
Candidate Brief
for the position of
**Director of Parliamentary
Maintenance**
UK Parliament
April 2024



Overview

UK Parliament is looking to recruit a new Director of Parliamentary Maintenance. This is an exciting opportunity to join Parliament to oversee the hard maintenance of this iconic UNESCO World Heritage Site and surrounding portfolio.

The role will have strategic oversight of the in-house Parliamentary Maintenance Service Team (PMST) of 170 employees and several private sector contractors,

accountable for every aspect of maintaining the Parliamentary Estate (The Palace of Westminster, plus 12 additional buildings) through a period of great change.

This role presents a challenging opportunity to lead a business transformation of the PMST, developing a strategy for delivering an efficient 24/7 operational service that meets the needs of all internal customers and stakeholders.

The range of work will be hugely varied, from dealing with and maintaining significant heritage assets, mechanical and engineering works, statutory compliance works with asbestos, to carpentry and electrical repairs.



About UK Parliament

UK Parliament is a unique and exciting place to work right at the heart of the UK's thriving democratic system.

The Palace of Westminster has changed dramatically over the course of nearly a thousand years of history. Transformed from royal residence to the home of a modern democracy, the architecture and cultural collections of the Palace and the wider Parliamentary Estate have continually evolved.

The House Service is proud of their organizational values. They are looking for someone who can bring these values to life:

- **Inclusive** – We value everyone equally, we respect each other, we all have a voice
- **Courageous** – We try new things, we own our actions and decisions, we learn from our mistakes.
- **Trusted** – We trust each other to do a good job, we are impartial, we build confidence in Parliament with our integrity.
- **Collaborative** – We share our knowledge and experience, we work towards a shared vision, we know we work better in a partnership.

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level unless otherwise specified. All successful candidates are required to pass these checks before an offer can be confirmed.

Applicants should be aware that if they have resided outside of the UK for a total of more than two of the last five years, they are not usually eligible for vetting (but UK Parliament assess each case individually).



About UK Parliament

About the House of Commons

The UK public elects 650 Members of Parliament (MPs) to represent their interests and concerns in the House of Commons. MPs consider and propose new laws and can scrutinize government policies by asking ministers questions about current issues, either in the Commons Chamber or in Committees.

The House of Commons, and its home in the iconic Palace of Westminster, is a key element of the UK Parliament. Over 2,800 staff work behind the scenes at the House of Commons, supporting the democratic process in many different ways. We are politically impartial and take great pride in the vision and values which guide our work.

It takes a huge range of skills and experience to keep the House of Commons running, and we all contribute to supporting a thriving parliamentary democracy.

For more information, please see the parliamentary website. You can find the Annual Report of the House of Commons [here](#).

About the House of Lords

The House of Lords is the second chamber of the UK Parliament, with approximately 800 members. It is independent from, and complements the work of, the elected House of Commons. The lords has three main roles: helping to make laws; in-depth consideration of public policy; and scrutinizing government.

The House of Lords Administration employs around 650 full and part-time staff, providing the administrative and logistical support for the House of Lords to work as an effective second chamber of Parliament. For more information, please see the parliamentary [website](#).

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Strategic direction is provided by the House of Lords Commission, which is supported on financial matters by the Finance Committee. The Administration itself is led by the Clerk of the Parliaments who is Chief Executive and Accounting Officer, and who chairs the House of Lords Management Board and Parliament's bicameral Digital Strategy Board.

Corporate publications of the House of Lords are available at:

<https://www.parliament.uk/business/lords/house-lords-administration/how-the-lords-is-run/business-and-financial-information/business-plans-annual-reports-and-accounts/>



The Role

Responsibilities:

- Provide strong leadership that inspires others to implement operational plans, deliver objectives, achieve standards of excellence and quality outcomes, and ensure that customer needs are met.
- Manage, develop, and ensure the effective delivery of services which are customer-centred, quality driven, and managed with agreed service standards and budgetary provision.
- Have responsibility for the operational planning for the Parliamentary Estates, including coordinating the workload and building the capacity of the Parliamentary Maintenance Service management team in line with established strategic goals and required standards of operation.
- Maintain and develop effective and collaborative relationships with all key stakeholders on the Estate, understanding their needs and maintaining good lines of communication to achieve high customer satisfaction.
- Define and maintain a sustainable long term maintenance strategy across the Estate, in collaboration with colleagues in the Asset Management team and key stakeholders.
- Have strategic oversight of all maintenance and service contracts with responsibility for ensuring all specifications are met within agreed time, budget, quality and compliance requirements.
- Provide specialist professional, technical, and expert advice across Parliament.
- Represent the Service professionally on committees, working groups, review panels and meetings, where appropriate, to give input on relevant strategies and interventions and to provide advice on future maintenance requirements.
- Have responsibility for managing the overall maintenance budget for the Estates (c£18m pa opex and £8m pa capex for the PMST), prioritising and focusing resources as necessary to meet Parliament's needs and properly administer the funds allocated in accordance with the Parliament's Financial Regulations.



The Role

- Drive a culture of continuous improvement and customer focus across the PMST team, working collaboratively with colleagues, suppliers, and customers to identify and implement opportunities to deliver safer and more efficient ways of working.
- Work with Strategic Estates colleagues to develop, implement, and manage the Asset Maintenance and Replacement programme arising from the Strategic Asset Management Plan and Maintenance Strategy through the Parliamentary planning cycle.
- Have accountability for all statutory compliance matters linked to the operation and maintenance of the Estate. Ensure that Parliament adheres to all relevant health & safety and environment legislation and that the PMST implements working practices that minimise risk to staff, members and visitors.
- Develop, implement, and manage those elements of Parliament's Business Continuity Planning strategy that rest within the In-House Service and are linked to the physical estate, including identification of risk, disaster recovery and mitigation, and emergency procedures.
- Have accountability to deliver a new Integrated Workplace Management system.
- Have accountability to input into the two major programmes (Northern Estate and Restoration & Renewal) on what the future of Maintenance requirements will be for Parliament during the next 30 years.



The Role

Requirements:

Qualifications

- A relevant professional qualification, such as a chartered electrical, mechanical, or building services engineer, or MRICs or BIFM.
- A good electrical, mechanical, or building services, or other relevant industry first degree, or significant experience.

Experience

- Significant experience of leading and managing a large team in a complex multi-site organisation and successful leadership of a professional multi-disciplinary planned & reactive maintenance and/or M&E services team in an FM environment.

- Strategic thinker capable of developing and communicating a long-term vision and strategy for a large maintenance function.
- Strong experience of leading change and bringing people along in a complex maintenance environment, delivering significant improvements in efficiency and to customer service.
- Proven ability to lead, engage, motivate, and coach colleagues, promote a culture within which effort and outcomes are both recognised and rewarded, where everybody is treated with dignity, courtesy, and respect in line with organisational values.

- Ability to build strong collaborative partnerships with customers, colleagues, and suppliers at all levels, and create a teamwork environment to achieve organisational goals, taking the initiative as required, upholding and embedding the principles of equality, diversity, and inclusion at all times.
- Commercially aware with experience of financial management of budget planning and control. Able to manage contracts with suppliers at senior level.
- Able to communicate clearly, confidently, and persuasively with stakeholders, customers, colleagues and suppliers at all levels, both orally and in writing. Ability to explain technical issues to technical and non-technical audiences in a manner that is clear and well presented.
- Skilled at influencing outcomes beyond direct line of control.



The Role

Hours

We welcome applications from candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work, alternatively you can inform the recruitment team at any stage of the process.

SCS Positions

Net conditioned full-time working hours for staff of the House in the Senior Commons Structure are 36 hours per week plus additional hours as the service of the House may require. This excludes daily meal breaks of one hour. Exact times of attendance each day are to be agreed with line management. This post will be required to be on the Estate for a minimum of 60% of the time.

Workplace Adjustments

As an inclusive employer, the House of Commons supports individuals in need of workplace adjustments. The workplace adjustment process prevents, reduces or removes problems you might face at work. Adjustments can be requested to help with obstacles relating to mental health, and physical or non-physical requirements. You can request a workplace adjustment if you have a disability or suffer from a difficulty or disadvantage in your workplace.

Application and Selection Process

Our retained consultants Newsom Consulting will conduct initial discussions with candidates and meet with suitable candidates for an initial screening interview. A shortlist of candidates will then be recommended to the House of Commons, with candidates selected based on the criteria set out in the skills and experience.

Selected candidates will be invited to attend a competency-based interview. We may ask you to complete a test, presentation, or other assessment as a part of your recruitment process.

If you are invited to interview, we will ask you a combination of competency questions and role specific questions solely based on the criteria below. Any presentation or test requirements will be clearly communicated to you well in advance of your interview.

As a Disability Confident Leader, it is important that we are able to make appropriate arrangements or adjustments where necessary in order to create a full and equal participation in the selection process. If you require any reasonable adjustments, please contact the recruitment team to see how we can meet your needs.

The Role

Length of Appointment

This is a permanent position. A start date will be agreed with the successful candidate.

Probation

There is a probationary period of six months.

Hybrid Working

Our mission is to support making parliament happen – this means being ready to carry out our essential functions to support colleagues deliver excellent services on the Parliamentary Estate and remotely. We provide the opportunity to have a hybrid working arrangement, in line with our Hybrid Working Policy. The nature of any such arrangement, varies according to the requirements of each job as there are some roles which can only be carried out from the Parliamentary Estate.

Location

This post will be located on the Parliamentary Estate, Westminster, London. This post will be required to be on the Estate for a minimum of 60% of the time.

Pension

As an employee, you will be entitled to join one of our highly competitive pension scheme arrangements.

Impartiality

Professional services provided by Parliamentary staff are completely politically impartial and it is a strict requirement that any briefing or advice are not influenced by the personal political opinions of individual members of staff.

These requirements also extend to the use of social media where particular requirements and guidance apply to roles such as this. The need for adherence to these requirements will be covered during the application process.

Outside appointments

In order to be totally clear on any conflict of interest that has the potential to undermine your impartiality as a Parliamentary employee, due to a clash between your professional interest or the public interest, and your own self-interest, we do not anticipate that it would be possible to undertake this role in combination with other paid employment or non-executive roles.



Remuneration

For the Director of Parliamentary Maintenance role there will be an excellent pension and holiday entitlement. There is no car allowance or annual bonus.

- **Attractive Base Salary** – £100,000 - £120,000 range.
- **Other Pay Benefits** – Occupational sickness absence pay scheme, enhanced maternity, paternity and adoption pay.
- **Pension Scheme** – Civil Service Pension Scheme
- **Employee Assistance Programme**
- **Non-Cash Benefits** – Interest-free season ticket loans, in house nursery and gym, cycle-to-work scheme.
- **Learning and Development** – training, conferences, financial support and study leave.
- **Annual Leave** – 30 days + 8 Bank Holidays (rising to 35 days after one year's service).



The Process

Newsom Consulting is exclusively retained on this assignment and will be conducting initial interviews. Suitable candidates will be discussed with UK Parliament to agree a shortlist and UK Parliament will then conduct an internal interview process.

As part of the application process, you will be asked to complete a diversity monitoring form. This form will not be disclosed to anyone involved in assessing your application. Candidates who are successfully shortlisted for interview with the House of Commons will be asked to complete a conflict of interest form and a political declaration form.

Please note successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level unless otherwise specified. All successful candidates are required to pass these checks before an offer can be confirmed. Applicants should be aware that if they have resided outside of the UK for a total of more than two of the last five years, they are not usually eligible for vetting (but UK Parliament assess each case individually).

For further details please contact:

Simon Arthur

T: 0203 946 0110
M: 07494 664 267
E: sa@newsomconsulting.co.uk

Jim Newsom

T: 0203 026 3871
M: 07590 478 088
E: jn@newsomconsulting.co.uk

Please refer to <https://www.parliament.uk/> for further insight into our client's organisation and business.

