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| **Role title:** | Group Facilities Operations Manager | **Responsible to:** | Procurement & Business Services Lead |
| **Division:** | Finance | **Department:** | Business Services |
| **Direct Reports and Level:** |  | **Scope:** | Business and Facilities Services – Global  |
| **Scale:** | X People£ Budget 5 sitesN/A income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 1 | **Role Family** | Group Corporate Functions |

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| **Overall Role Purpose** |
| As a member of the Finance Leadership team, the purpose of the role is to drive exceptional facilities and business services support to the MPS’s Global portfolio of offices and provide safe working environments for visitors and MPS colleagues. In addition, the role will lead on Business Continuity and Health & Safety activity across the MPS Group in a way which enhances services to our members and optimises operational efficiency.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Provide leadership across the Business Services team, and the wider Finance division ensuring alignment and support to deliver on the overall MPS corporate strategy and operational business performance.
* Define and deliver the end to end Facilities strategy ensuring that activities comply with the necessary regulatory and legal standards and are in accordance with any policy standards and risk frameworks set by Council
* Design, deliver and manage the MPS Group Business Continuity Plan including the Facilities Disaster Recovery (DR) to ensure operational efficiency/recovery and provide good member experience.
* Build effective relationships with building management teams and co-tenants to ensure effective service delivery and alignment to agreed SLA’s.
* Take ownership and be responsible for delivering operational facilities related KPIs, SOPs and other procedures which control site or office activity.
* Deliver effective support, management and maintenance (hard/soft facilities services) of MPS’s Global portfolio of offices to ensure safe and healthy working environments for visitors and MPS colleagues.
* Lead on assigned MPS projects affecting MPS and roll out other projects/initiatives within Finance ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment.
 | * Financial sustainability vs plan
* Financial performance vs plan
* MPS engagement index vs plan
* MPS leadership index vs plan
* Procurement and Facilities Governance framework in place and being actively managed
* Divisional engagement index vs plan
* Divisional leadership index vs plan
* Policy compliance and audit
* Helpdesk SLAs/Feedback
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| **Financial*** Support the global budgetary planning cycle and quarterly forecasting rounds to ensure sound financial management within MPS.
* Manage and monitor the delivery of Business/Facilities services contracts ensuring an efficient and effective operating model which minimises cost and maximises financial sustainability without compromising member experience.
 | * Operational budget Vs Plan
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| **Member*** Develop and deliver all necessary systems, policies and procedures which enable safe office environments, ensure that activities comply with the necessary regulatory and legal standards and deliver exceptional service for all stakeholders.
* Seek opportunities to improve ways of working such as systems and processes to improve working practice and drive operational efficiency and outcomes for a good member experience.
 | * Stakeholder feedback via helpdesk
* Helpdesk SLAs
* Net promotor score
* Member feedback
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| **People*** Provide strong directional leadership to ensure the training, competence, performance and engagement of all colleagues who are focussed on delivering for members, have clarity on their accountabilities and a comply with all governance, policy standards and processes.
* Build a strong pipeline of talent and succession across the Business Services team for the benefit of MPS which will mitigate workforce planning risks and maximises the performance and potential of colleagues.
* Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.
 | * Engagement Index vs MPS
* Leadership index vs MPS
* Strong Talent and Succession Plans
* HR metrics – attrition, absence
* Compliance with Training and Competence Schemes (where required)

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| **Risk*** Create an environment where all colleagues recognise the importance of risk identification and management
* Conduct regular audits in line with policies and procedures to establish areas of excellence and identify areas for improvement.
* Identify and report risks and issues identified within physical security, business continuity and health and safety to MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues
* Ensure appropriate business processes and controls are in place to manage the Business Services team within risk appetite; comply with policies and regulatory requirements (as applicable).
* Comply with applicable professional ethical guidance and all relevant internal policy and procedures, including those relating to health and safety, data protection, IT security and all those contained within the staff handbook
 | * Risk and Control Self-Assessments
* Audit Actions
* QA Outcomes
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| **Responsibilities (RACI)** |
| * Lead the Business services team to deliver on a programme of agreed projects across MPS Group aligned to business strategy, supporting the financial security of the membership fund whilst enabling sustainable growth.
* Lead virtual teams across the business that will be responsible for enabling and delivering Business Continuity activity such as process, reporting and data changes.
* Offer meaningful decision points to MPS governance forums including Council, Management Oversight Committee (“MOC”), Operational Risk Committee (ORC) and Audit & Risk Committee (ARC) and the Executive Team, to ensure that MPS operates within risk appetite, and decision makers are fully informed and equipped as to where opportunities exist.
* Working with colleagues across People and Culture and MPS to provide Health and Safety guidance and support inputting into the development of People policies and processes.
* Leading, managing and participating in Steering Committees, Project meetings and Divisional leadership meetings; providing direction, conflict resolution, standards of estates management and control, best practice, and championing stewardship and good governance across MPS for the benefit of our membership.
* Monitoring adherence to policy and procedures; reporting this to relevant managers across the business and liaising to resolve breaches.

Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role. |

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| **Key Governance Responsibilities** |
| * Reporting to Council, ARC, MOC and the Executive Leadership Team.
* Lead Business Continuity Team
* Member – Operational Risk Committee
* Feed into Divisional and Finance Leadership
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others  |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * IOSH or NEBOSH qualified (\* IOSH Managing Safely or higher qualification in Health & Safety)
* Detailed knowledge of health and safety legislation
* Detailed knowledge of estates/facilities management
* Membership to or qualifications within IWFM/IOSH/RICS
* Prior experience of holding direct line management responsibilities
 | * Highly numerate.
* Excellent attention to detail.
* Ability to engage and challenge at all levels; strong influencing skills coupled with tenacity and resilience.
* Ability to communicate clearly and effectively.
* Good IT skills in MS Word, Excel, Outlook and PowerPoint.
* Understanding on key business issues and comfortable with challenging conversations.
* Proven experience in employee training and development.
 | * Significant proven experience in Facilities/Building Management experience
* Significant experience of implementing health and safety legislation and statutory compliance
* Previous experience in a Leadership role within a service delivery function.
* Experience of formulating Business Continuity policies and driving a more robust approach throughout an organisation.
* Experience in leading a Facilities function (In house or outsourced)
* Experience of managing remote teams
* Experience of Hard and Soft Facilities Management
* Experience of managing physical security within a site or office environment and developing policies and strategies to address business risk whilst ensuring colleague safety.
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| **Desirable** | * Knowledge of leases, rating, fit out
 | * Planning and project management skills.
 | * International experience in Facilities/Building Management experience
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