SECTION A: JOB DETAILS

REFERENCE NUMBER: C-10087
CAMPAIGN TYPE: Concurrent
JOB TITLE: Craft Team Manager
PAYBAND: B1(H1)
PAY RANGE: £36,698-£48,981 per annum
ALLOWANCES: N/A
DEPARTMENT: Department of Facilities
SECTION: Parliamentary Estates Directorate
REPORTS TO (Job title): Head of Maintenance and Operations
NUMBER OF POSTS: 1
HOURS (p/w): Full time
CONTRACT TYPE/DURATION: Permanent

ISSUE DATE
03 December 2013

CLOSING DATE FOR APPLICATIONS
31 December 2013

SECTION B: SCOPE OF THE ROLE

JOB PURPOSE
The Parliamentary Estates Directorate (PED) acts on behalf of the owners of the Parliamentary Estate. It deals with all property operations and management, to ensure the estate is maintained and managed to agreed standards. Maintenance and Operations as maintenance authority is responsible to the Parliamentary Director of Estates for leading and delivering a wide variety of maintenance to meet the needs of the House of Commons and the House of Lords (the “House”) within agreed governance parameters.

The post holder is expected to foster a culture of achieving high levels of service delivery, high customer service and safety standards, compliance with statutory, regulatory and legislative compliance.

The role holder has specific client facing duties, and responsibilities that relate to the support of PED as a whole.
The role holder to ensure that the Craft Team carry out their work to a high standard of quality and safety. Carry out all relevant assessments and procedures necessary to satisfy current legislation, regulations and Health and Safety requirements.

The overall management and development of the Craft Team labour force for the efficient deployment of resources and completion of various maintenance and repair tasks in line with the requirements of the Service Definition agreements.

**KEY INTERNAL RELATIONSHIPS**
Senior management, senior estate users, procurement, finance, and stakeholders across the House of Commons and the House of Lords

**KEY EXTERNAL RELATIONSHIPS**
The Security Service; consultants, suppliers and contractors, and auditors

**MANAGEMENT RESPONSIBILITY**
Craft Team Manager - Manage a team of 70 multi-discipline crafts-personnel and managers.
ADDITIONAL INFORMATION REGARDING THE POST

**Location**
This post will be located on the Parliamentary Estate.

**Hours**
Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work.

**Full time**
Net conditioned full-time working hours for staff of the House are usually 36 per week. This excludes daily meal breaks of one hour. The hours of attendance for this post are **34 net** per week. This determines the basis on which we will calculate any pro rata entitlements (e.g. annual leave). The ‘core’ business hours for this post are currently 9.00am – 5.30pm. The exact hours of attendance each day are to be agreed with line management. You may be allowed to work shorter hours at management discretion during recess periods.

**For further information:**
External candidates should refer to the House of Commons careers website [www.careers-houseofcommons.org.uk](http://www.careers-houseofcommons.org.uk)

Internal candidates should refer to the Vacancy Notice Information on the Job Opportunities page on the Career Development, Parliamentary intranet.
SECTION C: JOB SPECIFICATION

DESCRIPTION OF DUTIES

- Manage the receipt of all incoming mail and work requests via the CM system. Telephone requests for work from various sources throughout the Estate. Manage and plan workload with the line managers.

- Monitor all work carried out by the Craft Team to ensure their duties are carried out effectively and to a high quality.

- Process Archibus dockets and ensure that works are carried out within the priority allocated. Manage the allocation of work to the Craft Team and contractors.

- Liaise with stakeholders/departments/management staff to ensure effective control of work operations.

- Line management of staff; development of policy and personnel proposals; manpower planning.

- Daily meetings with the Craft Team to discuss and resolve their problems where possible, or refer to SHWS. Monitor attendance/sickness. Approve annual leave requests and attendance adjustment sheets for overtime approval. Take disciplinary action where required.

- Monitor stock levels and availability of stores. Ensure prompt ordering of stores.

- Safe supervision, monitoring, and control of all the Craft Team staff. Ensure a safe place to work for all persons using the Parliamentary Estate in so far as hazards arise from the Craft Team activities.

- Act as mentor to the Craft Team trainees and apprentices.

- Other duties as directed by the Maintenance Service Manager as events develop.
### SECTION D: PERSON SPECIFICATION

#### QUALIFICATIONS

**Essential**
A NVQ 3 level qualification in a building related discipline. 
Proven experience in a senior management role within a large multi-trade organisation in the building maintenance industry.

**Desirable**
A relevant building related NVQ 4 level qualification.

#### SKILLS AND EXPERIENCE

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<th>Application Form</th>
<th>Test/Exercise</th>
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<td><strong>ESSENTIAL</strong></td>
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<td>Sound experience and in-depth knowledge of building maintenance management techniques for planning and controlling maintenance programmes and works.</td>
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<td>A thorough understanding of health and safety issues related to the building industry.</td>
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<td>Proven experience of communicating confidently and effectively with senior management, colleagues, key customers, and stakeholders, responding to their needs diplomatically and managing expectations</td>
<td>X</td>
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<td>An excellent understanding of customer service delivery and the concept of best possible service using available resources.</td>
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<td>Proven track record of line management of staff, and supervision of services delivered by those reporting to you</td>
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<td>Sound ability to work well under pressure, and able to prioritise and plan his/her own, and staff’s workload.</td>
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<td>Proven ability to lead, manage and motivate a large team of people and resources in the environment of a large organisation.</td>
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<td>Sound working knowledge of various computer systems, including facilities management, various computer software packages, including Microsoft Word, Access, Excel, Projects and have the ability to interrogate and analyse data.</td>
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#### PROPOSED DATE OF TEST/EXERCISE

**TBC**

#### PROPOSED DATE OF INTERVIEW

**TBC**