

# JOB DESCRIPTION



|               |                    |
|---------------|--------------------|
| JOB TITLE     | Facilities Manager |
| DATE          | June 2026          |
| DIVISION      | Public FM          |
| SITE / OFFICE |                    |
| REPORTS TO    |                    |

## ROLE OVERVIEW

As a Facilities Manager at OCS, you will be responsible for leading the operational delivery of integrated facilities management services across the contract. Working as part of the Operations team, you will oversee day-to-day service provision, ensuring all services are delivered efficiently, safely, and in accordance with contractual requirements, agreed budgets, and company standards.

You will lead and support operational teams to deliver excellent customer service, drive performance, and maintain strong client relationships. A key aspect of the role will be continuously reviewing and improving service delivery through innovation, performance monitoring, and effective management of people, processes, and resources.

## KEY TASKS & RESPONSIBILITIES

- Oversee the day-to-day operation of the contract, ensuring services are delivered effectively, efficiently, and in line with contractual requirements.
- Lead and manage operational teams through supervisory and leadership structures, including catering, cleaning, security, portage, and front-of-house services.
- Monitor service delivery standards and implement corrective actions where necessary to maintain contractual KPIs and SLAs.
- Develop, implement, and maintain standard operating procedures to ensure compliance with health, safety, quality, and regulatory requirements.
- Conduct regular site inspections and audits to ensure safe, compliant, and well-maintained working environments.
- Manage operational budgets, monitor financial performance, and identify opportunities for cost savings and service improvements.
- Produce and present operational and financial reports to clients and senior management.

- Build and maintain positive working relationships with clients, stakeholders, suppliers, and subcontractors.
- Manage service contracts and vendor relationships to ensure value for money and high-quality service delivery.
- Ensure all activities are carried out in accordance with company policies, procedures, and statutory obligations.
- Drive continuous improvement initiatives and support innovation in service delivery across the contract.
- Lead, develop, motivate, and support teams to achieve operational objectives and maintain high levels of employee engagement.

## QUALIFICATIONS, SKILLS & EXPERIENCE

- Must have Right to Work in the UK and willingness to undertake a DBS.
- Proven facilities management experience within a multi-service operational environment.
- Experience leading and managing diverse teams across multiple service lines.
- Strong operational, financial, and contract management skills.
- Experience managing client relationships and delivering services against agreed performance measures.
- Excellent communication, leadership, and organisational skills.
- Strong IT skills, including proficiency in Microsoft Office applications, particularly Excel and PowerPoint.
- Demonstrable experience delivering high-quality facilities services and driving continuous improvement initiatives.

### Desirable:

- NEBOSH or IOSH qualification.
- Legionella legislation certification and/or Responsible Person qualification.
- Membership of a relevant professional body.
- Appropriate facilities management, technical, or trade qualifications.
- Experience managing complex facilities management contracts within commercial, public sector, healthcare, or education environments.
- Knowledge of compliance, auditing, and statutory maintenance requirements.

## WORKING ARRANGEMENTS

This position will be based at <site/location>, working <shift pattern / hours>.

## ACCEPTANCE OF ROLE

Revisions:

The Company reserves the right to alter these responsibilities and you will be advised of any changes through the normal method of communication.

**AGREEMENT:**

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature:

Date:

Name:

(Line Manager)

Signature:

Date: