



# HM Courts & Tribunals Service

**Her Majesty's Courts and Tribunals Service**

**Directorate: Property Directorate**

**Job Title: Area Facilities Manager**

**Pay Span or equivalent: Band B**

**Job Type: Permanent**

**Location: Bristol, Exeter, Salisbury or Southampton** (*please note, the role will require you to travel throughout the South West frequently*)

Please note, the salary for National is set out below:

National: £30,531 - £40,488

New recruits to the Civil Service joining MoJ are expected to join at the band minimum. For an exceptional applicant and under exceptional circumstances, managers have discretion to set starting salaries above the pay range 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.

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 a 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 collaborate working are critical elements in this being successful. As an Area Facilities 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 purpose of the role:**

This role is specific to the HMCTS properties including other Arm's Length Bodies properties. The Area Facilities Manager is responsible for property and FM related activities across an area (several clusters) including day-to-day management of the Facilities Managers and FM operations. The post holder will be a key day-to-day client-side contact for the service providers through term contract arrangements. The role provides the Single Point of Contact for Cluster Managers, and is responsible for managing HMCTS's property and FM services across all of HMCTS serviced premises and buildings within a specified area comprising c30 to 40 sites.

As an integral member of the HMCTS' Property Directorate the role will be responsible for operational management, across an HMCTS area, for the services which will include (but are not limited to) repairs, PPM, routine maintenance, catering, cleaning, portering, waste, and security. The post holder will also support the Regional Facilities Managers to ensure that the property and FM services are statutorily compliant through proper inspection and maintenance.

Responsible to the Regional Facilities Manager, the post holder will play a key role in the supervision of operational delivery of an HMCTS wide service. They will also be responsible for overseeing service quality in designated areas of responsibility.

The role will support the Regional Facilities Manager with the management of day-to-day provision, maintenance and improvement requirements for all property and FM within the area as defined within the HMCTS Estate and Court Reform to meet business requirements to an agreed service level. They will ensure the service quality in designated areas of responsibility. The role will ensure resources are put in place to manage the FM element of property disposals and enabling works under the Estates Reform Programme

The role requires an understanding of HMCTS's business objectives and supports the Regional Facilities Manager in ensuring that the FM strategy and contracts continue to support the requirements of HMCTS.

The role holder will ideally have a technical hard or soft service qualification, or a suitable management qualification.

They will be able to demonstrate a successful track record in managing people, properties and relationships

## **Key interactions will be with:**

- HMCTS Regional colleagues
- Regional Facilities Managers
- Facilities Managers
- Contractors and Suppliers
- Asset Managers
- Capital Delivery Team

## **Essential Skills:**

- FM Experience
- Contract Management
- Finance/Budget Experience
- Managing a Team

## **Desirable**

- Experience/Understanding of Total Facilities Management Contracts

- Stakeholder Engagement experience
- Technical Qualification / Knowledge e.g. BIFM Qualifications, (or in the process of studying for one), Health & Safety, Asbestos Awareness, Legionella.

**Key responsibilities:**

<p><b>As the HMCTS area representative for Facilities Management, to advise the Regional Facilities Manager and HMCTS Operational staff on day-to-day matters relating to Facilities Management.</b></p>	<p>Overall responsibility for;</p> <ul style="list-style-type: none"> <li>• The day-to-day management of HMCTS PD Facilities Managers and FM services in a specified area, ensuring they are fit for purpose and provide a safe working / visiting environment</li> <li>• Ensuring that any delegated budget management and financial processes and protocols are adhered to.</li> <li>• The implementation of a culture of service excellence.</li> </ul> <p>Will be responsible for:</p> <ul style="list-style-type: none"> <li>• Supervising the delivery of high quality, safe, effective FM services;</li> <li>• Delivering the area FM strategy;</li> <li>• Line management and supervision of the Facilities Managers</li> <li>• Liaising with Operational colleagues regarding asset maintenance and improvement</li> <li>• Supporting the management of estate initiatives such as rationalisation, and capital and maintenance spend in the area</li> </ul>
<p><b>External and Internal relationship management</b></p>	<p>Internal relations;</p> <ul style="list-style-type: none"> <li>• Support and demonstrate collaborative relationships across the region to make sure that HMCTS Facilities Management is continuously aligned to and supports our vision for the future</li> <li>• Be visible to staff and internal stakeholders and regularly undertake activities to engage and build trust with people involved in priority areas</li> <li>• Give clarity and clear explanations on Facilities Management issues, escalating any issues that can't be dealt with to the Regional Facilities Manager</li> <li>• Confidently engage with internal stakeholders and colleagues at all levels</li> </ul> <p>External relations;</p> <ul style="list-style-type: none"> <li>• Take responsibility for the management of the external service providers relating to FM in the area including the Total Facilities Management (TFM) Contract and chairing of any local contractor meetings</li> <li>• Understand the services provided by the contractor (at an operational level) to work effectively with contractors to deliver a high quality, safe and effective FM service</li> <li>• Understand and apply the principles of performance monitoring and contractor supervision</li> <li>• Basic understanding of the contract documentation in terms of scope for services, specifications, service level agreements and contract management needs</li> <li>• Act as single point of contact for Cluster Managers on asset management, capital maintenance and other property matters</li> </ul>
<p><b>Supervision of properties &amp; their occupation</b></p>	<ul style="list-style-type: none"> <li>• Work in partnership with HMCTS' contractors and customers to develop and manage contingency planning</li> <li>• Understanding of the business needs of HMCTS in the area to support effective delivery of FM, asset management and capital maintenance services</li> <li>• Understanding, knowledge and application of FM, FM services and their delivery.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to manage a diverse range of users and users demands to provide effective and timely service delivery to our customers</li> <li>• Supporting the Regional Facilities Manager by working proactively with them and stakeholders to ensure associated capital maintenance plans that support business delivery within an agreed programme of works, timeframe and budget are successfully delivered.</li> <li>• To monitor customer service levels in conjunction with the HMCTS Property and wider HMCTS operation in improving customer service across the HMCTS estate, reporting issues and trends to the Regional Facilities Manager.</li> </ul>
<b>Team Supervision</b>	<ul style="list-style-type: none"> <li>• Supervise and coach members of own area team</li> <li>• Responsible for the line management of a team of Facilities Managers that will be geographically dispersed and the management of any people issues in the team in line with HMCTS/MoJ HR policies</li> <li>• Lead by example, role modelling ethics, integrity, impartiality and the elimination of bias by building diverse teams and promoting a working environment that supports the Civil Service values and code</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Reporting to the Regional Facilities Manager</li> <li>• Responsible for the direct line management of the Facilities Managers</li> <li>• Responsible for the day-to-day operational supervision of the TFM contract</li> </ul>

#### **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>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> <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>• Recognise scope of own authority for decision making and empower team members to make decisions.</li> <li>• Explore different options outlining costs, benefits, risks and potential responses to each</li> <li>• Invite challenge and where appropriate involve others in decision making to help build engagement and present robust recommendations</li> </ul>
<b>Leading and Communicating</b>	<ul style="list-style-type: none"> <li>• Take opportunities to regularly communicate and interact with staff, helping to clarify goals and activities and the links between these and departmental strategy</li> <li>• Recognise, respect and reward the contribution and achievements of</li> </ul>

	<p>others</p> <ul style="list-style-type: none"> <li>• Communicate using appropriate styles, methods and timing, including digital channels, to maximise understanding and impact.</li> <li>• Promote the work of the department and play an active part in supporting the Civil Service values and culture.</li> <li>• Convey enthusiasm and energy about their work and encourage 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>• Encourage collaborative team working within own team and across the department.</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>• Work with team to set priorities, goals, objectives and timescales.</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.