Assistant Building Manager

£25,694 - £32,164

New Aston House, Alma Street, Newtown, B19 2RL

Working 36.5 hours per week. This is a great opportunity to join a dynamic team within the Birmingham Property Services Corporate Landlord team. The Corporate Landlord provides a quality facilities management service to the occupants of the Council’s award winning administrative offices.

This post supports the day to day operation of the offices and offers an opportunity for the successful candidate to contribute to and shape the future direction of the service and its offer to occupying directorates.

The Operations team works on flexible basis providing support across the wider office portfolio and you will be required to travel between different administrative buildings. You will be a team player with good organisational skills, having a flexible approach to dealing with problems, be able to use your initiative to respond to issues as they arise and prioritise competing demands within a pro-active environment.

Having excellent interpersonal and communication skills you will have a "can-do" attitude and be able to display experience of working in the facilities management area, together with a full awareness of Health and Safety legislation.

If you are customer-focused, personally resilient and committed to the delivery of a quality service, this could be the role for you.

Any informal enquiries, please contact Stella Harnick on 0121 303 2078

Ref: R1722016J

Closing Date: 26 August 2016

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful”
The Economy Directorate

Job Description

<table>
<thead>
<tr>
<th>Post:</th>
<th>Assistant Building Manager</th>
<th>Salary/Grade: Grade 4</th>
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</thead>
<tbody>
<tr>
<td>Division:</td>
<td>Birmingham Property Services</td>
<td>Section: Corporate Landlord</td>
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</table>

1. **Job Purpose**

1.1 To assist in the provision of supervision and management of a team of staff responsible for providing a comprehensive Building Management Service to the CAB office portfolio, ensuring a customer care centred ethos towards all building users and visitors.

1.2 To ensure compliance with corporate standards and regulations in relation to the ordering and provision of goods and services.

1.3 To support the Building Manager in the delivery of services and the development of operational change to support occupiers within the CAB office portfolio.

2. **Duties and Responsibilities**

2.1 To assist and deputise, as required, for the Building Manager, ensuring that business needs and expectations are managed and met to the agreed levels.

2.2 To take lead customer interface responsibility for a core building(s) where required.

2.3 To implement methods for capturing customer feedback, using this information to shape future service and determine the objectives and direction of the Building Management Teams, ensuring continual improvement and delivery of a quality service.

2.4 To be responsible for compliance with Health and Safety regulations and support the role of Duty Holder, referring to and maintaining local and central records and delegated responsibility for the building Log Book.

2.5 To undertake and assist in accommodation moves within CAB buildings and assist occupiers to access building facilities and services.
2.6 To have day-to-day responsibility for managing building issues and adhering to the Corporate Landlord principles, including assisting the Building Manager in carrying out spot checks to monitor standards and the instigation of remedial action where appropriate.

2.7 To manage the building’s ICT requirements through liaison with Service Birmingham.

2.8 To manage and build good relationships with all stakeholders (internal and external to BCC) through SLA’s and other contractual agreements.

2.9 To contribute to service planning, including risk assessments and EINA’s as appropriate.

2.10 To be responsible for the implementation and monitoring of Building Management plans in relation to statutory repair and maintenance etc.

2.11 To ensure clear communication to stakeholders through a variety of channels.

2.12 To provide relevant information for specific budgets relating to goods and services for the section.

2.13 To effectively manage physical resources including accommodation, equipment and IT for own area.

2.15 Any other duties commensurate with role or grade.

3. **Supervision Received**

3.1 **Supervising Officer Job Title** Building Manager

3.2 **Level of Supervision**

3. Plan own work to ensure the meeting of defined objectives.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

<table>
<thead>
<tr>
<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
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<tbody>
<tr>
<td>Dependent upon building responsibility allocation</td>
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<tr>
<td>3 x GR3 Building Services Assistants (at most)</td>
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5. **Special Conditions**

5.1 May be required to work outside of normal office hours (including weekends, evenings, Bank Holidays) when required.

5.2 Required to be flexible in relation to work location

5.3 A full driving licence

This vacancy is exempt from the Rehabilitation of Offenders Act.

☐ Disclosure and Barring Service check will be undertaken

☐ Observance of the City Council’s Equal Opportunities Policy will be required.
The Economy Directorate
Person Specification

Post: Assistant Building Manager    Grade: 4
Division: Birmingham Property Services    Section: Corporate Landlord

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tbody>
<tr>
<td>Education/Qualifications</td>
<td>Relevant degree or equivalent qualification or significant experience and knowledge of FM/asset management/ Customer Services management.</td>
<td>AF</td>
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<tr>
<td>Experience</td>
<td>Knowledge of Facilities Management/ asset management/Customer Services management. Experience of delivering a service where the focus is on the customer, actively working with customers in a consultative way, getting to know them and their business to deliver better outcomes. Working knowledge of Health and Safety regulations, particularly in respect of managing emergency evacuation arrangements and testing systems.</td>
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<tr>
<td>Skills &amp; Ability</td>
<td>Good communication and people skills with ability to build good working relationships with building users and contractors. Ability to use IT systems to run reports and manipulate data. Ability to interpret strategic asset management plans with an understanding of the Council’s property portfolio and how it is managed. Knowledge of CAB principles and facilities.</td>
<td>I</td>
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<td>Training</td>
<td>Knowledge of Tech Forge and ability to access information and update CAFM</td>
<td>AF</td>
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<tr>
<td>Other</td>
<td>Valid driving licence</td>
<td>AF</td>
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All staff are expected to understand and be committed to Equal Opportunities in employment and service delivery.