



BRITAIN YEARLY MEETING (BYM) JOB DESCRIPTION

JOB TITLE:	Hard FM Manager
REPORTING TO:	Head of Estates & Facilities
LINE MANAGES:	None
DEPARTMENT:	Estates & Facilities
DATE:	February 2024

Job Purpose

The Hard FM Manager is responsible for supporting the Head of Estates and the Facilities and Property departments on the planning, organisation and oversight of M&E works and services within the BYM property portfolio, specifically Friends House and Swarthmoor Hall, and for the project management of all major works and capex projects. This includes health & safety and risk management and monitoring of the environmental and social impact of BYM's activities at Friends House, Swarthmoor Hall and other properties and land held by BYM.

The post holder offers advice on M&E and project related matters to the senior management team for the operational management of the centrally managed work within BYM, including contributing to the planning and evaluation process for M&E works and capital projects.

1. Key accountabilities and main tasks

Project Management of major and minor capital works projects

- Under the instruction from the Head of Estates & Facilities, to project manage capital projects across the property portfolio ensuring compliance with budgeted expenditure, health & safety, benchmarking, quality specifications, procurement guidelines, and sustainability goals.
- Develop or contributes to policies / procedures in relevant areas including sustainability, procurement, accessibility and health & safety.

- Convene and chair project meetings with design teams and related professional consultants, surveyors and contractors.
- Maintain an overview of delivery risks and appropriate mitigations.
- Ensure that effective pre-planning, project and implementation plans are in place for work to be undertaken effectively and an effective project management process is in place including commissioning and sign-off procedures

Management of M&E Services - Contracts, Evaluation, Consultants and Contractors

- To directly manage and oversee the delivery of M&E and hard FM services within BYM property portfolios
- Undertake timely periodic reviews of service quality standards and performance including annual reviews, (re-)tender projects and contractor performance evaluation.
- Ensure contract monitoring against SLAs and MOUs and the implementation of effective action for remedy and the issue of variations to contract.
- To work with the Head of Facilities & Property Services to determine the necessary M&E projects within the operational plans and how they are planned out
- Identify M&E works and contract specifications for tender and evaluation and undertake and manage the tendering process.
- To ensure the necessary legislative monitoring and compliance across all M&E projects and services including reporting on their environmental and sustainable impact.
- To work closely with the Facilities Manager on the oversight, management, evaluation and development of facilities services

Management of staff and work

- Help BYM realise its aspiration to be an exemplary employer by upholding the BYM Managers' Commitment and the values of the organisation,
- Provide effective leadership, support, direction and management to staff, contractors and consultants.
- Support BYM staff collaboration with each other and with partner organisations, in order to deliver work programmes effectively and efficiently.

2. Intellectual Demands

- Maintain a high-level understanding of the interactions between the needs of Quakers in Britain and all stakeholders .
- Balance the demands of a complex and wide range of services and provision.
- Detailed understanding and overview of business finances and budget.
- Keep abreast of professional and other developments in the estates, facilities and voluntary sector and advise on best practise and continual improvement
- Apply Quaker values and experience to all areas of the work, including ensuring that the work of the estates matches the requirements of Quakers in Britain

3. Judgements

- Recommend the appointment of key professionals, contractors and consultants to work on major projects and the appointment of M&E contracted service providers.
- The ability to evaluate fairly, professionally and accurately the content, costs, specifications and appropriateness of tenders, proposals, quotations and service solutions that best meet the needs of the Charity around project management and M&E service evaluation
- The role demands an ability to research the facts and analyse them dispassionately.
- The post requires the ability to communicate persuasively and convincingly.

4. Use of Resources

- Plan and manage the budget for capital projects and M&E works.
- Effective appointment and deployment of contractors, consultants, key professionals and staff across all the areas of the work.
- Implement procurement policies in line with Quaker values.

5. Communications

Internal: 40%
(Paid staff)

- Primary contacts are with Head of Estates & Facilities and the wider team, Quiet Company Head of Operations and CEO, Finance and Resources, staff working on capital and M&E projects, and BYM Operational Managers.

External: 60%
(Non- paid staff including all contractors, consultants, etc.)

- Communicate with major suppliers, contractors and other professionals including association and legislative bodies as necessary.
- Communicate with legislative officers including surveyors, building inspectors, H&S executive, etc
- Serve as the key channel for communication between BYM and all suppliers, contractors, consultants and stakeholders involved in the Works and/or M&E projects.

7. Physical Demands & Co-ordination

- Frequent attendance on-site within project and work areas
- Often standing on your feet for prolonged periods of time

8. Working Conditions and Emotional Demands

- Occasional on-call out of normal working hours
- Occasional weekend or evening working as required

9. Other responsibilities:

- Responsible for ensuring that Britain Yearly Meeting's Equality, Diversity and Inclusion Policy is adhered to in all aspects of the role

- Responsible for ensuring that Britain Yearly Meeting's Health & Safety Policy is adhered to at all times
- Responsible for ensuring that Britain Yearly Meeting's commitment to sustainability is adhered to in all aspects of the role
- To undertake duties and responsibilities commensurate with the post

BRITAIN YEARLY MEETING PERSON SPECIFICATION

Job Title: M&E Project Manager

Department: Estates & Facilities

Date: February 2024

ESSENTIAL SKILLS AND KNOWLEDGE

- Leadership and management of works projects and M&E contractors and services
- Leading on negotiations and consultations and the appointment of contractors, key professional and consultants.
- Preparing tender specifications and undertaking evaluation of proposals
- Project planning, oversight and management.
- Excellent interpersonal skills, articulate and able to communicate both orally and in writing with people from a variety of different backgrounds and with strong IT skills.
- Decision-making, diplomacy and problem-solving ability.
- Demonstrable ability to adapt to an ever-changing environment.
- Good organisational skills, with an ability to take the initiative, manage priorities and work independently without direct supervision.
- Strong IT skills.

DESIRABLE QUALIFICATIONS

- Qualifications in facilities, project planning, or equivalent Institute of Workspace and Facilities Management qualification.

ESSENTIAL EXPERIENCE

- Substantial experience of working in project management at a senior level within the facilities and property sector with proven experience in:
 - Project, procurement and financial management.
 - Effective planning and reporting.
 - Sustainability and environmental planning.
 - Contract management of third-party professionals.

DESIRABLE EXPERIENCE

- Heritage / conversation management.

ESSENTIAL SKILLS/KNOWLEDGE

- Sympathy with Quaker values
- Knowledge or experience in delivering operational estates and building facilities services.

DESIRABLES SKILLS / KNOWLEDGE

- NEBOSH or IOSH Managing Safety or related qualification.
- Experience of working with charities

- Championing sustainability and environmental issues.
- Historic house museum experience.
- The postholder is expected to demonstrate, BYM managers commitments, and uphold Quaker Values.

Job Description Agreement

Post holder:

Manager:

Date: