



# HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service

**Job Title: Deputy Technical and Assurance Manager (Facilities Management)**

**Directorate: Property Directorate**

**Pay Span or equivalent: Band – B**

**2 years - Fixed Term Contract**

**Location: UK**

**Please note, the salary for this role is:**

*National - £30,531 - £40,488*

*New recruits to the Civil Service joining MoJ are expected to join at the band minimum.*

## **Background**

Her Majesty's Court and Tribunals Service is an agency of the MoJ and provides the supporting administration for the judiciary across England and Wales. It delivers services to the public directly in court and tribunal buildings, remotely via business centres and some limited services via the internet.

There are high expectations of all staff regardless of the job they do and good performance is expected from everybody. The organisation is continuously adopting new or better ways of working to ensure that it focuses on just that which is essential.

HMCTS has a once in a generation opportunity to transform the entire Courts and Tribunals Service through the HMCTS Reform Programme, enhancing the provision of a world-class justice system, in a manner that provides an improved user experience at reduced cost to the taxpayer. This will contribute to consolidating the UK's position at the forefront of an increasingly competitive international legal market as well as ensuring access to justice for all.

The programme includes modernising the court estate, updating and replacing its technology, speeding up and streamlining working practices, refurbishing buildings to reduce maintenance costs and provide much improved services for service users, especially vulnerable witnesses and victims. Effective staff engagement at this time of such significant change will be critical to success; maintaining a positive and lasting connection between HMCTS management and its staff.

An effective courts and tribunals service is fundamental to our democracy, underpinning the rule of law. This is an opportunity to work in a role that will support and enable a major transformation programme, designed not just to give our courts and tribunals a sustainable and affordable future, but improve how we deliver justice.

## **Overview**

HMCTS is a continually changing organisation. Good management, communication skills and collaborative working are critical elements in this being successful. As an manager within HMCTS the jobholder must understand and disseminate the agreed regional objectives and provide clear supervision and focus. HMCTS Senior Management Team expects all managers to operate in a culture of openness and honesty, demonstrating a commitment to change through involvement and empowerment, and by delivering results.

**The key responsibilities of the role are as follows:**

1. The Technical & Assurance Manager (FM) supports the Head of Facilities Management (FM) in technical oversight of all buildings and systems across the HMCTS estate to ensure they are compliant with relevant legislation. The Deputy Technical and Assurance Manager will support the Technical & Assurance Manager and team.
2. This role will be responsible for providing technical advice and support of FM operations through the management of internal and external professional advice.
3. The role will work to ensure the appropriate compliance reporting systems are operated and audited across all contracts to ensure property compliance is achieved and maintained.
4. Support the FM Operational teams by providing quality technical advice either through internal or external resource. Ensure the appropriate logging of technical activity through the FM Office function to ensure proactive resolution to technical issues in a controlled and managed way
5. Support the development of the Future Maintenance Register and other Statutory monitoring systems to ensure a visual and accountable compliant status is maintained.
6. Support and advise as required on the development of systems and processes across all contracts to record and manage the compliance of the estate.
7. Actively support and deliver training in technical services internally within the FM function. Ensuring internal health and safety competence is achieved and maintained. Manage and deliver an appropriate audits of supply chain documentation and systems across non-custodial properties to ensure property compliance is being achieved.
8. Lead on any improvements in the wider FM Property Directory to assist and provide technical guidance as and when required. Produce technical scoping document reports that detail site requirements for repairs, replacements and upgrades to M&E assets.
9. Carry out Value for Money audits on submitted TFM and sub-contractor quotations to ensure specifications and costs meet the buildings requirements. This will include an options appraisal to ensure the best solution is delivered with minimal on-going budgetary impact.
10. Attend Contract Performance Review (CPR) meetings to review Statutory Compliance KPI's and to discuss and technical contract issues and/or action plans for delivery of a quality maintenance service.
11. Support the Capital Maintenance Plan by reviewing the technical solutions within the forward maintenance plans to ensure they are in line with HMCTS's objectives and aims, and with legislative compliance. Consider alternative technical options where required with feasibility studies to ensure the estates demands are met for current needs and future requirements.
12. Build key relationships with stakeholders in supply chain with responsibility for property compliance to ensure a joined up and consistent approach to property compliance. Manage as required external professional technical advice and consultancy support.
13. Responsible for ensuring technical performance issues are logged, escalated and resolved in partnership with operational teams, ensuring teams understand contractual obligations and processes and deploy appropriately.
14. Attend supplier contract performance meetings as required and support the Head of FM in professionalising Facilities Management across the HMCTS estate, and proactively support the implementation of Government Soft Landings (GSL).

**Key interactions will be with:**

- HMCTS Regional colleagues
- Regional Property Managers
- Facilities Managers
- Contractors and Suppliers
- Asset Managers
- Capital Delivery Team
- Safety & Security Team
- Reform & CTSC

### **Key technical skills required**

1. Qualified or working towards IWFM or BIFM – Level 4 Certificate/Diploma or equivalent; with progression to Level 5 Diploma.
2. Experience in M&E engineering and/or building fabric maintenance including sufficient, knowledge, training and experience to support the Technical & Assurance / Deputy Technical & Assurance Managers.
3. An experienced property and facilities management professional with in-depth knowledge of asset and risk management strategies.
4. A deep understanding of the issues involved in managing a large operational and administrative estate, including customer management and supply chain management.
5. Successful experience of leading, motivating and managing in-house and outsourced teams through a period of significant change.
6. Experience of managing crisis situations in relation to asset management functions.
7. Experience of working at a middle management level and providing oral and written briefings.

It would be desirable if the individual had membership of professional technical institute RICS, IET, CIBSE, IOSH or equivalent.

### **Other duties**

The post holder is required to work in a flexible way and undertake any other duties reasonably requested by line management which are commensurate with the grade and level of responsibility of this post. Travel to site across the Region will be required.

### **Key Civil Service Competencies**

You will be required to provide evidence of the following key competencies at Level 3

<b>Seeing the bigger picture</b>	<ul style="list-style-type: none"> <li>• Be alert to emerging issues and trends which might impact or benefit own and team's work</li> <li>• Ensure own area/team activities are aligned to departmental priorities</li> <li>• Actively seek out and share experience to develop understanding and knowledge of own work and of team's business area</li> <li>• Seek to understand how the services, activities and strategies in the area work together to create value for the customer/end user</li> </ul>
<b>Making effective decisions</b>	<ul style="list-style-type: none"> <li>• Make decisions when they are needed, even if they prove difficult or unpopular</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify a range of relevant and credible information sources and recognise the need to collect new data when necessary from internal and external sources</li> <li>• Explore different options outlining costs, benefits, risks and potential responses to each</li> </ul>
<b>Changing and Improving</b>	<ul style="list-style-type: none"> <li>• Regularly review procedures or systems with teams to identify improvements and simplify processes and decision making</li> <li>• Be prepared to take managed risks, ensuring these are planned and their impact assessed.</li> <li>• Actively encourage ideas from a wide range of sources and stakeholders and use these to inform own thinking</li> <li>• Be willing to meet the challenges of difficult or complex changes, encouraging and supporting others to do the same.</li> </ul>
<b>Collaborating and Partnering</b>	<ul style="list-style-type: none"> <li>• Establish relationships with a range of stakeholders to support delivery of business outcomes</li> <li>• Actively seek input from a diverse range of people</li> <li>• Deal with conflict in a prompt, calm and constructive manner.</li> <li>• Invest time to generate a common focus and genuine team spirit.</li> </ul>
<b>Managing A Quality Service</b>	<ul style="list-style-type: none"> <li>• Make effective use of project management skills and techniques to deliver outcomes, including identifying risks and mitigating actions</li> <li>• Develop, implement, maintain and review systems and service standards to provide quality, efficiency and value for money</li> <li>• Establish mechanisms to seek out and respond to feedback from customers about service provided</li> <li>• Develop proposals to improve the quality of service with involvement from a diverse range of staff, stakeholders or delivery partners</li> </ul>
<b>Delivering At Pace</b>	<ul style="list-style-type: none"> <li>• Successfully manage, support and stretch self and team to deliver agreed goals and objectives</li> <li>• Show a positive approach in keeping their own and the team's efforts focused on the goals that really matter</li> <li>• Take responsibility for delivering expected outcomes on time and to standard, giving credit to teams and individuals as appropriate</li> <li>• Plan ahead but reassess workloads and priorities if situations change or people are facing conflicting demands</li> <li>• Regularly monitor own and team's work against milestones or targets and act promptly to keep work on track and maintain performance</li> </ul>

**Flexible working options**

HMCTS offers a flexible working system in many of its offices.

**Job Sharing and Reduced Hours**

All applications for job sharing or reduced hours will be treated fairly and on a case by case basis in accordance with the MoJ's flexible working policy and equality policy.

**Excess Fares and Relocation Allowances**

This job is not eligible for relocation allowances but excess fares may be considered in accordance with MoJ's excess fares allowance policy.

**HMCTS offers a range of benefits****Annual Leave**

Generous allowances for paid holiday starting at 25 days per year, and rising as your service increases. There is also a scheme to allow qualifying staff to buy or sell up to three days leave each year. Additional paid time off for public holidays and 1 privilege day. Leave for part-time and job share posts will be calculated on a pro-rata basis.

**Pension**

The Civil Service offers a choice of pension schemes, giving you the flexibility to choose the pension that suits you best.

**Training**

HMCTS is committed to staff development and offers an extensive range of training and development opportunities.

**Support**

- A range of 'Family Friendly' policies such as opportunities to work reduced hours or job share.
- Access to flexible benefits such as salary sacrifice arrangements for childcare vouchers, and voluntary benefits such as retail vouchers and discounts on a range of goods and services.
- Paid paternity, adoption and maternity leave.
- Free annual sight tests for employees who use computer screens.