

JOB DESCRIPTION



JOB TITLE	Assistant Facilities Manager
DATE	May 2026
DIVISION	Public FM
SITE / OFFICE	
REPORTS TO	

ROLE OVERVIEW

As an Assistant Facilities Manager at OCS, you will play a key role in supporting the delivery of integrated Facilities Management (FM) services within a client environment. You will oversee a range of service lines, ensuring operations are delivered efficiently, safely and in line with contractual requirements and service level agreements.

Working closely with the wider contract management team, you will help drive service performance, support continuous improvement and build strong working relationships with both colleagues and clients.

KEY TASKS & RESPONSIBILITIES

- Support the day-to-day management of site operations, ensuring all service areas are fully staffed and operating effectively
- Oversee delivery across multiple service lines, including Technical Services, Cleaning, Workplace Services, Porterage, Hospitality, Helpdesk, Mail Room and other ad hoc services
- Ensure all audits, compliance checks and daily operational tasks are completed in line with procedures
- Monitor performance against KPIs and SLAs, taking action to ensure contractual standards are consistently met
- Collate and provide reporting, supporting contract administration and performance management
- Support financial performance by maintaining control of budgets, costs and resource allocation
- Assist with recruitment and workforce planning to ensure optimal staffing levels
- Build and maintain strong client relationships, acting as a key point of contact for day-to-day queries
- Identify and resolve operational issues, taking a proactive and solution-focused approach

QUALIFICATIONS, SKILLS & EXPERIENCE

- Right to Work in the UK and willingness to undergo a DBS check.
- Previous experience in a Facilities Management or similar operational environment
- Experience supporting the delivery of multi-service line operations
- A strong understanding of KPIs, SLAs and service performance management
- Good knowledge of financial processes and cost control within an operational setting
- Strong organisational and planning skills, with the ability to manage competing priorities
- Experience supervising or supporting operational teams
- A proactive, customer-focused approach with strong problem-solving skills
- Excellent communication skills, with the ability to build relationships at all levels

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: