

Job Description

Job Title	Facilities Manager		
Strategic Business Unit	BSS	Location	Kathmandu, Nepal
Reports to	Country Director Nepal	Pay Band	G
Duration of job	Indefinite		

PURPOSE OF JOB

- To lead on facilities management functions across all British Council premises
- To maintain and enhance the working environments for staff, customers and visitors ensuring the highest levels of safety and productivity
- To provide quality property and administrative solutions which meet business requirements
- To manage the portfolio of residential accommodation of UK appointed staff

CONTEXT AND ENVIRONMENT
Context and environment:

This is an exciting new role for a talented professional with the British Council to lead on Facilities Management (FM).

The British Council

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

The British Council has been working in Nepal since 1959, starting with a Library at Kantipath and now offering services in 5 cities in Nepal. The main activities are in Education, Skills and Examinations. Some of these activities are grant funded, and some are contracted under our full cost recovery operations.

The Facilities Manager line manages 1 member of staff, is based in the Kathmandu office and supports colleagues located in all other offices across the country.

Unit Details

This position is a part of BSS SBU, reporting to the Country Director Nepal.

ACCOUNTABILITIES, RESPONSIBILITIES AND MAIN DUTIES

The post holder has responsibility for:-

- Managing the coordination and operational delivery of specific customer and workplace support services as set out in this job profile within Nepal; primarily premises and estate, security, cleaning services and

transport services, health and safety and UK and Country Plus appointed members of staff.

- Managing the delivery of improvements to the efficiency, effectiveness and sustainability of the Nepal offices within the British Council's estate;
- Managing delivery of safe, secure and productive working and residential environments for BC staff and customers, and property solutions which meet business requirements;
- Developing a programme management approach to property asset management.

This will be achieved through the following:

1. Operational FM service delivery

- Coordinate and deliver specific FM services in accordance with agreed Service Level Agreements (SLAs) so as to meet customer needs and operational requirements at the British Council's Nepal locations.
- Seek to actively improve value for money and levels of customer satisfaction as measured by agreed Key Performance Indicators (KPIs).
- Coordinate and deliver FM services to ensure that these are provided in accordance with relevant health and safety, fire and security legislation and to meet the requirements of risk management policy, strategy and standards set by colleagues in the Risk team.
- Manage UK appointed staff and Country Plus appointed staff matters to include visas, customs clearance and housing amongst others.

2. Business relationship management

- Implement monthly meetings across the British Council's Nepal estate, to gather, respond and act on user feedback on FM services.
- Provide accurate, up-to-date and timely information on any changes or developments to Resources services or admin policies to customers and stakeholders.
- Assist with and contribute to regular reviews of the appropriateness of Nepal services to ensure that the services are meeting and aligned with British Council business needs.

3. Financial planning & management

- Assist with the preparation of annual budget plans and forecasts for Nepal expenditure to meet organisational planning requirements
- Assist Centre Finance Manager with the regular monitoring and reporting of expenditure against plan via monthly FCCF reports including accounting for any variations against plan.
- Assist Centre Finance Manager to ensure all monthly expenses are processed in accordance with British Council financial policy and procedures.

4. Data & record keeping

- Maintain documentation of FM policies, procedures and guidance so that this is up-to-date, appropriate and readily available to customers and stakeholders of the FM services, and compliant with any relevant requirements for keeping of statutory records.
- Contribute to the development of FM data management and records, via the British Council's corporate intranet, SharePoint sites and other information management initiatives as required.
- Maintain FM data on the operation of British Council premises in Nepal so that this is up-to-date, comprehensive and consistent with GE's lease and property records.
- Contribute as required to the annual data collection and submission to the OGC's Property Benchmarking Service for the British Council's Nepal estate.

5. Contracted building management

- Liaise and work closely with relevant appointed supply partners to manage the mechanical and electrical services installation to include air conditioning, plumbing, generators and water supplies, transformers, fire, physical security and other related hard services to ensure that these are kept in good working order, meet the operating requirements of the British Council business in the respective buildings and are maintained according to relevant professional standards and statutory requirements, including health and safety legislation.
- Liaise and work closely with relevant appointed supply partners to manage cleaning, international couriers, grounds maintenance and other related customer services, so as to meet customer needs and expectations, meet the operating requirements of the British Council business in respective buildings and ensure that the services are managed and delivered according to relevant professional standards and statutory requirements, including health and safety legislation.
- Assist Centre Finance Manager with the management of property investment projects relating to the building services infrastructure of the Nepal estate to ensure that these are delivered on time, to specification and budget, and that works are in compliance with all relevant health and safety, fire, DDA and other statutory requirements

6. Team Leadership & Line management

- Performance management, including personal performance portfolios, to be carried out in accordance with the British Council's policies, procedures and standards.
- Develop the skills and competencies of individual staff by making available regular learning and development opportunities.

KEY RELATIONSHIPS

- Centre Finance Manager
- Director Nepal
- BSS team
- Global Estates South Asia & corporate team
- Dakchyata Operations Manager
- Resource Assistant
- Contact personnel at key external service providers

OTHER IMPORTANT REQUIREMENTS OF THE JOB

- The post holder will understand and make decisions which are affected by our Equality Diversity and Inclusion policy. Additionally s/he will exploit the opportunities brought by diversity and build them into all planning.
- The post holder will understand the importance of child protection and ensure that policies and processes are in place to offer maximum protection of young people at all relevant events and venues and ensure compliance with BC Child Protection policies.
- We encourage work life balance. But however, the post holder will need to be flexible in terms of occasional in country and international travel and weekend and evening work.

Passport/visa and/or nationality requirement	Nepali passport holder or legally entitled to work in Nepal
Security or legal checks required for this role	Comprehensive background check -ID, local/international police record check qualification and reference checks are required for external candidates.

Person Specification

	Essential	Desirable	Assessment stage
<p>Behaviours See The Behaviours Dictionary for details</p>	<p><i>Behaviours assessed during interview stage of recruitment process</i></p> <p><i>Making it Happen- Most demanding level</i></p> <p><i>Connecting with Others- More demanding level)</i></p> <p><i>Being Accountable- More demanding level</i></p> <p><i>Behaviours not assessed during recruitment process</i></p> <p><i>Creating a Shared Purpose – More demanding level</i></p> <p><i>Shaping the Future- More demanding level</i></p> <p><i>Working Together- Most demanding level</i></p>		<p>The position holder will be required to demonstrate <u>all six behaviours</u>, on the job. These will be assessed during year end performance evaluations.</p> <p>Behaviours to be assessed during the interview stage of recruitment are mentioned.</p>
<p>Skills and Knowledge See The Core Skills Dictionary for details</p>	<p>Excellent written and spoken communication skills both in English and Nepali.</p> <p>* Note that language assessment during the interview process will determine the level of English of all shortlisted candidates.</p> <p>Ensures clear plans are produced and appropriate control skills are employed to achieve plans.</p> <p>Enables the achievement of results by clear leadership and team working</p> <p>Ensures appropriate professional working of British council standards is maintained.</p> <p>Core skills (please click here for details)</p>	Proficiency in SAP	Short listing and Interview

	<p>Managing People (Level 3)</p> <p>Communicating & influencing (Level 3)</p> <p>Planning and Organising (Level 3)</p> <p>Managing Finances and Resources (Level 3)</p> <p>Managing Risks (level 3)</p>		
Experience	<p>At least 5 years' experience of working in a challenging administration and facilities environment in a large organisation spread across various locations.</p> <p>Experience of managing a team, and of holding team members accountable for their performance.</p> <p>Worked successfully in a role that required prioritisation of immediate and competing demands, while maintaining excellent customer service.</p>	<p>Relevant training and experience of procurement, inventory management, health & safety, protocol</p>	<p>Shortlisting & Interview</p>
Qualifications	<p>SLC +2</p>	<p>Graduate in any area</p> <p>Relevant training and qualifications in premises management</p> <p>Professional qualification in a related field</p>	<p>Short listing</p>

Submitted by	Country Director Nepal	Date	Feb 2018
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