

## JOB DESCRIPTION

<b>Job Title</b>	Service Manager - Building Services Engineering		
<b>Directorate</b>	Community, Place & Economy		
<b>Reporting to</b>	Principal Building Surveyor - Property		
<b>Grade</b>	8		
<b>Evaluation ref:</b>	NOM0380	<b>Job ref:</b>	<b>Family</b>
<b>Role purpose</b>			
<p>Manage and develop the Engineering function of the Corporate Property Department. Responsible for delivery of compliant PPM, building services repairs &amp; design, quality control and construction supervision. Manages and delivers the identified work programme to Corporate buildings, schools, academies, and SCC customers. Responsible for delivering quality standards and ensuring process are complied with to achieve a consistent service to our customers.</p>			
<b>Responsibilities</b>			
<p>Provides subject matter expertise and strong management skills as part of the Senior Leadership team, ensuring the successful delivery of the Council's priorities within the service area.</p> <p>Provides subject matter expertise for clients and other departmental staff, develops engineering maintenance schemes, determines their design, costs, and specifications for services.</p> <p>Organise work programmes and priorities for the service in order to deliver efficient, added value service delivery.</p> <p>Monitors and reports on expenditure and develop practices and standards to ensure the cost-effective delivery of quality services.</p> <p>Delivers a range of technical management activities including building services design, quality control and construction supervision.</p> <p>Undertake inspections and final checking of completed works, resolves problems arising and approves accounts payable.</p> <p>Manages, directs, and develops professional and support staff, maintains, and improves the professional and other standards of staff, including morale, motivation, and personal development.</p> <p>Identifies areas for service improvement (including engineering policy and procedure ), formulates, develops, and implements improvements (and where appropriate makes recommendations to the Corporate Property Management team.</p>			

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Responsibility for the procurement and standards of all service contracts on behalf of schools and the Council.

### Impact

Provide technical support to and manage a team of 5-7 Professional and Support staff based within the Corporate Property Team.

Overseeing delivery of the maintenance programme delivered by the Area Engineers. These projects range between and £1,000 & £100,000 each and total approx. £1.5m per annum.

Monitoring as many as 25-30 approved external Contractors, Specialist Contractors, and their operatives, on behalf of Corporate Property and Schools, working around the County on periodic servicing, repairs and maintenance, improvements and alterations.

Delegated responsibility for the issue and authorisation of orders up to (a) £10,000 for day works and single quotations, (b) £10,000 for competitive quotations and tenders and (c) advises/recommends approval/rejection for works up to £200,000.

Each Area Engineer authorises approximately 1,500 engineering repairs & maintenance orders each year to Contractors, Specialist Contractors, Suppliers, and Manufacturers, etc. The team Leader provides secondary approval for all orders over £5,000.

Ensuring Statutory Servicing obligations are met for schools (who purchase the core offer service ) and the Corporate estate.

### Knowledge / Experience / Skills

	Essential	Desirable	
<b>Knowledge</b>			
Specialist knowledge of CAD and/or mechanical/electrical design software.	X		
Demonstrable knowledge and understanding of the statutory, policy and strategic commissioning framework within which specialist services operate and their context within local government as a whole.	X		
Good understanding and ability to develop and implement effective performance management and quality assurance frameworks.	X		
Knowledge and understanding of implementing equality and diversity in commissioning and reviewing service delivery	X		

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An understanding and commitment to effective customer and community engagement leading to service redesign and change management.	X		
<b>Experience</b>			
Track record of operating maintenance projects and providing clear advice on policy options and policy development.	X		
Experience of developing and delivering representational and communication activities that successfully deliver key messages to schools, the public and internally.	X		
Demonstrable experience of partnership working, including the ability to influence and, where required, lead multi-agency projects and initiatives with particular reference to standard setting and whole service commissioning.	X		
<b>Qualifications / Registrations / Certifications</b>			
Relevant Degree or Professional Qualification in Building Engineering - Chartered status	X		
Evidence of work related continuing professional development in their specialist field	X		
<b>Skills</b>			
<ul style="list-style-type: none"> <li>• Promotes the need for change and models behaviours.</li> <li>• Positive, committed, adaptable, thorough, and confident approach.</li> <li>• Ability to work to deadlines and to motivate others to work effectively and demonstrate a duty of care. Committed to diversity in service delivery and employment.</li> <li>• Innovative and creative approach to service improvement and value.</li> <li>• Customer and Communities focussed.</li> <li>• Personal Integrity.</li> <li>• Drive and self-motivation - “can do” attitude.</li> <li>• Sound analysis and decision making in dealing with complex service delivery and/or policy development matters.</li> </ul>	X		
<b>Working Conditions</b>			
<b>Working Arrangements</b>			

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Somerset Council's dynamic Working Strategy will be applied to this position.

### Corporate Responsibilities

- Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.
- Update and advise Elected Members in respect of operational and policy issues in relation to the Service's teams.
- Lead teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.
- Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.
- Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.
- Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.
- Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.
- Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Service teams.
- Ensure that services place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.
- Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the service.
- Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.
- Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.
- Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.



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Date: November 2024