



VICTORY SERVICES CLUB

JOB DESCRIPTION JOB TITLE

Job Title:	Responsible for:	Responsible to:
Facilities Manager	All Facility Management aspects of the Club.	Support Services Director

Primary Role:

A vital role ensuring that the Club is able to operate smoothly, 24/7/365 and is maintained to a high state of repair at all times and all Health & Safety measures are in place. Responsible for project delivery, coordination and has a key impact on ultimate member/guest satisfaction by granting all requests subject to the law and Club regulation. It is a hands-on role overseeing all aspects of the day to day FM requirements of the Club. Responsible for motivating the FM team, delivering training to the staff, communicating with all departments and managing the FM operation, ensuring all standards are met, with keen attention to detail. Keeping tight control of wages and operating costs for the department in line with budgets.

Specific Tasks:

To achieve the Club's objectives and continuously improve its performance.

Manage Operations:

1. Facilities Management, Purchasing Supply and Storage, Communication equipment/installations, Office Support, Safety and Security.
2. Initiate and implement change and improvement in services, products and systems.
3. Monitor, maintain and improve service and product delivery.
4. Monitor and control the use of resources.
5. Manage and control all FM contractors, engineers and suppliers on-site.

Manage Finance:

1. Recommend, monitor and control the use of resources.
2. Secure effective resource allocation for activities and projects.
3. Manage department finances and budgets, identify the management information available in your own area and act credibly on this information to ensure it has a positive effect on the business.

Manage People:

1. Contribute to the recruitment, selection and retention of personnel.
2. Develop teams, individuals and self to enhance performance.
3. Plan, allocate and evaluate work carried out by teams, individuals and self.
4. Create maintain and enhance effective working relationships.
5. Oversee the effectiveness of all direct reports and ensure consistency, efficiency, professionalism and effective communication to drive a strong cultural belief in the product and service.
6. Focal point facilitator for refurbishment projects in liaison with in-house and club contractors.

Manage Information:

1. Seek evaluate and organise information for action.
2. Exchange information to solve problems and make decisions.
3. Create and distribute monthly and other FM reports to the Senior Management Team and Middle Management colleagues.

- To achieve a strong, trained, experienced motivated team who are responsible for providing an exceptional building maintenance service and maintain a high standard relating to plant machinery.
- To develop and deliver a planned preventative maintenance framework and to coordinate with contractors and stay within the budgets agreed.
- To supervise and coordinate both small and large projects in line with both the Club's annual budget and five-year business plan.
- To be responsible for the Health & Safety and training for the Club, to act as Fire Marshall and be responsible for all fire procedures. Coordinate and train the fire wardens within the building.
- To supervise and coordinate a team of 5-6 staff members and possible wider virtual teams.
- Manage central purchasing, the activity of supply & storage arrangements. (Less Food and Beverage)
- Negotiate contracts with suppliers/providers associated with specialized services and review as necessary.
- Maintain value for money and high-performance objectives with contractors.
- Evaluate levels of customer satisfaction and monitor trends, with a focus on continuous improvement.
- Office Support to all departments, refurbishment, decorations and office moves.
- Facilities and Inventory Management.
- Management of the Club's security systems, including key management.
- Update/maintain the Disaster Recovery and Emergency & Evacuation plan in conjunction with the SMT.
- First point of contact for the Club's 4 x property lettings; 7, 9 and 11 Edgware Rd and Pilates Gym. Managing the H&S and maintenance aspects of their lease agreements.
- Manage insurance claims/advice in conjunction with Support Services Director.
- Maintain, manage and oversee all Risk Assessments held for the Club.
- Oversee FM Department on call and 7-day staff Rota arrangements.
- Coordinate quarterly Health, Safety, Security and Environment Committee Meetings.
- Meet set business objectives.
- Maintain, review, update Hospitality Assured Manuals and ensure procedures are followed.
- Ensure that your Deputy FM is trained so that when you are absent for more than 48 hours, the work can continue efficiently and without undue interruption.
- Attend Operations weekly meetings.
- Duty Manager when called upon.
- Maintain a shadow budget for all activities.
- Maintain staffing establishment levels.
- Manage staff appraisals at 6-month point and end of year reviews.
- Advise on the selection and training of staff.
- Maintain leave rosters to ensure holidays are taken without detriment to Club operations.
- Keep staff informed of current and future Club events and development.
- Ensuring Deputy FM is fully briefed on current projects and contractor responsibility.
- Production of time sheets for the payroll, authorising overtime and investigating absences.
- Hold weekly department progress meetings with the team.
- Set out proposals and options as required by Senior Management.
- Undertaking other duties as may be reasonably requested within the responsibilities of the post.
- Ensure efficient management of the FM staff to minimise the time works requests spend on the Club 3000 Millennia system.

Resources:
Hours of work: Full Time contract, Permanent, 40 hours per week.

- Health & Safety and Environment:**
1. To attend relevant training events and meetings as required.
 2. Observe all requirements for personal, equipment and H&S practices under current legislation.
 3. Ensure correct and safe use of all equipment.
 4. To take appropriate action in the event of a fire or accident.
 5. Comply with and enforce all company policies, staff handbook, standards and legislative requirements relevant to maintaining effective performance, communication, training and good business reputation including Environmental, Welfare, Waste, Security, Fire, Health & Safety regulations.
 6. Oversee all statutory H&S requirements, Club registers and systems (Including Asbestos, legionella, Electricity, (fixed wire & PAT), plant, lifts, emergency lighting, fire, air-conditioning)
 7. Work closely with our H&S Auditors.

- Previous Experience:**
- A professional qualification in facilities management (BIFM Level 4+) or relevant experience.
 - A qualification in health & safety (NEBOSH, IOSH)
 - Significant relevant experience in similar roles and environments.
 - Quantifiable track record of contractor management (property maintenance, facilities management, catering services).
 - Experience in project management with an emphasis on gap analysis and quality standards implementation.
 - Leadership skills with proven experience of leading, supporting and mentoring teams.
 - Possess an excellent understanding of statutory compliance and health and safety.
 - Built environment and technical understanding of hard and soft services – with advanced awareness of PPM processes.
 - Strong financial management, budget interpretation and execution.
- Excellent ICT skills.

Issued by (name/job title):	Signed:	Date:

Acknowledged by (name):	Signed:	Date: