

Title Support Services Manager	Department CFCS	Post Ref.
Job Purpose <p>To work as a member of the Senior Leadership Team within Clayfields House Secure Children's Home ensuring high standards of financial management, building and facilities management are developed. To take the lead in the development of the site and manage DfE capital bids and contracts. This will include managing a team of front line, operational, technical or professional staff to meet the required services standards, in line with the service plan and associated standards within the service.</p>		
Key Responsibilities <ol style="list-style-type: none"> 1. To deliver the targets set down in the service and team plans through effective line management. 2. To resolve any service delivery issues within available resources 3. To improve the performance of staff under line management by maintaining communication with staff and providing the appropriate support and guidance. 4. To improve customer satisfaction levels for the service. 5. To act as a professional exemplar at all times. 6. To deploy and manage assigned budgets and income in the region of £4M per year plus grant income and to take corrective action where appropriate in liaison with the Service Manager. 7. To build positive relationships with staff and colleagues. 8. To inform the Service Manager of any changes in the operational environment including customer satisfaction. 9. To manage and take a lead role in the design, execution and implementation of complete site wide projects including refurbishment of existing facilities and also extensions and new build facilities within the site, securing details costs from multiple specialist suppliers and tendering for appropriate grant funding to modernise and enhance the building and the environment of the Centre, to optimise the safety and well being of visitors, staff and young people. 10. To manage, organise and oversee technical maintenance work and ensure the premises are maintained to the required operational, security and cleanliness standards. 11. To manage all aspects of the integrity and security of the Centre, the health and safety of all our customers, visitors, staff and the local community. To 	Key Accountabilities <ol style="list-style-type: none"> 1. Specified service targets within agreed resources. 2. Effective supervision of staff to secure high levels of performance. 3. Effective management and deployment of an identified budget. 4. Alert the Service Manager of issues that could affect performance. 5. To manage, design and implement site-wide complex projects to modernise and enhance the building and the environment of the Centre within the constraints of being a custodial facility, including project design and planning, project management and commissioning, whilst negotiating tenders that are value for money. 6. To ensure, effective and safe operation of the secure establishment, and monitor the integrity of the safety and security of the fixtures and fittings. 7. Maintaining value for money which improves building and facilities to a high standard, meeting license requirements, yet remaining competitive in cost to ensure viability of the centre as a trading organisation. 8. Responsibility and management in negotiating and contracting specialist companies that meet the requirements of a custodial facility in fixtures, 	

implement policies, procedures and monitoring regimes and to deliver training courses to ensure the delivery of a high quality, safe and secure service.

12. To manage, maintain and operate the CCTV systems, door alarms, PAC electronic door entry system, fire alarm system, mobile pager and personal attack system plus other essential security and communications equipment.
13. To manage contractors and other operatives engaged in work and to monitor and report on any health and safety or quality management issues.
14. To manage the design and implementation of electrical wiring infrastructure, to carry out new fixed electrical installations, data cabling and connections, alterations to existing electrical installations.
15. To ensure appropriate confidentiality and security of information including information technology as stipulated by the Information Security Strategy and relevant legislation.
16. The postholder will discharge all duties with due care and vigilance, taking into account the potential danger and volatility of the residents within the Centre. At all times, the postholder will be expected to employ their training in Safety Intervention de-escalation and restraint techniques to ensure the safety of the post holder, their colleagues and the service users.
17. To strategically manage and deliver the efficient operation of essential services, plant machinery and equipment including air conditioning, auxiliary power generation, heating/lighting systems and associated control mechanisms.
18. To strategically manage and deliver the efficient operation of complex integrated security systems and equipment including CCTV, electronic door controls, personal protection systems, paging systems and other electronic devices, and to deal effectively with any problems or difficulties arising. To contract with a range of external suppliers ensuring best value for money and the highest standards of operational effectiveness.
19. The post holder will be the Nominated Property Officer for the building and will manage all obligations arising from this, including statutory checks and Health and Safety requirements. The post holder will ensure the maintenance of the fabric and facilities of the Centre in accordance with the strict requirements of Ofsted, the Youth Custody Service and other agencies.
20. To take strategic responsibility for the management of the Centre's overall budget (approx. £4M per annum), including the preparation of sales and expenditure forecasts and provision of reports as necessary to inform the Centre's management team and to report the forecast outturn for the

fittings and building works. That are competitive in cost and keeps expenditure to a minimum.

9. To manage and ensure the facility is kept to a very high standard of maintenance, cleanliness and security in line with regulatory standards.
10. Responsible for the safe and effective operation of Facilities / Technical support for the Centre, responding to emergencies and breakdowns.
11. To manage out of hours emergency response team for the Centre and assist in the on call/ out of hours rota for building and security
12. To specify, source, deliver and implement a wide range of specialist equipment and facilities for the Centre, whilst ensuring financial viability of the centre as a trading organisation.
13. To meet and ensure the very high expectations of the maintenance of security at the centre due to the need to restrict the liberty of all residents.
14. To manage and monitor the integrity of the security systems internally and externally at the centre to ensure young people cannot abscond.
15. At all times, the postholder will be expected to employ their training in Safety Intervention de-escalation and restraint techniques to ensure the safety of the postholder, their colleagues and the service users, and the community whilst escorting young people.
16. Maintaining corporate policies, procedures and standards whilst resolving complex operational issues in a fast-moving environment.
17. The post holder is responsible for the strategic management and monitoring of the Centre's overall budget (approx. £4M per annum), including the preparation of sales and expenditure forecasts and provision of reports as necessary to inform the Centre's management team and to report the forecast outturn for the establishment.
18. To negotiate SLA's and to liaise with National external funding bodies for the purpose of gaining

establishment. To liaise with the Service Manager in determining the appropriate prices for bed sales (contract and spot purchase) and the sale of specialist services.

21. To negotiate with national and NCC contractors in respect of maintenance and repair contracts for the premises, equipment and machinery, to ensure value for money and to ensure implementation in accordance with requirements. To specify and source specialist equipment in line with Home Office 'Safe-cell' requirements.
22. Develop using the appropriate software resource an overall plan for the project to achieve the project objectives and then work to that plan, ensuring that deviations are dealt with either within agreed tolerances or via approved Exception plans.
23. Using the appropriate software reporting resource and other available and appropriate project management techniques and tools to plan, monitor and maintain progression of the project.
24. Take on the responsibility for ensuring that the introduction of the change (the project outcomes) is achieved and also to be accountable for the project's successful completion
25. To manage and mitigate risks and issues raised during the project
26. To put in place and monitor procedure to ensure that all project delivery achieves compliance with all necessary legislation, codes of practice and Nottinghamshire Council policies and procedures.
27. To be the prime point of contact for the project to all Stakeholders, both internal and/or external to the County Council and which will include Political and Service departments along with End Users.
28. The post holder has the responsibility to lead meetings, addressing a number of client functions and also across a number of Contractors and sub-contractors to ensure full collaboration with projects.
29. To negotiate and agree the level of business support to be provided with operational managers to meet operational needs within the resources available and within the context of the SLA
30. To define, agree and deliver business support services within an identified locality meeting the individual needs of the operational services covered
31. To ensure that quality assurance processes are in place and are being implemented
32. To manage fluctuations in demand within the resources available including responding to emergencies. This will require managing and resolving conflicting needs
33. To resolve complex and contentious issues to ensure effective business support is maintained

grant income for major and minor works to enhance the provision of the Centre.

19. To ensure the delivery of the highest standards of maintenance, security and safety for the Centre.
20. The post holder will carry out and implement detailed risk assessments for planned and reactive maintenance work covering NCC staff members, external agencies and contractors.
21. Ongoing Specific training in relation to a secure environment.
22. In accordance with relevant legislation and codes of practice, to take reasonable care for your health, safety and welfare, and that of other persons who may be affected by the performance of your duties.
23. Specified service targets within agreed resources.
24. Maintaining Corporate policies, procedures and standards by resolving complex operational issues

34. To ensure that corporate initiatives are implemented using business support staff as change agents

The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Education and Knowledge

1. Evidence of continuous professional development
2. Knowledge and understanding of the main issues affecting the service area
3. Knowledge of the principles and practice of a. Effective people management
 - b. Excellent customer service
 - c. Appropriate risk management
 - d. Budget management (where budgetary responsibility is developed to the team manager)
4. High level literacy, numeracy and data analysis skills.
5. Qualified electrician apprentice trained/ recognised qualifications (desirable)
6. Degree in a building, electrical, mechanical or related field, or equivalent experience and qualifications.
7. Knowledge of security and CCTV systems
8. Networked ICT Systems and their applications in the workplace
9. Ability to set up spreadsheets and databases to provide management information
10. Ability to undertake financial modelling and preparation and monitoring of budgets at departmental and organisational unit level.
11. Knowledge and understanding of the main issues affecting the service area

Experience

1. Minimum 5 years' experience within the service area
2. Experience of planning and organising teamwork or co-ordinating any complex activities
3. Experience in managing a catering style environment (desirable).
4. Good working knowledge of personal security and CCTV systems (required)

Personal skills and general competencies

1. Can demonstrate the abilities to lead the team toward key outcomes, able to provide a positive example by working efficiently, thinking about and taking action to anticipate opportunities and deal with emerging issues
2. Able to empower staff to develop ideas for increasing efficiency, managing the team to be ambitious but realistic in achieving the highest possible performance levels
3. Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues
4. Able to ensure that staff are deployed as efficiently as possible, in line with customer's needs, changing priorities, national changes and performance levels
5. Understanding the needs of service users and the confidential nature of the work of the Unit.
6. Management/Supervisory Skills minimum 2 years' experience
7. Ability to work under pressure and manage conflicting demands.
8. To undertake training as necessary (required)
9. Effective verbal and written communication skills with staff at all levels.
10. Ability to write complex reports and other complex documents for a varied audience.
11. Good customer relations skills.
12. Ability to relate to young people
13. Good time management
14. Hands on ability within mechanical /electrical disciplines
15. Ability to administer contracts effectively (required)
16. Anticipates customer needs to provide excellent service continually striving to improve efficiencies and effectiveness.
17. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards.

<ul style="list-style-type: none"> 5. Complex networked ICT Systems and their applications in the workplace (required) 6. Ability to set up spreadsheets and databases to provide management information. (required) 7. Experience of managing staff and resources (required) 8. Ability to undertake financial modelling and preparation of budgets at departmental and organisational unit level. (required) 9. Managing Health and Safety issues in buildings (required) 10. At least five years' experience in construction, property management or a related field (required) 11. Planned and day to day maintenance requirements of a modern building (required) 12. IOSH or similar qualification (desirable) 13. Previous experience in secure establishments (desirable) 14. Proven experience in working within multi-disciplined teams 15. Experience of planning resources and organising teamwork or coordinating complex activities to meet fluctuations in demand. 16. Experience of developing and delivering high level business plans 17. Experience of assessing and negotiating service level agreements 19. Experience of developing and implementing quality assurance systems 21. Experience of effectively managing conflicting demands for services 	<ul style="list-style-type: none"> 18. Passion for delivering quality, measurable projects with a proven ability to set and deliver realistic, co-ordinated objectives in accordance with agreed priorities. 19. Can demonstrate political sensitivity and ability to interpret political will and find positive solutions with others to challenging issues. 20. Able to ensure that project staff are deployed as efficiently and effectively as possible, in line with customers' needs, changing priorities, national changes and performance levels.
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Role Dimensions

1. To ensure the delivery of comprehensive facilities management, finance, administration, catering and technical support services for the Centre, ensuring the needs of the business, its service users and its 100+ employees are being met on a day to day basis.
2. To take responsibility for the preparation and monitoring of the Centre's overall budget (approx. £4M per annum), including the preparation of sales and expenditure forecasts and provision of reports as necessary to inform the Centre's management team and to report the forecast outturn for the establishment. To liaise with the Service Manager in determining the appropriate prices for bed sales (contract and spot purchase) and the sale of specialist services.
3. Responsible for the strategic direction, design and implementation of complex site-wide projects to modernise and enhance the building and the environment of the Centre, including project planning, project management and commissioning.
4. Responsible for negotiating and liaising with external funding bodies for the purpose of gaining grant income for major and minor works to enhance the provision of the Centre.
5. Project responsibility for varying numbers of staff including external consultants and contractors