

Regional Facilities Manager – Job Description

Contract:	Permanent
Full Time / Part Time:	Full Time
Hours:	37.5 Hours Per Week Monday–Friday 9.00 – 5.30
Department:	Facilities
Location:	Various Locations
Salary:	Negotiable

Purpose

The role of a Regional Facilities Manager is to ensure the provision of common services as required by landlords' covenants and obligations under the occupational leases. Having responsibility for delivering the full scope of facilities management services across a defined portfolio of mixed-use sites. The role requires a strong operational mindset, knowledge of statutory compliance, and the ability to work independently while coordinating closely with the wider property and asset management team.

You will report into the Head of Facilities Management and work closely with the wider Facilities Management team and key internal stakeholders including Asset and Property Managers, Insurance and Health and Safety.

Key Responsibilities

Operation and Site Management

- Take ownership and oversight of all services and operations on allocated properties.
- Conduct inspections in accordance with both our internal processes and legislative requirements to ensure the upkeep, safety, and presentation of properties.
- Undertake routine void property inspections, in line with our insurers requirements, ensuring sites are secure, well-maintained, and fit for viewing or handover.
- Act as the first point of contact for tenants on Facilities Management matters, build effective relationships and lead the resolution of problems in relation to site facilities and services.

Compliance, QHSE and Insurance

- Achieve and maintain full statutory compliance across allocated portfolio (H&S, fire safety, asbestos, water hygiene, etc.) through identifying and implementing required schedule of inspections.
- Work closely with the FM admin team to plan and complete statutory inspections and tests, reactive repairs and the implementation of PPM schedules.

- Take responsibility for closing of tasks and instructing remedial actions originating from H&S and engineering insurance reports to maintain a safe working environment for staff, contractors, tenants, and visitors.
- Review, where required contractor RAMS and work within internal policies regarding works approval alongside Health and Safety team.
- Undertake Joint unit inspections within a defined period, 100% of high risk (A rated) units to be completed annually.
- Notify the insurance, property management and asset management teams of potential claims and property damage.

Contractor and Service Management

- Manage contractor performance and ensure delivery of agreed service level specifications, building strong working relationships to foster a culture of continuous improvement.
- Maintain awareness of works/projects being undertaken on site
- Coordinate both hard and soft FM service contracts (e.g., cleaning, security, M&E) assisting in tendering of service provider contracts where required
- Maintain for reference up to date information of current contract e.g. contract duration, costs, scope of service and service level agreements

Budget Management and Service Charges

- Obtain the cost of services and assist the Property Managers in setting annual service charge budgets.
- Take ownership of the operational expenditure, monitor and provide accurate reporting throughout the service charge year, aiming to keep within approved budget.
- Provide recommendations for project and maintenance works to be built in to future budgets.
- Follow works approval process, including oversight of purchase orders being raised, timely review and approval of invoices, correct cost allocations for service charge and non-recoverable costs.
- Support and be involved in the year-end service charge reconciliation processes and assist the Property Manager as needed.
- Identify efficiencies and drive cost savings exercises.

Collaboration and Reporting

- Arrange monthly briefings with the Property Manager to discuss site performance, risks, and tenant issues.
- Provide support to other members of the FM team as needed to ensure continuity of service.
- Take initiative to work with other departments to identify opportunities to improve work practices.
- Provide reports, records and feedback to the wider business teams as required.

Operational Support

- Support wider Operations teams on site specific initiatives e.g. commercialisation, capex projects, dilapidation works, refurbishments, location of assets on site and meter readings.
- Support the development of business plans with Asset and Property Management teams.

- Highlight potential leasing, development and income producing opportunities to the Asset Manager.
- Assist in the operational and facilities mobilisation of new acquisitions and the smooth transfer-out of sold assets. Provide support in due diligence of prospective purchases where required.
- Assist the Property and Asset Management team with lease events and changes in tenancy.
- Assistance with ad-hoc requests for viewings of vacant units.
- Assist Asset and Property Managers in reviewing tenant fit out plans and alterations proposals, providing feedback where needed.
- Liaise with insurers and loss adjusters to support insurance claims.

Person Specification

- Extensive experience in facilities management across multi-site, mixed-use environments.
- Customer-focused with excellent stakeholder engagement skills and ability to communicate effectively at all levels.
- Proactive, with a strong attention to detail and a commitment to health, safety, and service standards.
- Strong organisational, problem-solving and multi-tasking abilities
- Experience with service charge budgeting and reconciliations.
- Proven track record of managing third-party contractors and service providers.
- Proficient in CAFM/CMMS systems, Microsoft Office, and reporting tools.

Qualifications / Training

- Recognised industry qualifications (e.g., IOSH, NEBOSH, IWFM, or trade-based certifications) or willing to work towards them as required.
- A valid driving licence and willingness to travel regionally is essential.
- Sound understanding of statutory building compliance and H&S legislation (e.g., fire safety, asbestos, water hygiene).
- Be accountable for own learning and staying up to date with changes in legislation and statutory compliance, relating to facilities and property management.