

Place, Communities and Enterprise Directorate

Facilities Management

Soft FM Services Manager Job Description and Person Specification

October 2025

Job Description

Job Title:	Soft Services Manager
Department:	Place, Communities and Enterprise Directorate
Function:	Property
Team:	Facilities
Post number:	
Grade:	LBR15
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/52.14 weeks
Base location:	Lynton House
Reports to: <i>Job title</i>	Head of Facilities Management
Responsible for: <i>Job titles of direct reports</i>	Team Manager with 3 direct reports: • Soft Services Contract Officer • Property Helpdesk Supervisor • Energy Management Officer
Role purpose and role dimensions: <i>Overview of the job</i>	Reporting to the Head of Facilities Management the role will act as the Council's lead and manage the delivery of soft facilities services across council-owned buildings and public spaces, ensuring high standards of cleanliness, security, customer service, waste management, and operational efficiency. To manage the helpdesk and administration function including energy management. The role supports the council's commitment to providing safe, welcoming, and well-maintained environments for staff, residents, and visitors, and aligns with the Corporate Landlord model to ensure consistent service delivery across the property portfolio.
Key external contacts: <i>Organisations</i>	Regulatory and professional bodies; contractors and consultants; and voluntary and community groups and members of the public.
Key internal contacts: <i>Job titles or groups of staff</i>	Members and Senior Officers in all departments across the Council.
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Direct influence over £950k soft service budgets. Overview of the utility spend across the Council (c.£6.5M 2024/25)

Key areas for decision making:	All staffing, contracted services and budget matters together with day to day decisions on the delivery of soft facilities management services across the Council's Corporate Landlord portfolio. Oversee the provision of soft services including contract cleaning, contract security, waste management, and mailroom services across council sites. Manage the helpdesk and administrative function to ensure a seamless services provision Manage the energy Ensure services meet statutory requirements, council policies, and service level agreements. Monitor contractor performance and ensure compliance with agreed KPIs and quality standards.
Other considerations: <i>E.g. working patterns</i>	Occasional out of hours working particularly in respect of managing the support services at evening meetings. Working with Members to provide briefings and advise committees. Occasional acting up for the Corporate Facilities Manager as required.

Key accountabilities and result areas:	Key elements:
Operational Leadership	This will involve: • Direct responsibility for the management of all staff (5FTE), contractors and consultants within the team, setting targets, monitoring performance and taking corrective action as required. • Direct responsibility for the management and monitoring of all soft facilities management contracts and budgets (c.£950k per annum) to ensure that the service delivers consistently within budget and meets all savings/income targets. • Working with the Head of Facilities Management to develop the direction for the service through developing and championing a broad service plan and creating a high-performance environment where staff are empowered to secure its effective delivery.
Contract & Supplier Management	This will involve: • Manage relationships with external service providers, ensuring contracts are delivered to agreed standards and within budget • Conduct regular performance reviews and hold suppliers accountable for service delivery and innovation. • Lead the scoping, procurement and management of third party works and services in support of the delivery of all soft facilities management services; • Ensure all contractors are compliant with site rules, health & safety requirements, and safeguarding policies. • Ensure all services comply with statutory requirements, industry standards, and internal policies.

Security Management	This will involve: • Oversee the delivery of all security services, including manned guarding, security CCTV operations, alarm systems, and access control. • Conduct risk assessments and implement appropriate security measures to protect people, property, and assets. • Liaise with emergency services and internal stakeholders to ensure robust incident response and business continuity planning. • Monitor contractor performance and ensure compliance with SIA regulations and site-specific protocols.
Cleaning & Hygiene Services	This will involve: • Oversee the delivery of cleaning operations to ensure high standards of cleanliness, hygiene, and presentation across all facilities. • Oversee the development of suitable cleaning schedules and specifications that are tailored to different areas (e.g., offices, washrooms, public spaces). • Ensure compliance with COSHH regulations and safe use of cleaning chemicals and equipment. • Monitor contractor performance and respond promptly to service issues or complaints.
Waste Management	This will involve: • Oversee waste collection, segregation, and disposal processes in line with environmental legislation and sustainability targets. • Work with other members of the Facilities team to promote recycling and waste reduction initiatives, working closely with sustainability teams. • Monitor contractor performance and ensure appropriate documentation (e.g., waste transfer notes) is maintained. • Identify opportunities for innovation in waste handling and resource efficiency
Helpdesk and Business Support	This will involve: • Manage and oversee the facilities helpdesk function, ensuring timely logging, tracking, and resolution of service requests and incidents. • Analyse helpdesk data to identify trends, recurring issues, and opportunities for service improvement. • Ensure excellent customer service standards are maintained, with clear communication and follow-up. • Provide training and support to helpdesk staff to ensure consistent and professional service delivery.
Energy Management	• Manage and oversee the energy and sustainability management function, ensuring the development, implementation, and monitoring of energy efficiency and sustainability initiatives across the organisation. • Ensure the implementation of energy-saving initiatives and monitor energy usage across the estate. • Work with technical teams to identify inefficiencies and recommend improvements in lighting, heating, and equipment usage. • Contribute to the organisation's sustainability strategy and carbon reduction goals. • Maintain awareness of relevant legislation and best practices in energy and environmental management.
Support the implementation of the Corporate Landlord model	This will involve: • Champion and support the roll out of the Corporate Landlord model across all operational and non-operational Council properties. • Support the continuous review of the Council's operational estate to identify surplus assets which could be considered for redevelopment and/or disposal.

Stakeholder Engagement & Communication	This will involve: • Acting as the key point of contact for internal departments, senior management, and external partners. • Providing regular updates on service performance, risks, and improvement plans. • Engaging with building users to understand their needs and expectations and adapt services accordingly. • Representing the facilities team in cross-functional meetings and working groups.
Other	This will involve: • All other duties commensurate with the grading of this post as directed from time to time by the Head of Facilities Management.
General accountabilities and responsibilities	
Green Statement	This will involve: ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	This will involve: ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	This will involve: ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	This will involve: ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.

Customer Care	This will involve: Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	This will involve: - Taking responsibility for continuing self-development and participating in training and development activities. - Participating in the ongoing development, implementation and monitoring of the service plans. - Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Soft Services Manager		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 1 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	Good quality degree in relevant subject or suitable experience.	A	3
	Membership of relevant professional body (i.e. IWFM or RICS) in a relevant area or working towards.	A	3
	Evidence of continuous professional development.	I	1

Minimum experience/ knowledge/ skills:	Proven ability to successfully manage a modern service within a similar organisation.	A-I	3
	Ability to maintain financial information, ensuring financial compliance, monitoring and evaluation.	A-I	3
	Proven experience in managing multiple soft services in a facilities environment.	A-I	3
	Experience managing outsourced contracts and in-house teams.	A-I	3
	Ability to work on multiple complex projects across multiple locations, delivering projects to plans and developing reports.	A-I	3
	Experience in the supervision and management of diverse staff teams.	A-I	2
	Experience of working within local government.	A-I	2
	Good ICT skills and ability to use full MS Office programmes, including CAFM systems.	A-I	3
Minimum behaviours: Customer service	Highly developed customer service skills including excellent telephone manner and well-developed written communication skills .	A-I	3
Communicating and influencing others	Strong interpersonal skills, ability to form relationships at all levels and communicate effectively both verbally and in writing.	A-I	3
	Highly developed negotiation and influencing skills with a proven ability to secure the best possible outcomes for the Council.	A-I	3
Working together	Highly developed team working skills within a range of roles. Able to develop and lead high performing teams to achieve outstanding results.	A-I	3
Analysis and judgement	Direct experience of using data within property management environments.	A-I	3
Driving improvement	Direct relevant experience of driving an improvement programme within a similar organisation and an evidenced ability to deliver efficiencies within the portfolio whilst maintaining or improving effectiveness.	A-I	3

Adaptability	Highly flexible style and ability to respond to changing priorities.	I	3
Leadership and managing people <i>(for those with line management responsibility)</i>	An effective leadership style.	A-I	3
	Ability to manage and supervise staff, manage contracts, consultants and contractors effectively.	A-I	3
Strategic perspective <i>(for senior management posts)</i>	Experience of translating strategic objectives into tangible actions which have delivered positive outcomes.	A-I	3
Special conditions:	Ability to work flexibly including attendance at meetings outside of normal office hours, including at weekends.	A	3
	Full UK Driving License and use of a suitable vehicle to attend meetings around the Borough.	A	2