

FACILITIES OPERATIONS MANAGER

Core information

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| Location: London - One Drummond Gate | |
| Reports to: Manager, Workspace Compliance & Maintenance | |
| People Management: No ▾ Assignment Management: No ▾ | |
| Partnership Level: Partnership level 8 | Manager's Partnership level: Partnership level 7 |
| Number of direct reports: NA | Partnership level(s) of direct reports: None ▾ |

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis & Partners and Waitrose & Partners, as well as expanding into new areas beyond retail.

We aren't an ordinary business though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role

The role holder will oversee the daily operations and maintenance of our One Drummond Gate Office, ensuring safety, security, and compliance with regulations, while also managing maintenance, repairs, and tenant obligations.

You will be a role model to Partner teams in setting high standards of ownership, stakeholder engagement and customer service and build and maintain strong relationships with all relevant stakeholders, specialist contractors and third party service providers.

Continuously developing the successful operation of our Facilities Management Services, aiming to provide JLP with a competitive advantage.

The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach.

We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.



Primary Outcomes & Accountabilities

Building Management

- To ensure that the highest levels of service delivery and customer experience are provided and to constantly seek to improve service delivery standards.
- Complete a weekly audit of the building alongside the Hard Services contractor, to produce a list of fabric and M&E faults with an agreed action plan.
- Complete a weekly cleaning audit with the cleaning supervisor, to produce a follow up plan of agreed actions.

Contract Management

- To manage all suppliers against contractual KPIs and SLAs relating to Facilities Management, H & S and Building Operations
- Ensure suppliers delivery of the planned and reactive maintenance plans creating and maintaining a culture of operating to best practice standards across all areas of responsibility.

Health and Safety

- Supports in maintaining a safe environment for occupants and visitors acting as a point of contact for all Health and Safety requirements.
- To review all clients RAMs to ensure all external sub-contractors are fully compliant with JLP Health and Safety Policy and Procedures.
- To ensure all compliance, safety and assurance and insurance requirements are delivered in a timely manner to keep the Partnership legally compliant and trading without risk or impact.

Security

- To work collaboratively with the JLP Profit Protection Team in managing all aspects of Security Management (manned guarding via 3rd party supplier, CCTV etc).
- Act as a designated keyholder for the building and work flexibly to cover holiday as and when required.
- Support with partner security searches and other delegated responsibility as and when required.

Measures of success

You will be able to demonstrate how you have proactively participated and championed continuous improvement across the area of responsibility, seeking ways to do things better and embracing change.

Evidence of clear decision making, focusing on achieving solutions that add customer value, increase business revenue and maximise efficiency

Looking at everything we do through the eyes of our customers and strive to deliver the best possible experience, ability to evidence specific examples

Proactively seek and share information and support our people and partners to achieve the best outcome for our customers and business

Leading from the front, driving positive momentum and taking accountability for action.

Openly communicating and engaging with teams and all stakeholders at both a strategic and operational level.

Ensuring that open, honest and constructive feedback is provided on a continuous basis to staff and Partners.



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| <p>Budget/Finance</p> <ul style="list-style-type: none">You will be responsible for budgetary management of the revenue and capital spend across your areas of responsibility as agreed, providing variance analysis as required working alongside the FM Commercial team. <p>Complaint Resolution</p> <ul style="list-style-type: none">Responsible for leading the resolution of service escalations from building users and visitors. | |
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| Skills | |
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| Stakeholder Management | Identifies who is impacted by or involved in your goals/objectives and therefore who is key to achieving the desired successful outcomes. Understands the motivations and priorities of these stakeholders and takes these into account in order to build and manage sustainable relationships. |
| Communication | Develop communication and reporting plans which meet the lines of business and value streams needs to support their OKRs (objectives and key results). Develop strong communication skills, especially key when taking ownership of incidents and ensuring coordination of resolving parties. Role is required to: <ul style="list-style-type: none">Effectively communicate to stakeholdersSupport Manager, Workspace, Compliance & Maintenance on any required communications. |
| Influencing and Negotiation | Works collaboratively to achieve the optimum and mutual agreement for a way forward for all parties. Resolves professional differences along the way through active listening and appropriate assertive communication to reach win-win outcome. Is prepared to adapt communication style to each situation and has the best interest of the Partnership at the forefront of all interactions. |

| Qualifications & Experience (where applicable) |
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| <p>Essential</p> <ul style="list-style-type: none">Experience of FM delivery, ideally within a Corporate Office and/or Retail business or similar sector.Knowledge of implementing and managing maintenance systems to best practice standards. Can shape and influence maintenance deliveryHas a proven track record of delivering outstanding maintenance services or can demonstrate ability to do soStakeholder management and communication skills |
| <p>Desirable</p> <ul style="list-style-type: none">IWFM (formerly BIFM) membershipSafety qualifications (NEBOSH)Experience of working client side with an outsourced service providerExperience and understanding of service contracts including output specifications and performance mechanisms |

| Version | Created/updated by | Date |
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| <i>v0.1</i> | <i>Sam Egginton</i> | <i>April 2025</i> |
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