for capital projects and managing contracts and contractors.

People Management

- To supervise the premises & facilities team and the deployment of staff as appropriate to ensure adequate cover within each learning centre and community premises.
- To advise senior management on staff planning and rota arrangements.
- Conducts team briefings with direct reports, updating on best practices and continuing expectations.
- Monitors the performance of direct reports conducting performance reviews and providing training and coaching where necessary.
- In conjunction with the premises and facilities manager take appropriate management action to deal with any HR issues, in line with the relevant Council procedures
- To promote equality of opportunity and respect at work with regard to the performance management and development of staff.

Customer Service

- To ensure all premises and facilities staff demonstrate and provide the very best customer service. Support the premises and facilities manager in conduct root cause analysis of customer issues.

- To ensure that all centres are DDA compliant (as appropriate) and GDPR compliant (this includes having due regard post handling); and meets the needs of the local community, centre users and staff.
- To adhere to ALL's positive commitment to equality and respect for diversity for all centre users and staff.
- To ensure that all activities undertaken are in line with ALL's commitment to safeguarding and prevent. Promote the welfare of its customers i.e. learners, particularly vulnerable adults and children.
- To promote an agreed Premises & Facilities Customer service offer.
- To undertake appropriate, continuing professional development. To attend relevant or internal meetings as required.
- To carry out the duties of the post with due regard to the Council's Equal Opportunities Policies and Core Values.
- To assist in carrying out the Council's environmental policy within the day to day activities of the post.

General

- To undertake appropriate, continuing professional development. To attend relevant or internal meetings as required.
- To carry out the duties of the post with due regard to the Council's Equal Opportunities Policies and Core Values.
- To assist in carrying out the Council's environmental policy within the day to day activities of the post.
- Other duties commensurate with the post.

Grade and numbers of immediate subordinates:
Number of staff supervised by this officer: Six 13.5
Job Description/Post No:

Consideration will be given to restructuring the duties of this post for a disabled postholder

PERSON SPECIFICATION

Job Title:	Premises Team Leader	**Post No:**	
Directorate:	Community Services	**Grade:**	PO1

Note to Candidates:

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equal Opportunities & Safeguarding

• Commitment to implement the Council's Equal Opportunities policies.	
• Awareness of Equal Opportunities issues	S1
• Commitment to maintaining the welfare of ALL's learners, particularly vulnerable adults and children	S2

Knowledge

• Good knowledge of facilities and building management	S3
• Good understanding of legislative and regulatory framework associated with the management of premises and facilities i.e. Health and Safety, Food safety, GDPR	S4
• Knowledge of managing contracts and contractors	S5
• Awareness general building maintenance and minor repair techniques	S6

Experience

• Supervisory experience of within facilities, building and maintenance environment	S7
• General experience of financial management	S8
• Experience of effectively supervising/managing a team	S9
• Experience of involvement in delivering projects	
• Experience of Implementing Health and Safety & Security Management and ensuring fire safety	S10
• Experience of report writing, analysing and providing data	

Skills

• Ability to use Information technology effectively i.e. Microsoft office; project and budgetary management systems or tools	S11

Aptitude

Developing excellent professional & respectful working relationships with all colleagues & centre users	S12

General Education

• A good standard of general education GCSEs (or equivalent) including passes in English and Maths.	
• Willingness to work towards a relevant Premises and Facilities Management related qualification	

Personal Qualities

• Able to communicate clearly too all customers and to build a customer focused team of staff.	
• Able to contribute positively to the strategic direction of ALL.	
• Able to exercise discretion when dealing with confidential information.	

Circumstances

• The post holder will be required to attend appropriate meetings on a regular basis.	
• The post holder is required to be flexible in their work pattern. This may involve varying their hours from time to time, some evening and weekend work, and working at different centres around the Borough.	

Physical

- Generally, candidates must meet standard Lewisham requirements for the post.