



Job Description and Specification

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| Role Title: Director and Head of AFM, Guernsey | Reporting to: Chief Executive Officer “CEO” AFM |
| Amalgamated Facilities Management Limited “AFM” AFM is a leading Channel Islands facilities management and building services provider. As part of a large privately owned SME, we have been trading for over 50 years. We provide a high level of customer service, based upon a unique self-delivery and comprehensive capability. | |
| Role Purpose: As a member of the AFM Board, the Head of AFM Guernsey shall have the primary responsibility for leading the Guernsey business. Managing the Island’s business in line with the strategic direction and objectives agreed with the AFM Board, the role holder will have a significant part to play in the successful evolution and future sustainability of the Guernsey AFM business. The role-holder will also be a local Ambassador for AFM representing the Company with key senior stakeholders including external industry bodies and Government. | |
| The Head of AFM will be expected to maintain strong relationships with the CEO and Board and to work closely with the Senior Management team in the continuing development of the AFM business model and operating platform in line with the requirements of the changing external environment and to ensure the AFM change programme is successfully executed. | |
| Level of Authority: A Director of AFM and a member of the Executive and Senior Management Committees. | |
| Our parent company: As a part of the Garenne Construction Group, we benefit from significant parent company support and a wealth of experience from all areas of the construction industry to complement our own capabilities. | |

Without limiting the generality of the foregoing, primary responsibilities of the Director and Head of AFM Guernsey are:

Leadership

1. To work with the CEO and AFM Board to develop and deliver a clear business vision and strategy, which maximises return on investment and supports the overall wellbeing of Colleagues, Customers and Company.
2. To develop and maintain an effective working relationship with the CEO and AFM Board and to actively participate in the development, design and implementation of AFM’s vision, mission and strategy including our competitive position in the market.
3. To direct and oversee the Guernsey FM business keeping the CEO fully informed of the performance of the day-today business and progress towards the achievement of AFM business objectives, finding solutions for any material deviations.
4. To lead the Guernsey FM teams providing clear direction and continuous improvement towards a more effective, engaging and efficient business model and take actions to support AFM’s strategic direction.
5. To monitor and report business results to the CEO and the AFM and Garenne Group Boards and provide timely and accurate analysis of budgets, financial trends and forecasts.
6. To live the AFM values, acting as an ambassador and role model to colleagues and promoting a strong reputation with all stakeholders, by fostering a culture that promotes ethical practices, customer focus and service and encourages individual integrity.

Business and Financial Management

1. Develop and implement business and growth strategies, along with policies and procedures aligned to AFM's strategic goals and to be the Executive Sponsor for agreed strategic initiatives.
2. To implement operating systems, policies, procedures, performance targets and KPI's to support the AFM strategy. To oversee daily operations and make adjustments as necessary.
3. To build relationships with key customers and stakeholders to provide opportunities for growth as well as retain and develop existing customer relationships and advocacy.
4. To measure effectiveness and efficiency of operational processes both internally and externally and find ways to improve processes. To evaluate performance by analysing and interpreting business data and metrics.
5. To produce periodic sales reports for the Board of Directors and other reports as required by the CEO, and ensure that appropriate management information is available to all areas of control and is timely, accurate, well used and understood.
6. To work with the Finance Director and Head of Commercial to prepare, monitor and deliver financial performance against budgets for all areas of responsibility, liaising with relevant Managers and exercising tight control over operational costs and expenses in line with budget.
7. To oversee monthly and quarterly reports on financial performance for all areas of control and working closely with the Head of Commercial agree remedial action where necessary in order to achieve the agreed budget.
8. To provide ongoing support to colleagues in the preparation of operational budgets and provide appropriate monitoring tools and reports to enable them to track performance and manage control over operational costs and expenses in line with budget.
9. To work with the Head of Commercial to maintain up to date knowledge of the market place, competitors and trends and be responsible for maintaining a competitive proposition and value pricing strategy, which reflects consumer trends, fulfils the financial budgets and provides a competitive edge.
10. To implement operational best practices and create an environment of continuous improvement.

People Management

1. To build, lead and motivate a large team (over 100) to deliver high standards of customer service, whilst maximising the overall contribution to the Company.
2. To set business and individual objectives and lead colleagues to meet or surpass objectives in line with AFM goals.
3. To develop and coach individuals to build capability and ensure individual and business performance standards are met.
4. To maintain high level of morale and stability particularly during periods of change.
5. To identify and recruit talent and develop emerging leaders in the business.
6. To promote communication between colleagues for the benefit of customers and the business.
7. To support the development of a performance-led culture by setting clear accountabilities, pro-actively managing performance and supporting the implementation of a cost effective employee benefits package.
8. To implement continuous improvement initiatives that raise awareness and engagement of colleagues in business and financial matters, enhance productivity, manage risk and build loyalty to support the long term sustainability of the AFM business.

Risk Management

1. To ensure compliance throughout AFM Guernsey of all relevant regulations and legislation applicable in the jurisdictions in which it operates, as well as following internal standards where higher, with particular reference to the health and safety of employees, suppliers and clients.
2. To assess and manage the principal risks of the business within operations and to understand and mitigate key elements of the Company's risk profile, advising Management on procedures to ensure compliance.

Other duties

To carry out any other duties and responsibilities commensurate with the post as required.

Scope

The scope of the role including business structure, size of the team and financial responsibility will be discussed at interview.

MEASURES OF PERFORMANCE

1. Achieving business, financial and operational targets
2. Quality of customer service and product delivery
3. Building and managing a high performing team
4. Managing risk within tolerance.
5. Maintaining high quality communication and a “no surprises” approach to the CEO and Board.
6. Maintaining mutually beneficial relationships with key stakeholders
7. Providing clear and thorough response and reporting to the Board and Executive
8. Demonstrating continued professional growth and development

LEVEL OF AUTHORITY

1. A member of the Board of Directors
2. A member of the Executive Committees and Senior Management Group

COMPETENCIES REQUIRED FOR THE ROLE

1. Results Orientation
2. Strategic Dexterity
3. Delivering through Others
4. Transformational Leadership
5. Customer Focus
6. Risk Awareness

SKILLS AND KNOWLEDGE REQUIRED

1. Leading and coaching a large team in a Facilities Management environment
2. Business and financial planning and strategy
3. Leading change and continuous business improvement
4. Ability to engage and influence key stakeholders
5. Financial Acumen and understanding of P&L and balance sheet, budget setting and forecasting
6. Risk management and control frameworks
7. Quality control through effective people, process and systems management
8. Ability to bring valuable external insights relating to Facilities Management

EXPERIENCE, QUALIFICATIONS AND LICENSING REQUIRED

The individual should have a minimum of 5 years business experience in a senior leadership role and preferably be educated to degree level or equivalent such as holding an IoD qualification. The level of Board experience will influence the eligibility and timing for appointment to the AFM Board.

Housing qualifications in Guernsey are preferred.