

JOB DESCRIPTION	
Job title:	Facilities Manager
Team/Department:	Estates, Facilities and Fleet
Location:	Ashford – Kingston House – Office Based
Hours of work:	37.5 Monday to Friday 8am – 4pm (30 min break) (daily hours can be flexible by arrangement, but workdays must be 5 over 5 days)
Job title the post holder will report to:	(1) Head of Estates and Facilities (2) Divisional Director PUC
Job titles reporting to the post holder:	Facilities Administrators (2) Facilities Support Assistant (1) Fleet Assistants (2) and Receptionist (1) Fleet & General Duties Assistant (1)
Date the role profile was revised:	11 July 2025
<p>JOB PURPOSE: The IC24 facilities manager is responsible for leading the very busy facilities team on ensuring the exceptional delivery of the day-to-day facilities operational and tactical facilities and fleet service requirements to support IC24.</p> <p>Focusing in the areas of responsibility for facilities and fleet operational and tactical service delivery disciplines across the business (compliance, risk, soft & hard FM related to building management, facilities services and fleet transport management) to ensure a consistently high standard of services, which are compliant, risk managed, and the delivered service support is achieved across all IC24 locations and assets, which is the remit and responsibility of Estate, Facilities and Fleet Team.</p> <p>First report line manager for 7 x facilities team personnel.</p> <p>Deputising on occasions for the Head of Estates, Facilities and Fleet.</p>	
<p>Reporting to the Head of Estates, Facilities and Fleet and responsible for supported by the Head of Estates and Facilities:</p> <p>Key Responsibilities - Routinely:</p> <p>As the facilities manager lead on the day-to-day facilities operational service delivery by a very busy Estates and Facilities team, focusing on the delivery of facilities operational and tactical service delivery disciplines (Compliance, Risk, Soft & Hard FM related to building management, facilities services and fleet transport management) to ensure a consistently high standard of services are compliant, risk managed, and service support is achieved across all IC24 locations and assets.</p> <p>First report line manager for 7 x facilities team personnel.</p>	

Lead on the reviews assisted by team colleagues and other IC24 key personnel the regular internal team weekly reviews and update with the site leads on the monthly site reviews utilising the estates site action plans, dealing with planned and reactive maintenance plus a range of other general facilities service support requirements covering the full range of facilities services.

Lead on the reviews assisted by team colleagues, utilising the fleet data base and in liaison other IC24 key personnel through the regular internal team weekly reviews and update with other IC24 key personnel as required via the action plans, dealing with IC24 fleet management, control and supervision support requirements.

Manage, control and supervise with the assistance of team members all fleet vehicle related support activities: Vehicle availability, serviceability, roadworthiness, inspections, cleaning, repairs, incident/accident reporting and management. Disposal of vehicles at local auction.

Ensure all work is measured and delivered against the need to be compliant, manage risk and support IC24 business operational priorities.

Ensure building management and statutory inspections are conducted within timelines, review reports and where required ensure works are prioritised and completed: 5 Year Fixed Wire Electrical Test, Air Conditioning (TM44 Inspection), Asbestos, Electric Door – LOLER, Emergency Lighting, Fire Alarm & Emergency Lighting, Fire Risk Assessment, Lift, Lightning Rods, Electrical Testing.

Maintain accurate records.

Lead on, direct the team, communicate, respond and resolve facilities and fleet related developing requirements, incidents, work strands and manage conflicting priorities daily.

Work in liaison with the procurement team on contract management.

Manage waste, recycling, cleaning, reception and grounds maintenance works.

Assist with budget preparation and control.

Commercial awareness and budget management skills.

Develop and maintain strong relationships with IC24 colleagues, departments, partners and external contractors & agencies.

Drive IC24 Fleet vehicles (automatic and manual cars).

Ensure compliance with health, safety and environmental regulations.

Manage, mentor and develop a team of facilities personnel, which will include conducting administration, 1-2-1 interviews, setting objectives, conducting PDRs. Managing leave and arranging training and development.

Occasionally:

Visit IC24 sites to conduct site reviews and audits.

Stay at IC24 locations overnight (Hotel).

Attend the IC24 Water Safety Group (WSG) meetings as a member of that group.

Assist in the review of external reports, access findings, promote work where required, have work completed and close off on outstanding actions on reports.

Participate in energy, carbon reduction and other environmental initiatives and sustainability projects.

Assist in internal process reviews, report on findings and manage change.

Undertake internal mandatory training.

Undertake external provided training relevant to the role.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver

carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a basic DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	<p>Secondary School Education (UK Maths & English GCSE Grade C equivalent)</p> <p>Strong Spoken and Written English</p> <p>Attempting or willing to undertake IWFM training L3/4 related to the Facilities Manager Job Role</p> <p>IOSH Managing Safely or willing to undertake the training to attain the qualification</p>	<p>IOSH Managing Safely</p> <p>IWFM training L3/4 related to the Facilities Manager Job Role</p> <p>NEBOSH Qualification</p> <p>Other building management or trade related qualifications</p>	Application, Certificates & Interview
Experience	<p>Experience in a Facilities Managers role in a delivering consistently high standards of services</p> <p>Experience of managing in a dynamic work environment with often competing and changing priorities</p> <p>Ability to plan, implement and manage change</p> <p>Customer, Contractor & Colleague liaison</p> <p>Clear understanding and ability to demonstrate how to manage and ensure compliance, and risk within the area of facilities</p> <p>Ensuring safe and compliant building facilities</p> <p>Working knowledge of health, safety and environmental legislation and</p> <p>Organising reactive/planned maintenance repairs</p>	<p>Management experience in</p> <p>Estates</p> <p>Facilities</p> <p>Fleet Transport</p> <p>within a health care working environment</p> <p>Water Safety Management</p> <p>Legionella/Bacti/Water Testing responsibilities / training</p> <p>Experience of conducting building refit projects, mobilisations and dilapidations</p>	Application & Interview

Requirements	Essential	Desirable	How identified
	<p>Managing building and H&S compliance documentation such as: 5 Year Fixed Wire Electrical Test, Air Conditioning (TM44 Inspection), Asbestos, Electric Door – LOLER, Emergency Lighting, Fire Alarm & Emergency Lighting, Fire Risk Assessment, Lifts, Lightning Rods,</p> <p>Management of a small team</p>		
Practical skills	<p>Excellent interpersonal/communication skills</p> <p>Strong problem-solving abilities and proactive approach</p> <p>Ability to lead, manage and advise a small team</p> <p>Ability to work on own initiative as well as part of a team</p> <p>Ability to work under pressure to tight deadlines</p> <p>Ability to manage a varied workload with competing priorities</p> <p>Excellent organisation skills</p> <p>Confident decision maker</p> <p>Advanced working knowledge of MS office applications including Excel</p>		Application & Interview
General	<p>Full clean manual driving licence with substantial driving experience</p> <p>Able to drive both manual and automatic cars</p>		Application, Certificates

