



# **Facilities Contracts Manager - Infrastructure**

## **Permanent**

### **Matthew Parker Street (London)**

#### **Job Purpose:**

As Facilities Contracts Manager within the Infrastructure Team you will oversee our transition to a new Facilities Management provider, and manage this ongoing relationship along with ensuring Health & Safety, compliance, best practice and achieving value through successful contract management.

#### **Key Accountabilities:**

The successful candidate will be focused on management and delivery of hard and soft service contracts including building fabric, M&E, civils and landscaping on both a planned and reactive basis across a vast range of properties within a diverse portfolio including Bus Depots, Outstation, Offices and Retail property.

Authorisation of unbudgeted works to a set level come with the position. The FCM will be expected to embrace all systems used within Group including management of Computer Aided Facilities Management (CAFM) software that oversees this process and to ensure all maintenance works carried out across a large estate are in line with service level agreements and key performance indicators and holding the appointed maintenance partner to account where relevant.

You will be responsible for managing the maintenance budget whilst conducting audits and compliance checks in line with statutory guidelines. Knowledge of SFG20 to ensure the estate is compliant is expected. Part of the role will require travel across the UK to enable auditing, inspecting works carried out, and to assess that PPM and reactive tasks are being undertaken.

As part of the role, interface with financial colleagues to ensure accruals and budgeting for maintenance related elements including asset lifecycle costing will be a core workstream. The role will involve collaborating alongside property colleagues in the wider department to develop business cases, reports and equivalent to drive continuous improvement of maintenance in the context of a challenging and bustling property environment.

The post-holder will manage and deploy a full range of skills in contract management methodology including reviewing programme planning, reporting, budget management, risk management and cashflow forecasting. You will work with other team members to continuously improve project communication, delivery, processes and quality.

#### **Knowledge & Experience:**

- The desired candidate will have a strong facilities management and property background. Sound knowledge will be required in hard services, with understanding of soft services and general contract management. Alongside technical competencies around the built environment, the chosen candidate will have relevant IT skills, with aptitude to use Office 365, CAFM software platforms to enable report writing, analyses of data and driving of maintenance performance. A

strong set of interpersonal skills are required for the role, including oral communication skills, written communication skills and negotiation. Transport experience is not essential for the role and the candidate will require a flexible approach to working.

To apply for this exciting opportunity to work in a growing team, please send a short covering letter and an up to date CV to Richard Harrington [richard.harrington@go-ahead.com](mailto:richard.harrington@go-ahead.com)

**The closing date for this role is on Friday 12 April 2024**