

Operations Programme Manager – Intelligent Client Function (ICF)

Job Outline

Scope of the ICF

<ul style="list-style-type: none"> • £200m contract 	<ul style="list-style-type: none"> • 500 Operational Properties
<ul style="list-style-type: none"> • 3 London Borough Estates to manage 	<ul style="list-style-type: none"> • Facilities Management for 150 schools
<ul style="list-style-type: none"> • This is a Client side Management Role; the team are required to manage the TFM supplier, to hold them to account but also to be able to work in partnership with the supplier. • To understand the varying requirements of key stakeholders and to ensure that the supplier delivers service excellence. • The ICF are also required to ensure that efficient performance against the agreed budgets is achieved and managed effectively back to each client borough. 	<ul style="list-style-type: none"> • Key deliverables from the ICF: <ul style="list-style-type: none"> ○ Strategic Input ○ Performance Management ○ Contract Management ○ Stakeholder Management ○ Target setting and auditing

Main Purpose of the Job

1. To assist the Head of Client Facilities Management and key stakeholders with the commissioning and delivery of Facilities Management (FM), and associated professional services, including strategic planning, taking into account financial constraints and delivering the most cost effective programme for landlord and tenant services.
2. To be responsible for the monitoring of the activities of suppliers providing effective instruction and management.
3. To provide engineering and FM advice and assist in the delivery of a centre of excellence for FM.
4. To develop and implement successful FM in line with business requirements, collaborating with peers and senior management to ensure a fully integrated Property approach.
5. To actively performance manage the suppliers of FM contracts by providing strong leadership ensuring value for money, quality of service and efficiency is achieved.
6. To manage and contribute to the strategic development of corporate initiatives on FM with regard to commissioning and delivery.
7. To assist in the improvement and overall state of repair and fitness for purpose of the operational properties
8. To ensure that the Council's professional agents are resourced and trained to ensure compliance with all Health and Safety and other legislation and statutory requirements as it affects the FM Properties portfolio

9. To review audits of professional agents and contractors to ensure all necessary reports and records are in place to provide proof of compliance.
10. To update, as necessary, Corporate Property Health and Safety policies to keep up-to-date with current and emerging legislation.
11. To ensure staff, professional agents and contractors are aware of changes to policies and procedures and statutory Health & Safety compliance.