

Property Operations Manager

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Company: UK Civil Service

Location: United Kingdom

Category: other-general

Job summary

The Home Office Property Services (HOPS) team are responsible for providing expert services to the Home Office business areas. The functions work with multiple stakeholders across the Home Office, wider Government and external suppliers.🔗

The work of our HOPS team provides strategic support to business areas across the Home Office to ensure the provision of accommodation for all staff and contractors.

The team manage the budget for the estate and oversee the bid for change funds on an annual basis through services delivered to the estate by the Ministry of Justice and the Government Property Agency.🔗 🔗

Job description

Property Operations Managers (previously known as Facilities Managers) are responsible for working directly with clients and suppliers, to ensure efficient and effective delivery of hard and soft facilities management services for their portfolio. 🔗 They report into Regional Property Operations Managers (RPOMs). Key activities for the role include:

🔗 🔗 🔗 Managing customer and stakeholder relationships

🔗 🔗 🔗 Issue resolution

🔗 🔗 🔗 Collaboration with the helpdesk supplier, facilities management supply chain and other MoJ Property teams

🔗 🔗 🔗 Supplier management and monitoring.

Regular site visits along with client engagement meetings, compliance management and project management.🔗

Due to the nature of this post this position is only open to Full Time members of staff.

Some occasional travel to other Home Office sites will be required.

Candidates will be expected to work core Home Office hours subject to Business needs.

Where business needs allow, some roles may be suitable for a combination of office and home-based working. This is a non-contractual arrangement where all employees will be expected to spend a minimum of 60% of their working time in an office, subject to local estates capacity, by Spring 2024. Applicants can request further information regarding how this may work in their team from the Vacancy Holder (see advert for contact details).💎

Person specification

Main responsibilities will include:



💎 Manage day-to-day the contracts across a number of sites within a region through MI data and visual inspections of sites, including checking that work carried out by contractors is in accordance with the contract in terms of quality, compliance and specification.

💎 Consider whether Early Warning Notices (EWNs) and compensation events are required and advise RPOM accordingly. Monitor to ensure they are being addressed and ensure mitigation plans and risk register are in place and maintained.💎

💎 Manage issues (including requests for additional spend, elective new works and changes to scope or specification) to resolution and escalate where necessary.

💎 Ensure that actions relating to inspections and audits are delivered through the contract.

💎 Work with the technical team, MI and reporting procedures to enable audit, assurance and validation of service delivery including taking accountability for carrying out site audits to departmentally agreed frequency and managing actions that arise from these to ensure statutory, mandatory and contractual compliance.

💎 Engage through site visits, regular communication and running or attending client engagement meetings as appropriate.

💎 Understand the wider strategic needs and priorities of clients and how they are incorporated into plans and activities.

💎 Where required, work with the supplier to contribute to the preparation of site contingency and emergency plans and ensure implementation. Support operational emergencies by providing technical management assistance and support.

Essential Criteria💎

You should have experience in property and facilities management disciplines and/or experience of developing close relationships with stakeholders and customers. ♦

- Full Valid UK Driving License.

Desirable Criteria

- ♦ ♦ ♦ Commercial and financial disciplines.
- ♦ ♦ ♦ Experience with project management processes.
- ♦ ♦ ♦ Ability to work with minimal supervision, taking responsibility for outcomes.
- ♦ ♦ ♦ Awareness of Government Property Profession.

Qualifications

- ♦ ♦ ♦ Working towards or willing to work towards associate level membership of relevant professional body, IWFM Level 4 / 5 ♦ Member, RICS FM Pathway OR equivalent experience.
- ♦ ♦ ♦ Hold or be willing to work towards a NEBOSH or National Examination Board Occupational Safety Health ♦ National Certificate in Construction Health and Safety qualification OR be willing to work towards it.
- ♦ ♦ ♦ You should have a full UK Driving License.
- ♦ ♦ ♦ Membership of the GPP is highly desirable or can be obtained on joining.

Licences

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Behaviours

We'll assess you against these behaviours during the selection process:

Delivering at Pace

Communicating and Influencing

Managing a Quality Service

Working Together

We only ask for evidence of these behaviours on your application form:

Delivering at Pace

Benefits

Learning and development tailored to your role

An environment with flexible working options

A culture encouraging inclusion and diversity

A with an average employer contribution of 27%

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