



Highlands and Islands Enterprise
Iomairt na Gàidhealtachd 's nan Eilean

Job description and person specification

Job title	Senior Facilities Manager – Operations
Reporting to	Head of Property and Infrastructure
Direct Reports	Team of three direct reports
Grade	E
Duration	Permanent
Location	An Lòchran, Inverness is the preferred base location, although other HIE office locations may be considered
Hybrid working	The preferred base for the role is An Lòchran, Inverness, and while there will be a requirement to attend the office at least three days per week, we have a flexible approach to working and can consider hybrid working options.

Organisational overview

We're Highlands and Islands Enterprise, the Scottish Government's economic and community development agency for a region covering more than half of Scotland, including more than 90 inhabited islands. We work with communities, enterprises, and stakeholders to unlock our region's potential for growth and progress, while driving fair work and net zero practices. Our purpose is to build and sustain a greener, fairer and more resilient region that benefits everyone. We offer support and investment to a wide range of projects that deliver on our priorities, which include a growing workforce, increased productivity, innovation and wages, and a just transition to net zero.

Position overview

You will be responsible for leading the effective delivery of all operational facilities management (FM) activities across HIE's property portfolio, which includes HIE's office premises that are owned or leased, as well as where facilities management services may be required in other office/industrial buildings that HIE hold within their wider commercial property portfolio.

The role will have management responsibility for the existing small FM team and will lead on all aspects of health and safety policy and compliance, the procurement and management of FM contracts, financial management of relevant budgets and implementing programmes of Planned and Preventive Maintenance (PPM) with a focus on planned sustainability works to reduce energy use and carbon emissions.

A key part of this role will be to bring fresh thinking to HIE's work in this field and make a positive contribution to supporting continuous improvement where employees are empowered to use their full potential to benefit Scotland's economy. This is in line with our people values.

Key areas of responsibility

1. Facilities Management

- Work with the Head of Property and Infrastructure to develop and implement HIE's approach for FM across HIE's property portfolio and ensure the team delivers an FM service that meets HIE's operational requirements. This will include specific responsibility for managing and delivering FM services within HIE's largest operational office, An Lòchran, Inverness.
- Prepare and implement Planned and Preventative Maintenance Programmes (PPM) for all required properties.
- When necessary respond timeously to the delivery of reactive works.

2. Contract Management – HIE Occupied Offices

- With support from HIE's Procurement team, lead on the planning, procurement, mobilisation, monitoring of all FM contracts on the FM contract register across the HIE occupied estate to meet quality and efficiency standards, e.g. including cleaning, maintenance, security, reception, waste management, hospitality, pest control, landscaping, health and safety etc. This will also involve developing collaborative relationships with other public-sector organisations to deliver efficiency savings through shared service opportunities.
- The postholder will oversee a variety of project contracts including refurbishment and building upgrades, to ensure projects are delivered in line with the agreed scope, timescales and budget, and will be the point of escalation in each location for performance issues and contract failures.

3. Health and Safety

- Lead on HIE-wide health and safety, compliance and legislation and play a key role as a member of the health and safety committee for providing specialist advice and helping to ensure HIE's adherence with the Health and Safety at Work Act 1974 and other statutory legislation.
- Review and update HIE's health and safety policy, supporting procedures and guidance as required, as well as overseeing health and safety compliance through audits, site reviews, action planning, legislative changes, mandatory training and the annual risk and assurance process.
- Oversee the implementation of operational statutory compliance activities within occupied offices, with a key focus on statutory inspections and maintenance, fire safety, legionella compliance, asbestos management, electrical compliance, Display Screen Equipment (DSE) activities etc. and fulfil the role of 'Competent Person' in relation to health and safety activities where HIE is the statutory duty holder.
- Review and implement emergency arrangements and emergency action plans for all HIE occupied sites, including overseeing accident reporting and first aid activities and undertake accident investigations as required, with support from the external health and safety advisor where relevant.
- Review and authorise contractor risk assessments and method statements (RAMS) prior to maintenance and repair works in occupied offices, including authorisation of permits to work for higher risk activities.

4. Resource Management

- Working with the Head of Property and Infrastructure to ensure budget responsibility for setting and managing the annual FM budget so that targets are met and delegated approval of spend meets the required HIE procedures.
- Manage HIE's inventory so inventory assets are appropriately tracked and any disposals authorised and recorded and continuously identify any opportunities to generate recurring financial savings and efficiencies without compromising service quality.

5. Sustainability

- Work with the Head of Property and Infrastructure to input to planned sustainability works to HIE owned operational properties. These will be targeted to reduce energy use and carbon emissions and will integrate with HIE's net zero strategy.
- Develop and implement measuring and reporting of HIE's utility consumption across operational properties.

6. General

- Promote a climate of accountability, openness, collaboration and innovation.
- Ensure compliance with all aspects of HIE governance, including risk management, handling conflicts of interest, and ensuring HIE's audit and compliance requirement are met.
- Ensure optimum use of internal management systems.
- Take responsibility for own learning and development, keep continuous professional development (CPD) records up to date.

For developmental or operational reasons this role may occasionally contain some elements of work that are either more or less demanding than described above.

Salary and benefits

We aim to appoint at the minimum end of the salary scale to allow progression throughout the grade range.

This post comes with a competitive benefits package including excellent contributory staff pension arrangements, life assurance, generous annual and special leave entitlements, flexible working, continuing professional development and a variety of staff benefits, e.g., employee assistance programme, employer supported volunteering, cycle to work scheme, health and wellbeing club membership subsidy and other staff discounts.

Aspiring to make a difference

HIE is an outward-looking, forward thinking, customer-focused organisation whose staff are empowered to use all their talents, skills, and knowledge.

For almost 60 years HIE's activities have been characterised by a drive to innovate and make a difference and our staff identify very strongly with this. The strength of HIE's culture is evidenced by a committed workforce passionate about building a prosperous, inclusive, and sustainable region attracting more people to live, work, study, invest and visit.

HIE's organisational values:

- We are passionate about our purpose and proud to make a difference to the region we serve
- We are outward-looking and think long-term
- We are customer-focused
- We work together and learn from each other
- We are committed to excellence and innovation
- We encourage diversity and respect each other
- We network and collaborate - inside and out
- We listen and communicate clearly

Our commitment to equality, diversity, and inclusion

We are committed to recruiting, promoting, and developing our people solely on the basis of their ability to contribute to HIE's objectives, without regard to their sex, race, disability, religion, national origin, ethnicity, sexual orientation, age, or marital status.

HIE employs staff in locations across the region, encourages flexible working and seeks to employ people with different ideas, styles, and skill sets, each able to contribute in unique ways. This diversity engenders a richer, more creative environment – one in which our people develop, and clients are better served.

This diversity and the sharing of knowledge, skills, and experience make us a stronger organisation. These are qualities we value and continue to enhance which are in line with our people values.

As a public sector employer, HIE has a key focus on the wider social inclusion agenda. HIE is accredited as a Real Living Wage employer and supports a number of national initiatives ranging from; demonstrating commitment to the Social Impact Pledge, encouraging volunteering, engaging in the Digital Public Services agenda, meeting the Investors in People standard, developing the young workforce, adopting fair work principles as well as being recognised nationally as an award-winning family friendly employer by Family Friendly Working Scotland, Carers Scotland, and Working Families UK.

HIE has equal respect for Gaelic and English. We welcome any communication in Gaelic. We will respond to Gaelic communication just as quickly as we respond in English.

Tha spèis cho-ionannachd aig HIE airson na Gàidhlig agus na Beurla. Tha sinn a' cur fàilte air conaltradh sam bith anns a' Ghàidhlig. Freagarraidh sinn conaltradh sa Ghàidhlig ceart cho luath 's a fhearras sinn sa Bheurla.

KEY CRITERIA	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • SCQF Level 9 (e.g. Degree, Graduate Diploma) qualification in facilities management or demonstrable equivalent skills and work experience in operational facilities management. • Up to date Health and Safety qualification, i.e. NEBOSH or IOSH. If not currently qualified in Health and Safety, then willing to undertake a relevant employer supported qualification. 	<ul style="list-style-type: none"> • Current member of the Institute of Workplace and Facilities Management (IWFM)
Work experience	<ul style="list-style-type: none"> • A minimum of 2 years of operational experience of managing a range of facilities management services including both hard and soft services, for either a commercial or public sector organisation • A proven track record of contract management with the experience of procuring and mobilising contracts • Experience of team management • Experience of delivering customer focused services • Proven experience in budget management and reporting • Experience of working as part of a team but also ability to work on own initiative • Experience of managing Health and Safety matter on behalf of the organisation 	<ul style="list-style-type: none"> • 5+ years of operational facilities management experience • A good working knowledge of public procurement regulations
Skills and abilities	<ul style="list-style-type: none"> • Knowledge of health and safety principles and a desire to contribute towards a safe working environment • Ability to work in an environment with high standards of governance and accountability • Strong interpersonal and communication skills and able to adapt approach to different stakeholders and contractors 	<ul style="list-style-type: none"> • Knowledge of project management techniques • Strong organisational and time management skills • Gaelic language skills (speaking, reading, or writing)

	<ul style="list-style-type: none"> • Strong people management skills with the ability to influence others and drive forward change • Excellent analytical skills and attention to detail with the ability to resolve problems, develop opportunities and implement innovative solutions/approaches • Good IT competency and working knowledge of MS Office systems • Ability to lead negotiations and influence key decision makers • Ability to manage competing priorities 	<ul style="list-style-type: none"> • Carbon literacy/willingness to learn about carbon literacy
Job circumstances	<ul style="list-style-type: none"> • Willingness to work flexibly when required, which may involve working out of office hours/agreed on-call • Willingness to travel throughout the Highlands and Islands region, which occasionally requires overnight stays away from home • A full, current driving licence and access to a vehicle • Willingness to be a key holder for HIE operational buildings 	