

Recruitment Information Pack



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

SOFT FM CO-ORDINATOR

VACANCY REF:	SFRS02061
CONTRACT STATUS:	Permanent
GRADE:	5
LOCATION:	North SDA Headquarters
DEPARTMENT:	Asset Management
SALARY:	£32,038-£35,322
HOURS:	35 hours (Flexible)
CLOSING DATE:	31 May 2022

The recruitment information pack is designed to provide you with as much information as possible, relevant to the role and the SFRS recruitment and selection process.

The SFRS is an equal opportunities employer and a Disability Confident Employer. As such our selection processes are designed to promote equality of opportunity for all. We will ensure all applicants that declare a disability and/or Specific Learning Difference (SpLD), who meet the essential criteria for the post, will be invited to attend for interview.

If you have any further questions, please contact the Workforce Planning and Resourcing Team on 01698 402467 or email SFRS.PODVacancies@firescotland.gov.uk.



THE SCOTTISH FIRE AND RESCUE SERVICE

The Service was established on 1 April 2013, bringing together the collective skills and experience from across Scotland's previous eight Fire and Rescue Services.

Now, as national organisation we deliver our front-line services locally across the 3 Service Delivery Areas (SDA's) in the North, East and West of Scotland. More information about the SDA's, including maps showing area coverage, can be found by clicking on the links detailed below:

[North Service Delivery Area](#)

[East Service Delivery Area](#)

[West Service Delivery Area](#)

As well as front-line Service Delivery roles, our uniformed roles can span into Directorate functions such as Response and Resilience, People and Organisational Development, Prevention and Protection.

Our high service standards have demanded an ever-increasing commitment to development and our uniformed colleagues continue to be amongst the best equipped and most highly trained in the world.

BENEFITS

A career in the SFRS is wide and varied. As well as excellent learning opportunities, working with us you can expect:

- A rewarding, varied career
- A competitive salary and attractive pension scheme
- A range of excellent family friendly policies including those that promote a work life balance
- Excellent training, development and career progression opportunities
- Generous leave entitlement that increases with service
- Wide range of employee benefits available to you and your family including the Firefighters charity/Family Support Trust
- Access to 'mylifestyle' for saving/discount schemes, including tax savings through our salary sacrifice schemes
- Access to gym facilities and health and wellbeing services and advice
- The potential to work in widely diverse workplaces and locations across Scotland
- To be a part of and contribute to a service that is committed to strengthening its place in communities and supporting public life and better outcomes for local communities.

By working together and delivering on the aims of reform, we will reduce the risk to our communities and make Scotland a safer place



JOB DESCRIPTION

JOB TITLE:	Regional Soft FM Co-ordinator		
DEPARTMENT:	Asset Management		
RESPONSIBLE TO:	Soft FM Services Manager	GRADE:	5

Please note that this job description is indicative of the nature and level of responsibilities associated with this role and is not intended to be exhaustive.

ROLE OVERVIEW

The Regional Soft FM Co-ordinator will manage the delivery of all soft FM services across an allocated service delivery area (North, West or East) and further, through a procured national contract, manage the property maintenance and management service for the organisations corporate facilities located within the SDA Area. This encompasses all FM services and will involve a range of activities including the maintenance of property and grounds, statutory compliance, servicing of plant and equipment, catering provision, helpdesk, security, caretaking, cleaning, energy, waste & environmental management and health & safety. There will also be a requirement to develop and manage various small works and adaptation projects at corporate sites.

KEY CONTACTS

- Soft FM Services Manager
- Scottish Property Manager
- Asset & Performance Manager
- Head of Asset Management

FUNCTIONAL RESPONSIBILITIES / KEY TASKS

- To ensure compliance against tender of all soft FM services supplied by the external provider
- To work in partnership with managers across the organisation, in relation to property and property services, contributing towards operational effectiveness. This should be achieved through managing and coordinating the provision of efficient cost-effective and comprehensive services, utilising departmental systems and procedures
- To ensure that Scottish Fire and Rescue premises are maintained to approved standards and Service Level Agreements, and comply with all applicable relevant building environmental and health and safety legislation
- To work with the external contractor in the co-ordination, monitoring and control of on-site activities for both maintenance/repairs and new works, to ensure compliance with contract conditions and the Health & Safety at Work regulations
- To review and manage various service contracts to ensure Contractors deliver cost effective services in accordance with the agreed scope of works quality and timeframes, in conjunction with procurement policies and procedures
- Manage an allocation of the services budget and monitor expenditure and approve payment
- To undertake inspections and surveys, provide reports and budget costs as required

- To assist the Soft FM Services Manager in the continuous assessment of contractor's competence and methods of work and to identify areas for improvement and increased efficiency
- To assist in the formulation of programmed works, projects or services as required
- To manage adaptation and improvement works projects on corporate sites
- To comply with all departmental delegated budget responsibilities to ensure value for money/best value

This description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive and the jobholder will be required to undertake other duties and responsibilities commensurate with the grade. In addition, members of staff are liable to serve at any of the Services' places of employment as may be required.

MANAGEMENT RESPONSIBILITIES

- To ensure externally contracted works are carried out in line with tender requirements
- To take line management responsibility for onsite staff when required, for example, following an incident resulting in injury, where agreed SFRS procedures must be followed
- To manage finances and budgets effectively in accordance with the SFRS's Financial Regulations to ensure the most cost effective delivery of services
- To represent the Scottish Fire and Rescue Service at appropriate external events and meetings in accordance with the remit and status of the post
- To ensure that the Function's services are provided within a Best Value framework and that performance is regularly monitored and continuous improvement achieved
- To develop and maintain good working relationships including liaising with strategic managers, employees, external bodies and agencies

ADDITIONAL INFORMATION

Essential Criteria

- Working knowledge of current best practice in relation to soft FM service provision and quality standards
- Demonstrable knowledge of building regulations, Health & Safety and CDM regulations
- Project management experience including financial budgeting and control
- Excellent written and verbal communications skills
- Membership of a relevant professional body e.g. BIFM or RICS
- Ability to build effective working relationships, develop and manage teams and co-ordinate service provisions

Qualifications and Experience

- Extensive experience in the management of In-house and out sourced FM services across multiple sites
- Relevant building/property industry experience in a similar role
- Experience of planned and reactive maintenance procedures HND Building Services or building-related discipline
- NEBOSH or IOSH Managing Safely Qualification

Desirable Criteria

- Experience of telephone and web based helpdesk systems

- Prince 2 or similar project management qualifications
- Experience of property management systems and databases
- Experience of OJEU compliant tendering process

Post-Specific Criteria

- Requirement to travel
- Driving licence required
- Must be able to participate in a 24hr emergency 'on call' rota

THE FOLLOWING PERSONAL QUALITIES & ATTRIBUTES (PQAs) ARE REQUIRED WITHIN THIS ROLE:

Commitment to Diversity and Integrity:

- Demonstrates a fair and ethical approach in all situations
- Demonstrates confidentiality

Openness to Change:

- Proactively supports change, adjusting approach to meet changing requirements

Confidence and Resilience:

- Maintains a confident, controlled and focused attitude in highly challenging situations

Working with others:

- Works effectively with others
- Leads, involves and motivates others

Effective Communication:

- Excellent interpersonal skills
- Ability to communicate effectively both orally and in writing.

Commitment to Development:

- Committed and able to develop self, individuals, teams and others to improve organisational effectiveness

Problem Solving:

- Understands and applies relevant information to make appropriate decisions and create practical solutions

Situational Awareness:

- Has an active awareness of environment to promote safe and effective working
- Evidence of a thorough knowledge of fire and community safety issues

Commitment to Excellence:

- Leads others to achieve excellence by the establishment, maintenance and management of performance requirements

Planning and Implementing:

- Ability to prioritise own workload and work on own initiative
- Creates and implements effective plans to manage workload in line with organisational objectives and priorities

Political & Organisational Awareness:

- Recognises the political impact of actions
- Evidence of representing management at internal / external events

GENERAL RESPONSIBILITIES

- The post holder shall ensure that all duties of the post are undertaken in accordance with the Equality Act 2010, the Human Rights Act 1998, the SFRS's Code of Conduct, Dignity and Integrity at Work Policy and other policies designed to protect employees and service users from discrimination and harassment. It is the duty of the post holder to actively promote equalities, encourage a workplace culture of inclusivity and not to act in an unlawfully prejudicial or discriminatory manner towards employees or service users
- To promote the health, safety and welfare of employees at work and of service users through the implementation of the Scottish Fire and Rescue Service's Health and Safety Policies in accordance with all relevant statutory requirements, leading by example
- To protect the confidentiality at all times of customers, partner organisations, and other third parties, where applicable by ensuring that reporting employees comply with the organisations IT Security Policy and procedures

TERMS and CONDITIONS

JOB TITLE	Soft FM Co-Ordinator Service Delivery
LOCATION	North SDA Headquarters, Dyce
CONTRACT STATUS	Permanent

HOURS OF WORK

This is a full-time post however applications from individuals seeking to work on a part time, job share or flexible working basis would be considered.

The standard working week for support staff posts is 35 hours.

The standard work pattern for support staff is as follows;

Monday – Thursday	0845 – 1645
Friday	0845 – 1530

There is a 45-minute unpaid lunch per day.

In order to maintain service delivery until 1645 on Fridays, your work pattern may be adjusted locally to provide this cover within your Directorate or Section. This arrangement is based on any rota applicable within your workplace.

PAY

The salary range for this role is £32,038-£35,322.

Salary on appointment will normally be on the bottom point of the salary scale, with progression subject to regular review in line with the SFRS performance appraisal arrangements. A higher salary placing will be considered in exceptional circumstances subject to experience demonstrated.

Your salary will be paid monthly, directly into your bank account. Salaries are paid on the second last day of each calendar month unless this falls on the weekend, in which case it will be paid on the Friday.

PENSION

This post is pensionable.

Her Majesty's Revenue & Customs have set limits on the tax relief on your pension. Where your pension entitlements increase and these exceed the tax relief limits set, you will have to pay tax on the excess. There are two thresholds to be aware of. One of which is known as the Annual Allowance (AA) which permits a maximum increase in the value of your pension in a given year. The other is the Lifetime Allowance (LTA) which limits the total value of your overall pension pot. If either of these thresholds is breached, this may lead to an increased tax liability.

Applicants seeking promotion should therefore recognise the potential for any substantial increase in pensionable pay to result in an additional tax liability.

The calculation of your pension pot is subject to a complex calculation that allows for factors specific to each employee to be taken into consideration. It is therefore not possible, or appropriate, for SFRS

to issue you with advice on this. All applicants are advised to take the effects of the AA or the LTA into consideration when applying for promotion.

If you are concerned that you may exceed these limits if you are successful in applying for a promotion, it is strongly recommended that you seek independent financial advice in respect of the potential impact of this upon your personal financial position.

Advice on Pensions and Taxation can also be accessed through the following links:

[Tax on your Private Pension](#)

[Scottish Public Pensions Agency](#)

ANNUAL LEAVE

The standard annual leave entitlement for full time employees (working over 5 days) is 26 days per annum, rising to 32 days after five years continuous service.

PUBLIC HOLIDAYS

There are 6 fixed public holidays, designated by the SFRS for support staff.

THE SELECTION PROCESS

ONLINE APPLICATION

Please ensure that you complete the on-line application as fully as you can. It is important that you demonstrate how you meet the essential and desirable criteria outlined within the Job Description.

SHORTLISTING

The SFRS evaluate candidate suitability for a role by assessing your knowledge, experience and skills in relation to the criteria for the role and the Personal Qualities and Attributes (PQAs) detailed within the Job Description.

You need to be clear and specific about your skills and experience as only the most suitable applicants will be selected for interview based on the evidence provided in the application.

ROLE SPECIFIC ASSESSMENT

The SFRS endeavor to identify and select the best candidate for each role and use assessment tools e.g. Psychometric tests or practical exercises such as presentations or a written exercise, to offer further objective information about a candidates' abilities in relation to the role applied for.

The tests give a measure of your strengths/limitations. Research has shown that people who do well in these tests go on to do well in the job itself.

For further help and preparation tips relating to psychometric tests, you can click on the following link, where you will be able to practice different types of ability and personality tests; [Practice Tests](#). Alternatively, you can do a Google search for different types of tests.

As you progress through the selection process, you will receive more detail about any tests you may be asked to complete.

INTERVIEW

PQAs measure the underlying attitudes and behaviours upon which good performance lies. To ensure you are in the best position to perform to your highest standards during our selection process, make sure you review the PQAs outlined in the Job Description, and have prepared examples of times you have successfully demonstrated these behaviours in the past. PQAs are sometimes referred to as 'competencies': for tips on how to prepare you may wish to conduct an internet search e.g. "preparing for a competency-based interview".

OFFER

If successful we will issue an offer of appointment. The offer of appointment will be conditional and subject to the following pre-employment checks: -

- **Confirmation of Right to Work in the UK**
In line with the Immigration, Asylum & Nationality Act 2006, all candidates applying for SFRS roles must be eligible to live and work in the UK. Documented evidence of eligibility will be requested from candidates as part of the selection process and will require to be checked and verified.
- **Medical**
Candidates are either requested to attend a pre-employment medical examination or complete a pre-employment medical questionnaire; both are subject to approval from our Health and Wellbeing Team.
We expect high levels of attendance from our employees. As part of the medical process we ask you to provide details of your attendance at work in the previous year. Absences of more than 10 working days may be investigated further with due consideration given to the timescales and reasons for these absences.

- **Receipt of satisfactory references.**

When completing the application form, you will be asked to include details of two referees. We recommend that you obtain the approval of any individual whose details you input into this section. If we do not receive references timeously this may affect your start date and appointment with the SFRS.

The referees should be two individuals who have known you for at least 12 months and who know you in a work capacity or can comment on your ability to carry out the role applied for. At least one of these should be from your current employer, where possible, providing you have been employed with them for a period of at least 12 months prior to submitting your application. The referees should not be related to you in any way.

Referees will not be contacted unless a formal Offer of Employment is made.

- **Criminal Record Check**

Dependent on the nature of the post, it may be necessary to undertake a criminal record check. This may be a standard, enhanced or PVG disclosure. The SFRS will pay the required fees associated with the criminal record check.

Further information on the Disclosure process can be found at www.mygov.scot.

Should any of the above stages not be fully satisfied, the conditional offer of employment may be withdrawn or deferred for review of individual circumstances.

DISABILITY

The SFRS is an equal opportunities employer and a Disability Confident Employer. As such our selection processes are designed to promote equality of opportunity for all. We will ensure all applicants that declare a disability and/or Specific Learning Difference (SpLD), who meet the essential criteria for the post, will be invited to attend for interview.

“Essential criteria” means you must meet the essential criteria as detailed in the advert and job description. This will be specific to each role and may include a minimum level of role/grade, relevant qualifications, skills or experience, essential to the role.

As part of the application, you will be given the opportunity to specify your disability/SpLD and outline any special requirements or reasonable adjustments you require.

DIVERSITY MONITORING

The SFRS values diversity in our workplace and we would encourage everyone who has the necessary skills and experience to apply.

Information given on the diversity questionnaire will be treated in strictest confidence and will be retained for monitoring purposes.

It will be kept separately from your application form and will not be made available to those involved in the selection decision.

KEEPING IN TOUCH

We aim to keep you up to date on the progress of your application. All communications will be sent to the e-mail address provided by you on your application. Please ensure that you keep your personal details updated at all times and that you regularly check your e-mail account and spam folder.