



## ROLE PROFILE

<b>Role Title:</b>	<b>Head of Facilities</b>
<b>Rank/Grade:</b>	<b>A7</b>
<b>Job Family:</b>	<b>Professional</b>
<b>Reporting to:</b>	<b>Head of Estates and Facilities</b>
<b>Main purpose of the role:</b>	To support operational Policing by ensuring that the appropriate support services are in place, together with ensuring that best value requirements are achieved in managing the Commissioners property portfolio. In addition, ensuring that all statutory requirements relating to the estate (Health and Safety etc.) are undertaken to meet compliance requirements. To contribute to achieving the Force vision, purpose and values.

<b>Key Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Responsible and accountable for the management of the facilities service streams, to ensure all of the areas are operating collaboratively and effectively in accordance to policy and procedures.</li> <li>• Responsible and accountable for ensuring Hertfordshire Constabulary property both owned and leased comply with current H&amp;S / Compliance Legislation at all times.</li> <li>• Identifying any forthcoming legislation which may impact on the Constabulary and develop the necessary actions and cost implications required to enable the Constabulary to comply.</li> <li>• Responsible and accountable for ensuring that the procurement of services and materials complies with both internal and external polices and provides value for money.</li> <li>• Operational admin related to managing the facilities function such as, Invoice validation, Budget management forecast and cash flow.</li> <li>• Work collaboratively with the Head of Estates and Facilities develop and implement a long term strategic plan for delivering cost effective and compliant estate.</li> <li>• Work collaboratively with the Head of Estates to develop new build and refurbishment specifications ensuring they provide value for money and devedined in a sustainable.</li> <li>• To develop business cases and associated reports working in partnership with internal and external stakeholders external supplier and contractors for consideration by Programme/Project Boards/Police and crime commissioner</li> <li>• Responsible and accountable for the development of process and procedures to ensure the organisation is able to monitor, achieve and report on statutory compliance in a timely manner.</li> <li>• To develop policies and procedures to ensure a consistent approach across the department.</li> <li>• Responsible and accountable for the management and review service contracts / framework contracts via KPI / SLA's and physical audit , to ensure they are providing the services contracted and that the services provided are fit for purpose and suitable for the needs of the organisation.</li> <li>• Sample and review reactive works to identify any trends or repeat faults, identify single points of failure, Identify and develop remedial actions make.</li> <li>• Develop and mentor staff with in the department via identifying training needs and PDR's to ensure organic growth within the department.</li> <li>• To Represent the Head of Estates and Facilities in their absence at internal and external meetings.</li> </ul>	

<b>Financial e.g. Limits/Mandates</b>	<b>Non-Financial e.g. Staff Responsibility</b>
Budgetary responsibility: <ul style="list-style-type: none"> <li>• £2.0 Million Direct</li> <li>• £6.0 million indirect</li> </ul>	<ul style="list-style-type: none"> <li>• Line Management responsibility for staff</li> </ul>

<b>Entry Requirements</b>
<ul style="list-style-type: none"> <li>• Qualified with a degree in Facilities Management or a Completed Time served Engineering Apprenticeship and a Trade qualification in Electrical or Mechanical Engineering to ONC/ OND/ Btec level 3.</li> <li>• Senior management experience at Head of Department for a minimum of 10 Years, leading a Total Facilities management delivery model with experience delivering cleaning, Catering, Front of house, Grounds, Waste Management, Energy, Security, Post Room, Engineering Services both Reactive and Planned Maintenance.</li> </ul>



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- Membership of professional organisation relating to facilities management (RICS, CIOB, BIFM).
- Hold a NEBOSH General certificate in occupational health and safety.
- Hold a Business or management qualification minimum level 4 such as BTEC Professional certificate.
- Proven ability to manage significant budgets and demonstrate an understanding of financial and contract management.
- Proven ability to implement and manage systems to manage and monitor statutory compliance requirements
- Able to manage, plan, organise and control diverse work programmes from a client side perspective.
- Demonstrate experience of managing and delivering statutory compliance through audit of in house teams and external contractors.
- Experience managing and delivering capital works projects greater than £1 million value.
- Demonstrate experience in reviewing and identifying growth and development opportunities in high density sites.
- Demonstrate an understanding of Legislation relating to capital works such as CDM, Planning and Building control.

<b>Agile Working</b>	To be confirmed
<b>Psychological Assessment</b>	To be confirmed
<b>Return on Investment</b>	To be confirmed

**Any other General Requirements/Scope**

- This role requires the post holder to have a valid UK driving licence as they will need to travel to different locations.
- If using a private vehicle then business insurance needs to be organised by the individual.
- The post holder will occasionally be required to work additional hours
- Vetting is required, as advised by the Vetting Unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.
- Following appropriate training, to take on the role of Evacuation Marshal if no volunteers come forward in the post holders work location.

**Obligatory Requirements**

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.



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### Personal Qualities (Behavioural Competencies)

#### **We are emotionally aware**

I seek to understand the longer-term reasons for organisational behaviour. This enables me to adapt and change organisational cultures when appropriate. I actively ensure a supportive organisational culture that recognises and values diversity and wellbeing and challenges intolerance. I understand internal and external politics and I am able to wield influence effectively, tailoring my actions to achieve the impact needed. I am able to see things from a variety of perspectives and I use this knowledge to challenge my own thinking, values and assumptions. I ensure that all perspectives inform decision making and communicate the reasons behind decisions in a way that is clear and compelling.

#### **We take ownership**

I act as a role model, and enable the organisation to use instances when things go wrong as an opportunity to learn rather than blame. I foster a culture of personal responsibility, encouraging and supporting others to make their own decisions and take ownership of their activities. I define and enforce the standards and processes that will help this to happen. I put in place measures that will allow others to take responsibility effectively when I delegate decision making, and at the same time I help them to improve their performance. I create the circumstances (culture and process) that will enable people to undertake development opportunities and improve their performance. I take an organisation-wide view, acknowledging where improvements can be made and taking responsibility for making these happen.

#### **We are collaborative**

I am politically aware and I understand formal and informal politics at the national level and what this means for our partners. This allows me to create long-term links and work effectively within decision-making structures. I remove practical barriers to collaboration to enable others to take practical steps in building relationships outside the organisation and in other sectors (public, not for profit, and private). I take the lead in partnerships when appropriate and set the way in which partner organisations from all sectors interact with the police. This allows the police to play a major role in the delivery of services to communities. I create an environment where partnership working flourishes and creates tangible benefits for all.

#### **We deliver, support and inspire**

I challenge myself and others to bear in mind the police service's vision to provide the best possible service in every decision made. I communicate how the overall vision links to specific plans and objectives so that people are motivated and clearly understand our goals. I ensure that everyone understands their role in helping the police service to achieve this vision. I anticipate and identify organisational barriers that stop the police service from meeting its goals, by putting in place contingencies or removing these. I monitor changes in the external environment, taking actions to influence where possible to ensure positive outcomes. I demonstrate long-term strategic thinking, going beyond personal goals and considering how the police service operates in the broader societal and economic environment. I ensure that my decisions balance the needs of my own force/unit with those of the wider police service and external partners. I motivate and inspire others to deliver challenging goals.

#### **We analyse critically**

I balance risks, costs and benefits associated with decisions, thinking about the wider impact and how actions are seen in that context. I think through 'what if' scenarios. I use discretion wisely in making decisions, knowing when the 'tried and tested' is not always the most appropriate and being willing to challenge the status quo when beneficial. I seek to identify the key reasons or incidents behind issues, even in ambiguous or unclear situations. I use my knowledge of the wider external environment and long-term situations to inform effective decision making. I acknowledge that some decisions may represent a significant change. I think about the best way to introduce such decisions and win support.

#### **We are innovative and open-minded**

I implement, test and communicate new and far-reaching ways of working that can radically change our organisational cultures, attitudes and performance. I provide space and encouragement to help others stand back from day-to-day activities, in order to review their direction, approach and how they fundamentally see their role in policing. This helps them to adopt fresh perspectives and identify improvements. I work to create an innovative learning culture, recognising and promoting innovative activities. I lead, test and implement new, complex and creative initiatives that involve multiple stakeholders, create significant impact and drive innovation outside of my immediate sphere. I carry accountability for ensuring that the police service remains up to date and at the forefront of global policing.