

The **acc** Liverpool Group

THE ACC LIVERPOOL GROUP

Job Description & Role Profile



Operations and FM

Assistant Head of Facilities Management

REPORTS TO: Head of Facilities Management

DIRECT REPORTS: 7 x FME's, Venue Logistics Manager

JOB PURPOSE

To lead the FME team and Venue Logistics on the delivery of repairs, reactive and pre-planned maintenance, event delivery, and exhibition power in a safe, efficient, and effective manner within agreed budgets to ensure all systems and operational events are catered for and protect the business from reputational damage and from claims through compliance issues.

MAIN DUTIES AND RESPONSIBILITIES

- Support of the Head of FM with contribution to the review of the strategies in response to changing business needs to deliver the FM and Energy strategy.
- Manage the FM function across The ACC Liverpool Group ensuring that the building and its systems are maintained to the agreed standard and that all assets are maintained as per compliance and any relevant legislations.
- Manage the FME and VL teams to ensure that all processes are constantly reviewed and updated to ensure that the upkeep and maintenance of the campus are aligned with the events in tenancy.
- Deputize for the FM Buildings and Contracts manager and the Cleaning and Waste manager when required.

- Review of all emergency and standard operating procedures relating to FM to ensure that these are always relevant and proportionate to ACC Liverpool's group operations.
- Manage the FME and VL function to ensure that event delivery and exhibition power and data are delivered as per required standard, ensuring room set ups, mark outs, power, data and temporary utilities are installed, tested and signed off as per legislation and industry standards such as BS7671 and BS7909.
- Manage the resource for delivery of events, working closely with the Head of Events to maximise all revenue opportunities relating to exhibition services, to ensure all event spaces are maintained to the highest possible standard thus leading to successful events.
- To lead on energy monitoring ensuring reports are created for each event, building reports are complete as per Head of FM's requirements and that the FME and VL team are energy efficient, proactively reduce energy and consumption and report all instances of energy waste via the correct channels.
- Manage the team and lead in the completion of all Venue management tasks, ensuring the building is always presented in a suitable state for our internal and external customers.
- To lead on internal projects when required relating to building improvements or modifications as advised by the Head of FM.
- Lead on budget setting and budgetary controls for the delivery of the FM ad hoc, and VL aspect of the Ops and VM budgets to deliver service improvements whilst reducing operating costs
- Manage the forecasting of associated costs and revenue for the delivery of exhibition services to ensure events are cost effective.
- Manage and guide the FME and VL team in respect of the development and completion of risk assessments, work permits and procedures for all building facilities maintenance activities to ensure compliance within the legal framework of current Health and Safety regulations and relevant legislation as they apply to the FM delivery.
- Maintain the related risk register to ensure the building is compliant with the requirements of the Fire Risk Assessment and strategy.
- Provide input at the relevant meetings including Arena and CC operational meetings, to ensure awareness of FM and VL building related issues and of developments in industry equipment, practices, and regulations.
- Manage the SOP pertaining to the FM and VL team delivery.
- Form part of Senior Escalation Manager rota and perform this role when required.

MANAGEMENT / SUPERVISOR RESPONSIBILITIES

- Manage direct report's appraisals, their objectives, evaluating their work performance to ensure training and development needs are met.
- Monitor and assess the work carried out by the team, providing guidance to ensure quality standards of service delivery are achieved.
- Manage the FME and VL team to ensure the cost effective and efficient management of the plant and equipment and to maintain and ensure all servicing and repairs are in line with the PPM schedules and legislation.
- Manage and prioritise the work activity of the team to ensure that all deliverables meet and exceed required standards and a safe and secure building is maintained to reflect the FM strategy.
- To take part in the OPS and FM duty management rota and ensure all service deliveries are aligned to event needs.

GENERAL

- To contribute to the success of our One Team culture to deliver our aims and objectives, maintaining a flexible and positive attitude.
- To adhere to The ACC Liverpool Group's Health and Safety policies and procedures and to observe a duty of care to all visitors, staff, and contractors to ACC Liverpool.
- To undertake any other duty commensurate with this post as determined by your manager.
- This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.
- It is inevitable over time that the emphasis of this job will change, therefore this information will be periodically reviewed, revised, and updated involving the post holder.

ROLE PROFILE

ATTRIBUTES	DESCRIPTION	ESSENTIAL/ DESIRABLE	HOW MEASURED
TRAINING & QUALIFICATIONS	Electrical/Mechanical qualification level 3 NEBOSH general APM Level 4 Accident and incident investigation	Essential Essential Essential Desirable Essential	A I
EXPERIENCE	Substantial experience of facilities management - Essential Substantial experience of project management - Essential Substantial experience of man management including contractors - Essential Significant experience of budget management – Essential Significant experience of the Events industry and related power needs - Desirable	Essential Essential Essential Essential Desirable	A I
SKILLS & KNOWLEDGE	Detailed understanding of building structures Detailed understanding of Health and Safety, risk assessments Detailed understanding of energy management Awareness of statutory requirements including health and safety, fire regulations etc Awareness of electrical and mechanical service Highly developed ability to time manage and work under pressure Developed planning and organisational skills in terms of scheduling activities Developed problem solving skills Ability to develop local operational procedures Ability to undertake proactive planning in relation to event deliver	Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential	A I
KEY ATTRIBUTES	Emotional intelligence, pragmatic, resilience, internal / external stakeholder management, confidence, excellent verbal and written communication, conflict resolution	All Essential	A I

Key for How Measured:

I - Interview

P - Presentation

A - Application

E - Exercise

T - Test

AC - Assessment Centre

CS - Case Study

Signed by Employee:

Date:

Signed by Line Manager

Date