

Head of Workplace and Facilities Management

Salary: £51,045 - £54,447 per annum (Grade 12)

Contract type: Full-time, Permanent

The challenge

At WJEC, we contribute to our education communities by providing trusted qualifications and specialist support, to allow our learners the opportunity to reach their full potential. This is a fantastic chance to be part of an organisation that both encourages and enhances the minds of tomorrow.

The role

Based between our Cardiff and Treforest sites, you will contribute to the strategic direction and delivery of a diverse range of customer focused workplace and facilities services across the business. The post holder will be fundamental to the development and delivery of our Workplace Strategy, working closely with Human Resources and IT colleagues to ensure that we provide safe, compliant, and functional workplace environments that support the delivery of high-quality services within a sustainable and low environmental impact framework.

About you

To thrive in this role, you will need to be a forward-thinking Facilities professional with leadership and multi-site experience. You will be a strong communicator and self-motivated individual with an ability to influence and manage stakeholders. You will need to be confident in giving advice covering a broad range of topics, with the ability to manage multiple varied tasks against tight deadlines. You will have the ability to inspire and lead your team in the delivery of excellence within your area of accountability.

Benefits

WJEC is a welcoming and supportive organisation, which is proud to offer a range of generous employee benefits including: 25 days annual leave a year (plus 16 statutory/ additional days), training and development opportunities including free Welsh language courses, and a good pension scheme. You will be required to work at our Cardiff and Treforest sites, with the opportunity for hybrid working where suitable.

If you would like to know more about this role, or about working at WJEC, please do not hesitate to contact our HR team (HR@wjec.co.uk), who will be more than happy to help.

Please visit [our website](#) to download a copy of the job description and application form.

Closing date: 23:59, Sunday 10 December 2023

Interview date: Week Commencing 18 December 2023

JOB DESCRIPTION

Job Title:	Head of Workplace & Facilities Management
Department:	Operations
Section:	Workplace & Facilities
Responsible to:	Director of Operations
Grade:	12
Location:	Cardiff/Treforest / Home based
Main purpose of Job:	

Reporting to the Assistant Director of Operations, you will lead on the strategic direction of all property related matters, linked to our business transformation programme. You will contribute to the development and delivery of our Workplace Strategy, working closely with Human Resources and IT colleagues to ensure that we provide safe and functional workplace environments that support the delivery of high-quality services within a sustainable and low environmental impact framework.

This role requires clear strategic thinking, together with operational management responsibility for the Workplace and Facilities team across all WJEC sites. A key element of the role is to lead the Workplace and Facilities team to deliver a positive customer focussed experience for all staff, visitors, and contractors when they interact with the building or team. The team ethos will be based on a providing an agile and innovative customer centric approach.

As part of the role, the post holder will be working with various stakeholders, both internally and externally, liaising and managing activities with all interested parties to ensure legislative compliance and deliver the business operational needs where required e.g., local council, Welsh government, local business, HSE, Natural Resources Wales, Insurers etc. The Head of Workplace Facilities Management will also act as the budget holder for both sites with responsibility all relevant cost centres, including revenue and capital costs.

The role will, where required, deputise for the Assistant Director of Operations, and carry the delegated authority of the role when managing all matters relating to the safety, compliance and management of the facilities.

Principal Duties and Responsibilities:

Building maintenance, management and security

- Overall responsibility for the building and facilities services, ensuring that a supportive environment is provided proactively for staff and visitors
- Contract management relating to building and facilities services including procurement process, budget management, contract negotiations, day to day operational oversight and performance management

- Ensure the effective development of documentation linked to new Workplace and Facilities building management processes
- To manage and review security systems and procedures in place to ensure that they are operational and continue to be fit for purpose
- To building an effective and efficient Workplace and Facilities team to deliver the Directorate and organisational goals and objectives

Property and Asset Management

- Provide leadership and innovative solutions relating to property and estate management issues and opportunities relating to space occupancy and utilisation
- To take the lead in planning and allocating future office space requirements
- To ensure that property assets are used in an appropriate way in line with WJEC's strategic aims
- To manage and resolve any tenancy relationship issues should they arise
- To develop and lead on the implementation of strategic plan for our buildings strategy
- To support other teams in WJEC with issues that link to, but are not limited to, security, insurance, public liability, providing advice, guidance and recommendations as required

Environment, Health and Safety (EHS)

- To contribute to the evolution of the EHS corporate strategy ensuring that it is aligned to business aims and objectives
- To always ensure compliance with all legal and statutory requirements, including Health and Safety, COSHH, sustainability and environmental matters
- To provide advice and guidance to other teams across the organisation

Team Management

- Oversee and manage the Workplace Services team ensuring they carry out their roles professionally and to the required standard, coaching and developing where needed
- To hold regular meetings with team members to share information
- Ensure core values are adhered to and embedded into the work processes
- To ensure that Health and Safety requirements are met within the team, including the completion of training modules in a timely manner
- Supervision and management of the team members, to include staff PMR's and PDP's
- Ensure that staff wellbeing, welfare and morale is maintained within the team

Finance & Project Management

- Manage all cost centres relevant to service area
- Identify, manage and monitor capital expenditure within service area
- Identify, develop and complete Workplace projects and initiatives that support the overall strategic aims of the business
- Monitor, collate and prepare data linked to carbon emissions for financial reporting

Other

- To develop with HR and IT the new hybrid working arrangements for parts of the business, ensuring successful outcomes are achieved within the timeframes specified
- To set high standards in complying with all WJEC internal policies and procedures and legislation including Health and Safety, equalities and diversity
- To undertake other duties as required which are commensurate with the grade of the post
- To contribute to the management of the corporate strategic and directorate operational risk register, ensuring tasks and activities are in developed to mitigate and manage risk

Person Specification

Job title:	Head of Workplace & Facilities Management
Department:	Operations

Highly Desirable criteria are the optimum skills and experience the applicant will ideally have. Desirable criteria are those which would add value to the job if present, and also include potential for growth and development into the role.

Skills and Abilities

Highly desirable

- Excellent communication skills, both oral and written, with an ability to handle enquiries from different stakeholders tactfully and efficiently
- Ability to organise, prioritise and complete a varied workload within timeframes specified
- Ability to effectively manage different teams working over different sites/locations
- Ability to persuade and influence others
- Ability to think strategically relating to property/workplace related matters
- Ability to work under pressure and to deadlines
- Good computer literacy covering Microsoft applications including Teams
- An excellent eye for detail and ability to apply this to all working tasks
- Ability to present information clearly and logically to different audiences

Desirable

- Welsh language skills

Knowledge

Highly desirable

- Detailed knowledge of Facilities Management and relevant good practice principles
- Detailed knowledge of Health and Safety obligations in an office/homeworking environment
- Detailed knowledge of working within and maintaining an Environmental Management System

Desirable

- Understanding of how to use Building Management Systems
- Knowledge of project management methodology and processes
- Knowledge of issues relating to sustainability

Experience

Highly desirable

- At least 8 years' experience of working at a multi-site management level within the Facilities Management sector
- Proven experience in initiating and maintaining good working relationships with all internal stakeholders and external suppliers and providers
- Experience in managing both capital and revenue budgets relevant to work area
- Evidenced experience of complex problem solving with the ability to provide outcomes to customers with tact and diplomacy
- Able to demonstrate effective project management skills

Desirable

- Experience in writing Business Cases and producing management reports
- Experience of being audited by third parties

Training / Qualifications

Highly desirable

- Degree or equivalent qualification in Facilities/Property Management
- Minimum of member level status of the Institute of Workplace & Facilities Management
- Evidence of continuous professional development within field of expertise

Desirable

- Member of the Royal Institute of Chartered Surveyors
- NEBOSH General Certificate in Health & Safety
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Other Requirements

Highly desirable

- Ability to work flexibly across all sites and remotely

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
Teitl y Swydd / Job Title:	Pennaeth Rheoli'r Gweithle a Chyfleusterau / Head of Workplace & Facilities Management		
Cyflog / Salary:	£51,045- £54,447	Gradd / Grade:	12
Gwyliau Blynnyddol / Annual Leave:	25 Diwrnod y flwyddyn. Mae CBAC yn caniatáu 16 o ddyddiau statudol/ychwanegol o wyliau yn ogystal ar hyn o bryd. Pro rata. 25 Days per annum. In addition, the WJEC currently allows 16 statutory / additional holidays. Pro rata.		
Pensiwn / Pension:	Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol The provision of the Local Government Superannuation Act apply		
Math o Gytundeb:		Contract Type:	
<input checked="" type="checkbox"/> Llawn-amser / Full Time <input type="checkbox"/> Rhan-amser / Part Time <input type="checkbox"/> Llawn-amser Tymor Cyfyngedig / Full Time Limited Term <input type="checkbox"/> Rhan-amser Tymor Cyfyngedig / Part Time Limited Term		Nifer yr oriau yr wythnos No of hrs per week Diwedd y Tymor End of Term Diwedd y Tymor / / End of Term Nifer yr oriau yr wythnos 36.5 No of hrs per week	
Dull Ymgeisio:		Method of Application:	
Dylid anfon ffurflenni wedi'u llenwi ar e-bost at ad@cbac.co.uk erbyn 23:59, dydd Sul 10 Rhagfyr 2023. Completed forms should be sent by email to hr@wjec.co.uk by 23:59, Sunday 10 December 2023.			