



## JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

### HMI CATEGORY CODE:

**DIRECTORATE:** Resources

**AREA/DEPT:** Corporate Assets

### FAU:

**SECTION:** Building and Technical Services Section

**JOB TITLE:** **HEAD OF BUILDING AND  
TECHNICAL SERVICES**

**REPORTS TO:** Assistant Director of Corporate Assets

**CURRENT RANK/GRADE:** **J**

**DATE:** May 2020

**1. JOB PURPOSE:** (Briefly state your job's overall objectives. To.....")

To be responsible for ensuring the building and technical services for the Corporate Assets operational aims and objectives for the force are met through the efficient and effective use of available resources, providing a 24/7 building and technical service. Establishing and continually improving standards, ensuring best value principals are maintained with a continuous

To deputise for the Assistant Director of Corporate Assets for all building and technical issues relating to the estate, to include presenting to Chief Officers and the PCC.

**2. PRINCIPAL ACCOUNTABILITIES:**

(Describe the important end results you are expected to achieve).

- a) Be responsible for leading, managing and motivating a technical professional team embedding a culture of customer service and quality management developing new buildings, maintaining, improving and adapting the existing buildings, in order to create an environment that strongly supports the primary objectives of the organisation. Be responsible for identifying legislation that must be complied with and set the standards and process to achieve those standards, delivering the service on time and within budget.
- b) Be responsible for the development, implementation and management of programmes in all areas of complex services, critical reactive, planned and preventative maintenance regimes. In addition deliver capital investment projects, including major plant replacement and new build schemes Ensuring that economy, efficiency and effectiveness are achieved to support delivery of the Estate Strategy.

- c) As Head of Building and Technical Services deliver the legally binding contractual role of Service Manager in relation to the NEC Contract of Service for all Framework contractors, leading, managing and driving performance, invoking contractual penalty clauses when necessary and ultimately to terminate contracts. Include, assessing costs incurred by managing the Risk Register, compensation events, insurance certificates and quality control achieved by all members of the team, those to include Asbestos Regulations and Approved Code of Conduct.
- d) Be responsible for the day-to-day management and delivery of the Force Premises budget, reporting directly to the budget holder, including and being responsible for overseeing capital and revenue budgets relating to the maintenance and improvement of the force buildings and site services, producing management reports on delivered and predicted expenditure.
- e) Manage and co-ordinate the Scheme Development processes from initial inception of a building need, through all the internal approvals, Chief Officer and Police and Crime Commissioner (PCC) approvals and external legislative approvals, tendering process, construction to completion and occupation on site of the finished building.
- f) Establish and manage the development and maintenance of Estate Management Standards that will serve as a Building, Electrical, Mechanical, Engineering, Design Development and Sustainability Carbon Reduction statute to all aspects of the service delivered by the Department.
- g) As Head of Building and Technical Services lead on the Forces membership and participation of the National Estate Property Managers Group. Provide information for the National Benchmarking report for all property performance and costs using data from across the strands in the department. Leading as the Force representative both locally and Nationally..
- h) Be responsible for operating quality systems and procedures within the building and technical services section, ensure the implementation of Service Level Agreements and agreed Key Performance Indicators ensuring continuous improvement.
- i) As Head of Building and Technical Services, act as subject matter expert for internal and external stakeholders, representing the department, at but not limited to, Gold, Silver Meetings, various Cell groups that are established and corporate governance boards. To represent the Force at National and Regional meetings and events either in the capacity of existing role or whilst representing the Assistant Director of Corporate Assets.

- j) To identify and lead on all collaborative or partnership working arrangements that can be introduced with other Bluelight Services or Local Authorities that will produce savings and improved service provision. To constantly monitor and review service provision relating to the building and technical section and contracts to ensure they are effective, fit for purpose and capable of providing value for money. The post holder is responsible for the mobilisation of new framework contractors to ensure the smooth transition to a new service provider.
- k) Be accountable for all Health and Safety issues, acting as responsible person for the work in relation to Asbestos Management To include risk assessment, pertaining to the post holder's area of responsibility in order to fulfil the statutory obligations of the Health and Safety at Work Act 1974. The role also requires the potholder to be the appointed responsible person for the control of Legionella within buildings

### **3(a) KNOWLEDGE AND EXPERIENCE:**

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

To ensure the required level of expertise for this role the post holder would be a full member of a recognised built environment related professional institute, preferably but not limited to IWFm, RICS, CIOB, CIBSE, IET CIAT, or RIBA.

The post holder will be educated to degree level or hold equivalent recognised building/electrical/mechanical qualification, minimum HNC or NVQ Level 4, with at least 10 years post qualification experience working at senior management level within property maintenance and facilities management sector

The role requires an extensive knowledge and practical experience of methods and techniques of building and maintenance management across a varied property portfolio, including sustainability and carbon reduction, design and development of schemes and property management, and must possess robust management, leadership and motivational skills to drive all corporate assets personnel in delivering a high standard of professionalism and commitment to their role.

The role requires an extensive and thorough working knowledge of a variety of contracts and the ability to identify the most suitable contract for each element of work undertaken within the estate.

The post holder must have detailed knowledge of all current, new and emerging legislation including Construction Design & Management (CDM) regulations and how these can be used to improve the delivery of building and maintenance management functions to meet force requirements.

A clear understanding of the strategic priorities of the force and the ability to translate these into relevant action plans to be implemented by the department on behalf of the force and measured against relevant Service Level Agreements and agreed Key Performance Indicators.

It is essential that the post holders has the ability to persuade and influence people over whom they have no authority (within the force, in other forces, agencies and government bodies), with regards to the building and maintenance Management of the force estate.

The post holder will have intellectual and analytical capability to understand complex issues (technical, financial and political) and will need sound judgement to be able to choose between options where there may be incomplete or conflicting information. Also the post holder to be able to take an innovative approach to problems, and will have the ability to influence change to existing systems, policies, procedures and principals, evaluate the risks and benefits of consequences for the operation of the force., this will also include detailed interrogation of dilapidation surveys which are presented on the termination of leases or licences for premises that have been used by the Police

The post holder must have knowledge and understanding of the Building Energy Management System (BEMS) to ensure opportunities where changes to the BEMS will deliver energy savings.

The post holder will need excellent presentation and written skills to communicate effectively within Merseyside Police (Chief Officers Group and members of the PCC. Also with other forces, the Home Office, and other agencies to management level both within the force and outside.

A thorough knowledge and practical experience of PCC Standing Orders and Financial Regulations, together with Force Financial Instructions in the procurement of services.

The ability to work in a large team, with a diverse workload is essential for the post holder, together with a flexible approach to work and an ability to work under pressure and meet deadlines.

It is essential for the post holder to have a full driving licence and suitable transport to travel to various locations throughout the Force.

**3(b)** (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

No Police Powers

#### **4. RELATIONSHIPS:**

**(a) *Supervisory responsibilities:***

The post holder will be directly responsible for:

- 1 x Programmed Maintenance Manager
- 1 x Asset Manager
- 1 x Cost Manager
- 1 x Reactive Maintenance Manager
- 1 x Sustainability Manager

Overall management responsibility for a further 44 staff.

**(b) *Supervision Received:***

The post reports to the Assistant Director of Corporate Assets

The post will deputise for the Assistant Director of Corporate Assets on all building and maintenance related issues. Plans and policies will be set during the annual departmental planning process and adjusted according to circumstances through the monthly management meeting.

Overall objectives and priorities are set by the Assistant Director of Corporate Assets, but the post holder will have the freedom to manage his/her own work with specific responsibility for operational matters. The post holder will have the opportunity to influence and recommend change to policies and procedure through agreed channels and at Senior Management level.

**(c) *Other Contacts:***

**(i) *Within Merseyside Police:***

Working with the Assistant Director of Corporate Assets and other section managers to plan short / medium and long term departmental strategies and manage operational activities.

Direct liaison with Chief Officers, Work Stream Leaders and Departmental Heads concerning building and maintenance management matters including ongoing and future projects.

Regular meetings with internal customers to monitor the status of projects and make changes as required.

(ii) ***Outside Merseyside Police:***

Regular contact with members of the Police and Crime Commissioner concerning estate related matters including ongoing and future projects.

Regular contact with other Police Forces and public sector bodies, to include NPEG to represent the PCC interests on all estate management issues including for example Benchmarking and collaborative working.

Attendance of the Police Property Managers Benchmarking, Topic and User group.

Attendance at Merseyside PCC meetings whenever required, introducing reports and answering questions on building and maintenance operational matters.

Design Council, Home Office and HMCTS.

Attendance at joint agencies Business Continuity exercises.

**5. CONTEXT:**

(a) ***Operating Environment:*** (Services provided, work patterns, who are the customers).

To deliver the building and technical aspects of the corporate asset operational aims and objectives for the force, establishing and improving standards when appropriate and ensuring best value principals are maintained.

As Head of Building and Technical Services to work with the Head of Estate Strategy to ensure the existing estate and newly developed estate are properly linked to deliver the overall requirements of corporate assets, across all components from delivery to disposal.

Delivering a culture of service with customer focus and satisfaction into all building and technical services provision. Customers are all Merseyside Police Personnel, volunteers and the public. Queries are numerous and varied, including requests for detailed technical information from customers and contractors.

The postholder will have the responsibility and freedom to identify continuing ways to provide innovative solutions to meet sustainability targets that the force will set, to ensure the new estate can provide effective and efficient solutions.

The post holder works within the force flexi time scheme, but flexibility is required to meet the demands of the post.

The role also requires a full understanding of different operational activities and special units within the force, their operating environment and needs.

**(b) *Framework and Boundaries:*** (Policies and procedures which affect you and how these can be changed).

The post holder would be expected to develop methods of working to meet the overall objectives set by the Assistant Director of Corporate Assets. The post holder will have the opportunity to influence, change and add to procedures and methods of working.

The post holder has responsibility to work within:

- PCC's Corporate Asset Strategy
- Institute of Workplace and Facilities Management (IWFM)
- Operational Policing Requirements
- PCC Financial Instructions and Standing Orders
- National Recognised Codes of Practice
- Local Authority Unitary Development Plans
- Force Standing Instructions
- Health and Safety Legislation
- Statutory Regulations
- Home Office Guidelines
- Best Value
- Departmental Policies and Procedure
- EU Directives

**(c) *Organisation:*** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

Programmed Maintenance & Design Manager - To lead and supervise a technical project team in the provision of building / electrical and mechanical, design and development expertise and technical support, providing advice and input into the maintenance, repair, modification, development and management of the Police and Crime Commissioner's (PCC) estate.

Cost Manager – To manage all costs, valuations and management relating to the built environment, maintenance projects and development schemes, including controlling the approved costing framework. Undertaking cost analysis for maintenance, refurbishment work, minor capital works and assist in preparing contract documents to ensure accuracy and value for money. .

Reactive Maintenance Manager - To manage and coordinate a continuous reactive management service throughout the year, delivering an out of hours emergency call out facility to all properties owned or leased by PCC in line with all current relevant legislation and to agreed standards.

Asset Manager – To create, lead and manage an asset management service for the Police and Crime Commissioner’s (PCC) corporate asset portfolio. Lead and manage the use and allocation of space force wide and analyse accommodation needs, interdepartmental functions and objectives to meet long and short term planning and operational requirements.

Sustainability Manager – To be responsible for the governance and strategic direction of sustainability considerations and activities for the Force. Create and drive Force strategies, policies and programmes that promote sustainable development and efficient working practices and ensure their alignment with regional development plans, UK Government and international sustainable development objectives. To provide professional and innovative, strategic advice to the PCC, Chief Officers and Force departments on sustainable technologies and working practices which will improve efficiencies throughout Force

**6. DIMENSIONS:** (Indicate in quantitative terms, key areas on which your job has an impact).

**Financial:** The role is accountable to the Budget Holder for the day-to-day management of the corporate assets premises budget £2.9m.

**Staff:** Programmed Maintenance Manager  
Asset Manager  
Cost Manager  
Reactive Maintenance Manager  
Sustainability Manager

Overall management responsibility for a further 44 staff

**Other:** The post holder manages all operational building and maintenance matters, providing a customer focused service to both Areas and Departments on a force wide basis

**7. JOB CHALLENGES:** (Describe the most challenging or complex parts of your job).

To be responsible for the management and delivery of a cost effective and efficient building and technical service within agreed standards and timescales.

Delivery of projects on time within budget and to specification developed from initial design briefs, all to the satisfaction of the customer.

Delivery of a responsive maintenance regime, within agreed timescales and to agreed standards.

Ensuring workmanship and project management are to the agreed standard.

Ensuring awareness and compliance of all matters of legislation relating to the building and maintenance service delivery.

To achieve best value in all corporate asset building and maintenance matters and manage hand over regimes to ensure suitability for purpose is achieved.

To lead and motivate a team of professional technical staff in delivering a first class customer focused service.

To keep abreast of legislative changes and to meet the continuous changing demands of the Force.

To identify innovative method of working that will change and improve service delivery and save cost.

To work with other authorities to explore and develop collaborative working.

**8. ADDITIONAL INFORMATION:**

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

To encourage and mentor staff to ensure they can develop within their roles and ensure that they can provide a high level of service.

IWFM– Institute of Workplace and Facilities Management

RICS – Royal Institute of Chartered Surveyors

CIOB – Chartered Institute of Builders

CIBSE – Chartered Institute of Builder Services Engineers

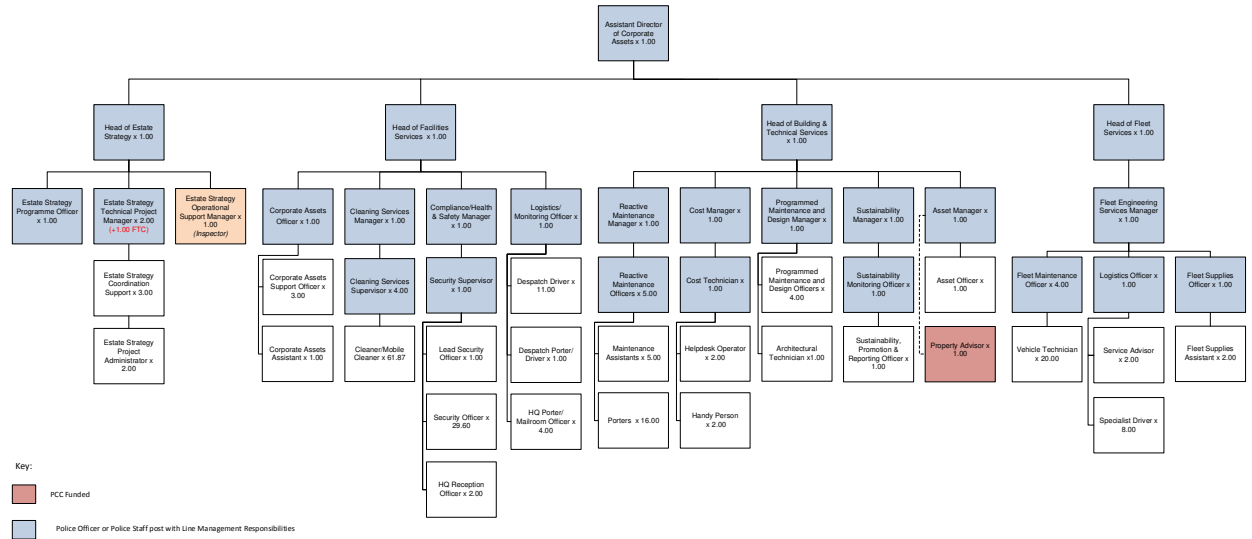
IET – Institute of Engineering and Technology

CIAT – Chartered Institute of Architectural Technologists

RIBA – Royal Institute of British Architects

## 9. ORGANISATIONAL STRUCTURE:

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).



## 10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:  
(Please print in block capitals)

POSTHOLDER'S SIGNATURE:

Date:

Extn

MANAGER'S NAME:  
(Please print in block capitals)

MANAGER'S SIGNATURE:

Date:

Extn