

London Borough of Redbridge

Head of Facilities Management

About Redbridge

Redbridge is home to 311,000 residents, more than 350 local voluntary and community organisations and thousands of businesses. We are among the fastest growing parts of the country and the third most diverse London borough. Our communities are attracted by a mixture of excellent schools, relatively affordable housing compared to other parts of London, high quality open spaces and rapid transport connections into the heart of the city.

Our population is getting both younger and older - driving increased demand in both adults and children's services. A growing population has placed huge pressure on a housing stock built for a different era. The pace of change to meet these challenges is phenomenal.

Alongside our values of **Collaboration, Honesty, Excellence and Fairness**, we have an ambitious strategic delivery plan to make Redbridge a great place to live.

Job Title:	Head of Facilities Management		
Accountable To:	Operational Director – Property & Assets		
Grade:	LBR22	Salary:	£86,274 - £89,667 inc. London Weighting
Direct Reports:	• 2 (4)	Total Staff & Budget:	40 staff £6.3M

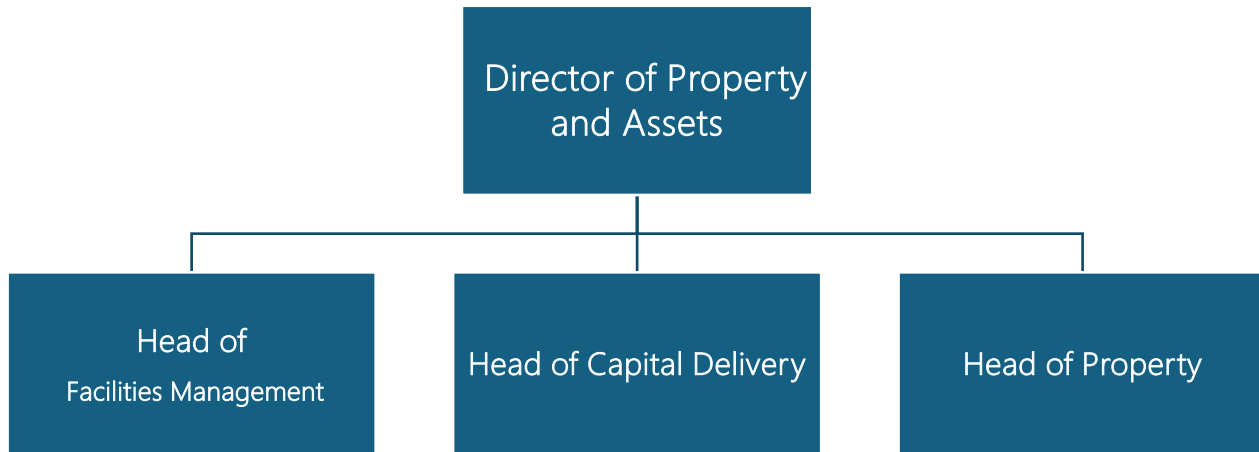
Role Purpose

Reporting to the Director, the role will act as the Council's lead for Facilities Management, delivering efficient and cost-effective services to customers and clients. The role will oversee and manage all aspects of the Council's physical space, ensuring it functions optimally and safely.

The role requires leadership, strategic planning, and operational expertise, with responsibilities including budget management, maintenance, repairs, renovations, compliance with safety and legal regulations, and managing a facilities team and/or contractors.

- Lead the strategic direction and operational delivery of a fully integrated non housing FM service using a co-ordinated delivery model. Ensure excellence across all aspects of Hard and Soft FM, compliance, sustainability, procurement, and transformation, acting as the Council's lead for the Corporate Landlord.
- Delivering statutory Corporate Landlord responsibilities, including hard services (building maintenance) and soft services (cleaning, security, etc.) across all corporate buildings and facilities.
- Responsibility for the Facilities Management annual and lifecycle budgets, ensuring the efficient and effective management of and proper accounting for delegated financial resource. To be responsible for exploring and securing **innovative ways of working**, including opportunities for shared services, partnership working and income generation.
- Ensure **Risk Management** is in place, including effective evaluation, monitoring, review, mitigation and reporting on risks.
- To uphold the Nolan **Seven Principles of Public Life**.
- Ensure that both internal and external communications in relation to the service are effective, appropriate and improve and enhance the reputation of the service and the Council. Effective **resource management**, including prioritisation, resource allocation and controlled spending while investing and spending for long-term value as well as near-term cost/benefit.
- To model a **culture of openness, inclusivity, learning and public service** and assure effective teamwork and corporate working.
- Impartially engage in the **political interface** and overlaps of officers with councillors, codes, standards, protocols and respect.
- To observe good and effective **governance** across the organisation.
- To support a culture of **continuous improvement**, encouraging learning and curiosity.

The senior structure of the Directorate is as follows:



Key Accountabilities

Facilities Management Services

- Management of **hard and soft facilities management at civic offices and other locations**, including identifying opportunities that will continuously improve all aspects of FM operations.
- Overseeing a combination of in-house teams and external contractors to deliver a high-performing, value-driven FM service
- Contract management and administration of **cleaning contracts**.
- Ensure that appropriate systems and management controls are in place across the estate to demonstrate an adherence to relevant **Health & Safety** and wider **statutory compliance** requirements.
- Champion innovation and collaboration, exploring new delivery models and funding sources (e.g., to optimise service and resource efficiency.
- Lead the development and implementation of **supplier management processes** to include pre and post appointment checks, quarterly performance reviews and back-to-back KPIs and SLAs.
- Oversee risk assessments, statutory inspections, audits, and compliance-related activities across all assets.
- Production of **monthly performance reports** to senior officers detailing statutory compliance and remedial works status, accident statistics & trends, current business risks and mitigation in order to demonstrate compliance with legislation and to allow business decisions to be made.
- Take overall accountability for timely and comprehensive responses to Freedom of Information requests, complaints, and Member enquiries relating to FM.

Corporate working

- **Brief and advise, as required, Elected Members, the Chief Executive, Executive Directors and other senior officers, as appropriate.**

Politics and political interface

- Develop and maintain **effective working relationships** with elected Members.
- Promote a **culture of political awareness** amongst officers to help translate political will into appropriate future strategies and delivery of outcomes.

Good governance

- Work to ensure that **legal, financial, procedural** and other provisions governing the affairs of the Council, are properly observed and that appropriate action is taken to protect the best interests of the Council.
- Work to ensure that **risks** associated with Council activity are effectively mitigated, including the risk of fraud and corruption.

Public Ethics

- Ensure that fairness is observed in **equal treatment, equal opportunity, relational equality, and equity**.

Continuous Improvement

- Support a culture of **continuous improvement and innovation**, identifying opportunities for **income generation**, with plans for the effective implementation of **efficiency savings**.

Other Duties

- Support the Chief Executive in relation to **emergency planning** and resilience, providing support for the co-ordination of all measures to manage an emergency affecting the Council during the response and recovery phases.
- Demonstrate commitment and support for **safeguarding** the welfare of children, young people and adults at risk.
- Ensure all duties are carried out in **compliance** with the Council's financial regulations, policies for Diversity, Equal Opportunities, Risk Assessment, Health and Safety and all relevant statutory or professional requirements.
- Perform **any other duties** imposed by law, or which the Council may reasonably require.

Person Specification

Qualifications

- Qualified to Degree level (or equivalent experience).
- Membership of a relevant professional body
- NEBOSH General Certificate desirable and willingness to achieve if not in place
- Evidence of continuous professional development.

Knowledge

- An excellent working knowledge of **all aspects of facilities management** with the ability to translate this into innovative business plans and strategy.
- Excellent knowledge of the built environment.
- An excellent working knowledge of **Health and Safety Management systems, statutory and regulatory requirements** including Management of Health & Safety at Work, Workplace, PUWER, LOLER, Manual Handling, Building and CDM Regulations
- **The statutory role of local authorities and the role of the council's core statutory officers** in assuring probity and propriety.
- **Good governance principles** in the corporate and public sector, as well as internal processes of scrutiny and formal checks and balances.
- **Local Government financial management.**

Experience

- Demonstrable management experience in facilities management and of working in a multi-faceted FM environment, preferably in a LA setting that involves the maintenance of buildings.
- Experience of working within the Corporate Landlord model.
- Experience of developing high-performing FM teams, embedding talent management, staff development, and holding others to account for results.
- Proven experience of **managing and developing contracts.**
- Effective **budget and capital programme management.**
- Working successfully in **partnership and building strong relationships** with government, public agencies, private sector, voluntary bodies, statutory and non-statutory bodies.
- Embedding **Social Value** in procurement and commissioning arrangements.
- Substantial and consistent **managerial achievement** at senior level.
- Working in and adapting to a range of **political environments.**
- Inclusively **leading and motivating a diverse team.**
- Effective **performance management:** reported metrics of relative cost-effectiveness to comparators.
- Creating a **positive culture of learning and improvement.**
- **Developing a street-level understanding** of a local area (its wards, districts, boundaries, and connections).
- Personal leadership in the achievement of **equal opportunity** in both employment and service delivery.

Skills and Abilities

- A high degree of **openness, honesty and personal integrity** with an ability to engender trust & confidence amongst peers, staff, residents & stakeholders.
- Provide strong leadership, motivation and ability to **manage calmly and with clarity of purpose** in highly visible and accountable circumstances.

- Excellent interpersonal and communication skills – ability to communicate effectively verbally at all levels and in writing, including drafting reports and procedures, both written and verbal.
- A strong budget manager and commercial thinker with a proven track record of cost control, innovation, and service improvement.
- A confident decision-maker, able to manage competing priorities while maintaining safety, quality, and compliance.
- Able to horizon scan and establish changes in legislation, the construction sector and other relevant areas, to ensure the service continues to meet expectations.
- **Political acumen and sensitivity**, with the ability to develop productive working relationships with elected members.
- Able to **deescalate tensions and de-personalise conflict** between individuals and parties
- Able to balance **management grip and empowerment** commensurate to risk and its mitigation through internal controls.
- **Personal resilience** with the capacity to cope with ambiguity, uncertainty and pressure and the ability to work under public scrutiny whilst maintaining a sense of perspective.
- Personal commitment to **continuous improvement and the development of others**.
- Ability to meet **tight deadlines and prioritise** workloads.

Additional Information

- The role will involve irregular working patterns and will require the post holder to be able and willing to work during these periods, including evenings and occasional weekends.
**The salary scale is inclusive and recognises the volume of work in addition to and outside the Council's normal office hours required by the post*
- This post falls within the 'politically restricted' category under the Local Government and Housing Act 1989. The detail of the restrictions this places upon you are as outlined in the Statement of Main Terms and Conditions of Employment.