



Farnham

Town Council



BUSINESS & FACILITIES MANAGER RECRUITMENT PACK



Farnham

Town Council

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Message from Councillor Brodie Mauluka

Town Mayor of Farnham Town Council

Thank you for expressing an interest in the Business and Facilities Manager vacancy at Farnham Town Council.

Farnham is a place that punches above its weight and is proud of its achievements, working alongside its local community. We are ambitious for the future and are looking to recruit an enthusiastic 'can do' person with commercial experience to help Farnham take advantage of new opportunities and build on its present success as the current postholder leaves to take up a Town Clerk role elsewhere. We are looking to create better synergies working with principal authorities to meet the aspirations of the Farnham community and have some exciting projects planned.

Farnham has just won Gold and Best in Category for the third time at the RHS Britain in Bloom Awards. In 2021, Farnham was chosen as Council of the Year by the National Association of Local Councils and Not-for-profit organisation of the year in the Corporate Livewire Prestige Awards. In 2022, we launched our first literary festival and are working alongside Waverley Borough Council and Surrey County Council developing a major Infrastructure project. Farnham was the first town in England to be awarded World Craft Town Status and we are evolving this with our partners annually.

You will see from our website, Annual Report, Business Plan and 2024 Residents Guide that, despite being a small organisation, we have a wide range of activities and partners. You should expect to keep busy and find enjoyment from a range of opportunities, challenges and achievements. We hope you will want to be part of our successful team and keep us fit for the future.

Brodie Mauluka

Mayor of Farnham

2024 - 2025





Farnham

Town Council

Appointment of a Business & Facilities Manager (Full Time)

An exciting job opportunity!

Salary Scale SCP: 37 – 41 (£46,731 - £50,788 per annum)

Plus Generous Local Government Average Salary Pension Scheme

Are you a highly motivated self-starter with lots of energy and the confidence to take things forward on your own within defined parameters; Do you have a flexible and positive approach to work and a 'can do' attitude; Do you have experience of dealing with commercial horticultural work and contracts as well as managing teams of people? Then this is the job for you!

Farnham Town Council is seeking a dynamic and proactive Business & Facilities Manager to champion enhancements to the facilities offer, and the overall customer experience.

You will lead the Works Team effectively, co-ordinate and ensure the Council's grounds, buildings and associated amenities are well managed and maintained, and to manage, co-ordinate, organise and promote the safe, efficient, and cost-effective use of all facilities within the Council's areas of responsibilities.

To obtain an information pack with full details of the role and application form, please email: recruitment@chrgs.co.uk

Applications must be received by 9am on Monday, 6th January 2025

Please note CVs will not be considered.

Interviews will be held on 15th January 2025 and, for those called for a second interview, these will be held on 16th January 2025.

If, after reading the recruitment pack, you would like to discuss this position further, please contact the Council's HR advisor, Helen Plant, at Council HR & Governance Support on 07939 400548

FARNHAM

Farnham is an historic market town nestled in the rolling Surrey Hills known for its Georgian streets, historic buildings and craft heritage. The town is on the north branch of the River Wey, a tributary of the Thames, and is at the western end of the North Downs, around 36 miles southwest of London.

Farnham Castle was founded in 1138 by Henry de Blois, Bishop of Winchester, brother of King Stephen, which sits above the town.

The origin of Farnham as a successful market town comes from its strategic position perfect for trading. Up to a thousand wagons filled with wheat would arrive in Farnham during the cereal trade in the 17th century. Later, wool would begin to arrive in Farnham and in the 18th century the growth of hops guaranteed the town's continued prosperity.

Farnham continued to change and develop with the arrival of the railway in 1849 and the construction of the army camp at nearby Aldershot in 1853.

By the late 1890s and early 1900s, the brewing and malting industries were a major source of income in Farnham. Local farmers produced hops and barley, which was passed on to local maltings, including the Farnham Maltings, to be roasted. Malting continued there until 1956, when newer methods made it uneconomic. The Maltings building, which was once a brewery serving over 90 pubs that were in Farnham at the time, is now an arts and community centre.



FARNHAM IN BLOOM

Farnham takes great pride in enhancing the streets and public spaces with beautiful floral displays and has had great success with its entry into the Royal Horticultural Society's Britain in Bloom Awards, both regionally and nationally. After achieving over 30 regional golds in the last 10-years, including the town's Gold award and Best in Category recognition in 2019 and its joint win in 2017, the icing on the cake for Farnham was winning the national Gold and Best in Category for its entry into the 2024 Town Centres and City Centres award.

Whilst Farnham Town Council leads the Farnham in Bloom project, the award is underpinned by thousands of volunteer hours, and significant contributions by partner organisations and Farnham in Bloom sponsors.

To encourage community participation, events and initiatives are organised under the headings of Bloomin' Kids, Bloomin' Litter and Bloomin' Friends.

Improving spaces in the community year on year and working to improve biodiversity and sustainability throughout Farnham is the ultimate aspiration by all involved.

Further information about Farnham can be found in the [Official Visitor Guide](#) and [Residents Guide](#).



FARNHAM CRAFT TOWN

In 2020, Farnham became England's first World Craft Town, celebrating a rich tradition of craft and heritage, with the support of the Town Council.

Craft is deeply rooted in the society of Farnham and it plays an integral part in both industry and community. Farnham will fulfill its commitment to the title of World Craft City, by expanding its international exchanges, work and communications with other cities of the Crafts City network, and will cooperate in providing a common platform for the world craftspeople.

Farnham Town Council has made a commitment to support the ongoing status of Farnham as a World Craft Town, by providing a regular events programme run by the Town Council or in conjunction with partners.

Further information can be found from this [link](#).



THE COUNCIL

From 1895 until 1974, Farnham Urban District Council was the local and district body responsible for the town and environs of Farnham. The 1974 local government reorganisation saw Farnham Urban District Council disbanded and the creation of Waverley District Council through the merging of Farnham, Godalming and Haslemere District Council and Hambledon Rural District Council. All assets and responsibilities passed to Waverley Borough Council or Surrey County Council.

In 1984, consent was granted to create Farnham Parish Council. The Council was formed from 18 elected members representing nine wards in the Parish of Farnham. In May 1984 the Parish Council of Farnham resolved that it would be referred to as Farnham Town Council.



Farnham Town Council includes the villages and communities of Badshot Lea, Hale, Heath End, Rowledge, The Bourne, Weybourne, and Wrecclesham, with a population of around 40,000.

Farnham Town Council now has 16 elected Councillors covering eight wards: Badshot Lea and Moor Park, Bourne, Castle, Farnham North West, Hale and Heath End, Shortheath and Firgrove, Weybourne and Wrecclesham and Rowledge. Each ward is represented by two Councillors.

The primary source of income for the Town Council comes from the Precept, which is a local tax collected by the District Council on behalf of the Town Council. This money is required to run the Council and pay to maintain and improve the facilities, activities and services that the Town Council provides for its residents.

THE COUNCIL'S VISION

Farnham Town Council strives to be the influential and effective voice for Farnham bringing together the views of all organisations working for the good of the town and enhancing the well-being of all the community.

Farnham Town Council aims to be an efficient and effective organisation providing high-quality, sustainable services and facilities for the residents and businesses of Farnham whilst addressing the climate challenge, with a strong and respected voice representing Farnham's best interests.



THE COUNCIL'S BUSINESS PLAN 2024 - 2028

Farnham Town Council considered its priorities for the coming four-year period at a Strategy Workshop in November 2023, with the outcomes agreed at Council in December 2023. The aim was to prepare a strategic plan to ensure the best use of Council resources are employed to deliver quality services and events for residents, businesses and visitors over the next four years.

These projects and initiatives have been split into short and longer term objectives and details of how it is going to be delivered can viewed from this [link](#).

TOWN COUNCIL AREAS OF RESPONSIBILITIES & SERVICES

Floral Displays, including Farnham in Bloom	Christmas Lights
Street Scene: Public Seats, Litter bins, Noticeboards, Street Banners & CCTV	War Memorials: Gostrey Meadow, Hale, Badshot Lea & Weybourne
Events, including Remembrance Sunday & Christmas Lights Switch-on	Cemeteries: Badshot Lea, Green Lane, Hale & West Street
Public Toilets: Central car park, The Hart & Gostrey Meadow	Gostrey Meadow Bandstand
Gardens:- Battings, Haren, Hale Chapel's Garden Evelyn Borelli Garden of Rest & West Street Cemetery Garden of Reflection	Allotments: Alderley Farm, Farnborough Road, Morley Road, Wrecclesham, Shepherd & Flock roundabout, Six Bells roundabout, West Street (x 2)

2024/25 BUDGET

Budget Heading	Income	Expenditure
Corporate Services	£80,000	£473,250
Grounds Services, Open Spaces, Gardens, Farnham in Bloom, Public Conveniences	£31,000	£501,800
Community Development / Community Safety/ CIL	£10,000	£115,750
Town Centre incl. Infrastructure Project, Christmas lights and Rural Development, Tourism, Events & Farmers' Market	£116,500	£359,750
Cemeteries	£105,000	£147,950
Allotments	£17,250	£20,950
Grant Funding		£81,500
Younger people projects		£106,000
Reserves	£22,382	
Precept	£1,424,818	
Totals	£1,806,950	£1,806,950

THE TEAM

COUNCILLORS

Cllr Brodie Mauluka
Mayor
Shortheath and Firgrove Ward

Cllr David Beaman
Farnham North West Ward

Cllr Andrew Laughton
Weybourne Ward

Cllr Matthew Brown
Weybourne Ward

Cllr Michaela Martin
Bourne Ward

Cllr Sally Dickson
Hale and Heath End Ward

Cllr Mark Merryweather
Badshot Lea and Moor Park Ward

Cllr Alan Earwaker
Castle Ward

Cllr Kika Mirylees
Shortheath and Firgrove Ward

Cllr Tony Fairclough
Hale and Heath End Ward

Cllr George Murray - Deputy Mayor
Bourne Ward

Cllr George Hesse
Castle Ward

Cllr John Ward
Wrecclesham and Rowledge Ward

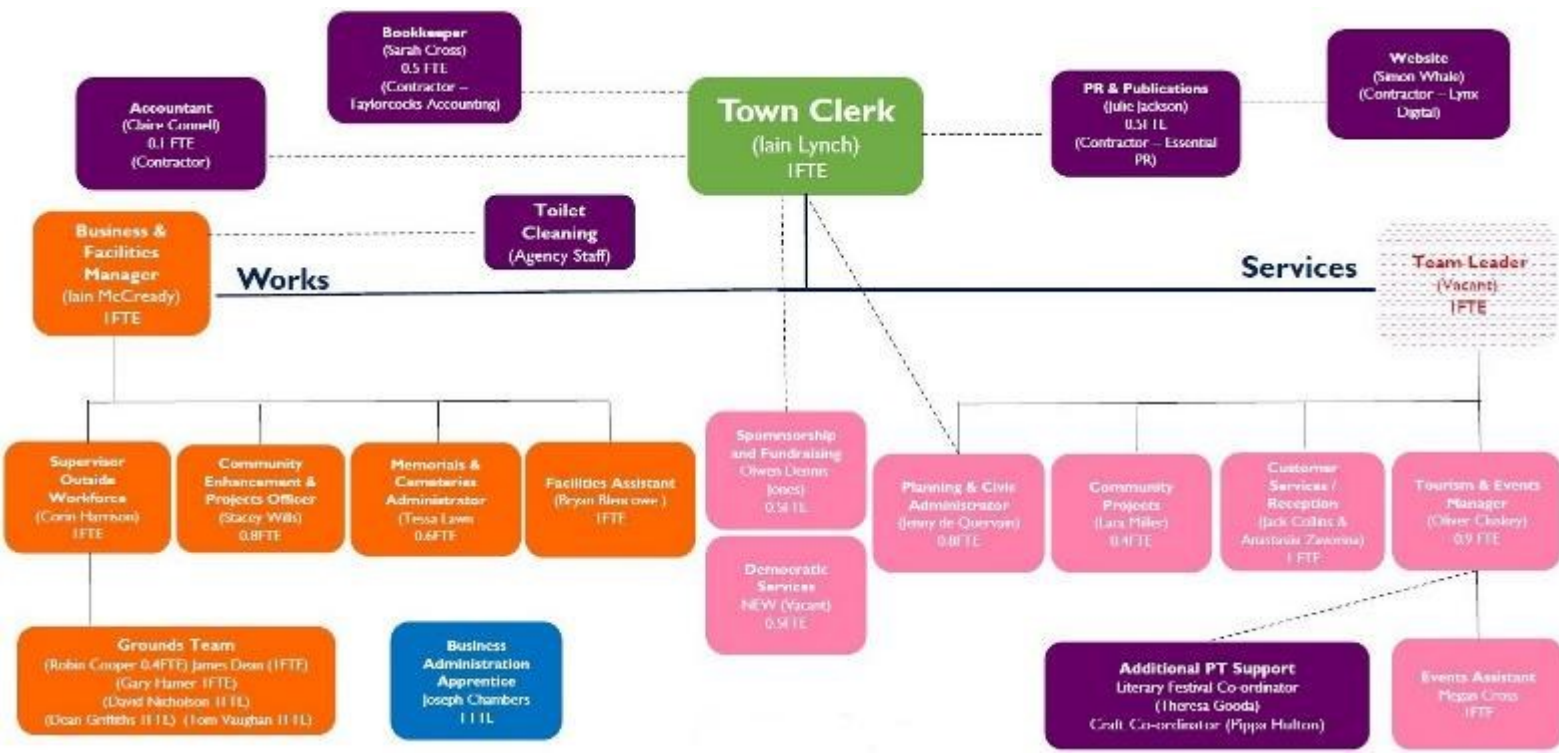
Cllr Chris Jackman
Badshot Lea and Moor Park Ward

Cllr Graham White
Farnham North West Ward

Cllr Tim Woodhouse
Wrecclesham and Rowledge Ward



STAFF





Farnham
Town Council

JOB DESCRIPTION

Post: Business and Facilities Manager

Responsible to: Town Clerk

Grade: Farnham Grade 5 SCP 37 - 41 (£46,731 to £50,788)

Working Hours: Contracted hours of 37 per week
Core hours 9.00 am - 5.00 pm Monday - Thursday,
9.00 am - 4.30 pm Friday
Saturday and Sunday and working outside of core hours as and when required for civic and other events are required as part of the role. Attendance at evening meetings will be required on occasional evenings throughout the Municipal year as part of the role.

Main Areas of Responsibility:

- Managing horticultural and landscaping (including tree management) of Council owned green spaces
- Farnham in Bloom
- Projects (Buildings, IT, CCTV)
- Health and Safety of all internal and external services
- Asset management
- Cemetery Management
- Allotment Management
- Performance manage the Outside Workforce Team
- Facilities Contract Management including Public conveniences

Your approach and experience

You will need to be a highly motivated self-starter with lots of energy and the confidence to take things forward on your own within defined parameters. A flexible and positive approach to work, with a 'can do' attitude is essential in this busy working environment. Experience of dealing with commercial horticultural work and contracts is essential as well as managing teams of people.

Occasionally you will need to work evenings and weekends as the role dictates. You will need to be computer literate, adept with Microsoft Office packages and have excellent interpersonal skills. Confidence with social media and websites will be an advantage.

You will be responsible for:

Buildings and Projects

- Compile, monitor and advise on the planned maintenance programme for the Council buildings and facilities.
- Contract, plan and oversee building maintenance and renovation work in conjunction with council appointed surveyors as appropriate.
- Ensure that facilities meet government regulations and environmental, health and security standards.
- Organise preventative maintenance contracts.
- Purchase equipment and furniture for the Council's offices.
- Liaise with tenants and other users of the council's buildings including Wrecglesham Community Centre and West Street Chapel.
- Maintain records of Council buildings and landholdings.
- Develop and implementing new programmes, projects and plans.
- Maintain and prepare key performance indicators for projects.

Contracts, Assets and Health and Safety

- Maintain a contract register for contract renewals.
- Maintain the Council's Assets register.
- Be the first point of contact for and liaise with IT support service contractors, external health and safety advisors and other contractors as appropriate.
- Deal with administrative arrangements relating to the Council's CCTV system and co-ordinate any necessary repairs and improvements.
- Co-ordinate the Council's health and safety; monitoring, training and health surveillance in conjunction with the council's contracted technical advisors.
- Produce the annual review of the general risk assessments for the Council.
- Organise insurance cover for the Council's assets and general activities.
- Co-ordinating the Christmas Lights programme in conjunction with the Council's contractors Public Conveniences.

Cemetery Management

- Oversee and manage the cemeteries and burials service in the four cemeteries at Badshot Lea, Hale, Green Lane, Wrecglesham and West Street.
- Oversee and support the cemetery team and ensure appropriate training is provided.
- Ensure the legal compliance of the cemetery service, including advising the Town Clerk and Council, where appropriate, of legislative changes.
- Oversee and coordinate bookings for burials in the Council's cemeteries.
- Be responsible for the overall management of Health and Safety in the four cemeteries.

Outside Workforce

- Manage horticultural and landscaping projects in areas covered by the Environment Working Group including the Council's priorities in responding to climate change and Farnham In Bloom and manage the budget areas on behalf of the Town Clerk.
- Promote and expand the In Bloom portfolio to incorporate new sites, parks, and other locations as agreed by Council
- Manage the Council's newly acquired Parks and Green Spaces and any further Parks and Green Spaces taken on by the Council.
- Manage improvements within the Parks and Green Spaces in line with Council's agreement and aspirations including retaining Green Flag awards.
- Manage all members of staff in the team, and ensure:
 - a. That all employees understand their roles and are kept informed of all appropriate developments;
 - b. That the team is aware of council policies and procedures as set out in the Staff Handbook;
 - c. Effective teamwork and procedures, and continuous improvement of team working and customer service;
 - d. Effective performance against objectives and performance indicators;
 - e. Employees are offered appropriate training and development opportunities;
 - f. Annual appraisals and periodic reviews are conducted.

Horticulture

- Maintaining high standards in Farnham in Bloom and Public Parks.
- Manage relationships with a range of Community Groups for example: Farnham in Bloom Community Group, Farnham Biodiversity Group, Allotment Liaison Group and the Farnham Rivers Group.

Financial Management

- Managing on behalf of the Town Clerk the financial budget areas for Projects, Assets, Cemeteries, Health and Safety and Buildings and to ensure budget levels are adhered too.
- To assist the Town Clerk in compiling budgets for all activities and projects relating to the Outside Workforce functions, and areas of responsibility and to be responsible for monitoring, controlling and ensuring effective expenditure of these budgets.

Other

- Being a member of the Council's senior management team
- Preparing reviews, agendas and reports for the Council
- General administrative duties to support own and Council responsibilities
- Attending council meetings, all civic events, civic functions and events (e.g. Annual Town Meeting, Remembrance Sunday, FIB launch, Christmas Lights Switch-on etc.) as and when required
- Other duties appropriate to the grade as required by the Town Clerk.

**Business & Facilities Manager
Person Specification**

	Essential Attributes	Desirable Attributes
Educational Qualifications	<p>Relevant professional qualification (e.g. Institute of Workplace and Facilities Management (IWFM) or the Institute of Surveyors, etc.)</p> <p>Demonstrable practical experience in grounds, buildings maintenance, facilities management or project management.</p> <p>Evidence of a commitment to continuing professional development.</p> <p>Willingness to undertake Certificate in Local Council Administration.</p>	Any grounds maintenance, buildings maintenance / management, project management or similar qualifications.
Management	<p>Demonstrable ability to provide leadership to enable, motivate and develop a diverse team.</p> <p>An ability to prioritise work and meet deadlines.</p> <p>A proven track record of successful facilities management.</p> <p>A commitment to the delivery of quality customer service.</p>	Experience of working in partnership with a diverse range of people, community groups, public sector organisations, businesses and other councils.
Communication Skills	<p>Good professional oral, written and email communication skills, including an ability to relate to in an empathetic manner when communicating with staff, councillors, customers/users and community groups.</p> <p>Ability to provide objective reports of matters appertaining to the Council's facilities and assets.</p>	Experience in marketing and promotion of facilities.

<p>Knowledge and Experience</p>	<p>Demonstrable experience in the management and maintenance of land and buildings.</p> <p>Excellent facilities management skills.</p> <p>Experience of managing projects and delivering results on time and within budget.</p> <p>Experience of the practical application of Health and Safety and risk management requirements.</p>	<p>Knowledge/understanding of Burial law, cemetery code of practice and associated procedures.</p> <p>Experience of managing full complex P&L across different diverse revenue streams.</p> <p>Knowledge of the role of councils/local authorities.</p>
<p>Skills</p>	<p>An ability to work under pressure with changing priorities and timescales.</p> <p>An ability to have difficult conversations both internally and externally exercising compassion and firmness in a caring and empathic form.</p> <p>Ability to write reports relevant to the areas of responsibility.</p> <p>An ability to take the initiative and devise creative solutions.</p>	
<p>Information Technology</p>	<p>IT literate with experience and practical ICT skills including in Microsoft Office packages and spreadsheets.</p>	
<p>Finance</p>	<p>Experience of budget management and the preparation of budget estimates.</p>	
<p>Other</p>	<p>Prepared to work out of office hours in order to attend events, Council meetings, Council business and civic functions.</p> <p>Current driving licence and car owner.</p> <p>Ability to operate with complete impartiality in a political environment.</p>	<p>Local knowledge</p>

Terms & Conditions

Business & Facilities Manager

Salary: Salary Scale SCP 37 - 41 (£46,731 to £50,788) dependent upon skills, experience, and qualifications.

Payment of salary: Paid monthly in arrears.

Probation period: The post is subject to a probationary period of 26 weeks. This may be ended earlier or extended following discussions with the Council and employee.

Conditions of Service: In accordance with the National Joint Council for Local Government Services.

Pension: Membership of the Surrey County Council Local Government Pension Scheme.

Hours: 37 hours per week. Council and Committee meetings are currently held on weekday evenings. Evening and occasional weekend working will be required for which time off in lieu will be granted. It may be necessary for the post holder to work in excess of these hours on occasions to meet deadlines.

References: The post is subject to two satisfactory references – one from your current employer and a personal reference.

Place of work: The post is based at the Council offices in Farnham. Some home based working will be considered by prior arrangement with the Town Clerk and not until the completion of a successful probationary period.

Leave entitlement: Your holiday entitlement is 23 days per annum, plus the 8 normal bank/public holidays. Annual leave entitlement increases, in recognition of length of service to 26 days after five years continuous service. In addition to the above, you are entitled to 2 extra statutory leave days to be taken as determined by the Council. The holiday year is 1 April to 31 March. Holiday entitlement is pro rata for part time employees. Continuous service of holiday and sickness entitlement will be recognised if transferring within 4 weeks of end of employment from another local authority.

HOW TO APPLY

1. Read the Application Form Guidance Notes.
2. Download the Application form & Equal Opportunities form.
3. Complete the forms in **black ink**, preferably typed, or **BLOCK CAPITALS** if hand written. Additional sheets may be attached where necessary
4. Please complete **all** sections.
5. Save both forms using your name to identify them.
6. **Please return by email to recruitment@chrgs.co.uk before the closing date.**

SELECTION PROCESS

All application forms will be acknowledged and considered by the selection panel.

Candidates will be notified whether they have been successful in gaining an interview or not. Feedback in respect of unsuccessful applications will be given upon request.

IMPORTANT DATES

ACTION	DATE
Closing Date	9am on Monday, 6 th January 2025
First Interview Date	Wednesday, 15 th January 2025
Second Interview Date	Thursday, 16 th January 2025
Anticipated Start Date	As soon as possible

Work Sponsorship: Unfortunately, Farnham Town Council is currently not able to offer work sponsorship as the Council does not hold a Home office sponsorship license for visas and is therefore unable to process applications that would require a visa to work in the UK.

Farnham Town Councillors thank you for your interest in working for the Council and look forward to receiving your completed application form.