



The Scottish Parliament  
Pàrlamaid na h-Alba

**Facilities  
Management Office**

**Project Manager**

**Application Pack**



## Welcome from Alan Durward - Head of Facilities Management Office

The Facilities Management office provides a full range of building and estate management services aimed at ensuring the Parliament has sufficient and appropriate accommodation to meet its needs. The office consists of three distinct functions:

- Customer Relationship Management (CRM): CRM services for all building users, Helpdesk support and Space Planning services
- Contract Management: Management of outsourced services
- Project Management: Project Management delivery of organisational strategic programmes and FM annual investment programmes.

The PM team is enjoying a really exciting period: it's growing in size and is raising its profile. This is due to it leading on the delivery of key strategic priorities as the Parliament develops both its post-covid response and its journey to net zero. This is in addition to the annual cycle of projects it has responsibility for delivering on behalf of FM and there is a significant project pipeline as the building moves towards its 20th anniversary. We have also been working to develop specific training programmes in project management including professional accreditations with the APM.

These factors make this a fantastic opportunity to join the team.

The Scottish Parliament is an inclusive employer and supports a variety of approaches to flexible working. We have excellent facilities for cyclists as well as an on-site gym and offer other great benefits. Not only that, you get to work in one of Scotland's most iconic buildings, with Holyrood Park and Arthur's Seat on your doorstep.

We're committed to increasing the diversity of our parliamentary service so that we can benefit from the broadest range of perspectives, backgrounds, skills and experience as we tackle the challenges and opportunities ahead. We would therefore particularly welcome applications from disabled people and members of minority ethnic communities.

If you share our ambition to enhance the Parliament's role at the heart of a modern, dynamic democracy, we'd like you to apply for this exciting role.



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## Working in Facilities Management – Alan Windram, FM Project Manager

There really is no such a thing as a typical day as an FM Project Manager. Your tasks and time can vary day-to-day as the role involves the planning and execution of multiple projects as well as managing the FM project budget.

There are five main objectives associated with the role: strategic investment planning; FM project portfolio delivery; financial management; reporting and communication with stakeholders and suppliers

The strategic investment priorities are 5 high-level projects which are identified as making a massive contribution to the future of the Parliament and its route to net zero. The projects include assessing our electrical infrastructure; improving building thermal performance; our future low-carbon heating strategy; replacement of our BMS and reducing our demand for cooling.

The FM project portfolio consists of between 50 to 100 projects annually, which are of varying degrees of scale and complexity. Some projects can be delivered straight away by our on-site contractors whilst others need to be carefully scoped and developed by our design team. No matter what stage the project is at, it is the PM's role to drive each project forward in the most efficient and sustainable way.

Financial management is vital as we always have more projects to deliver than we have budget for. The PM role needs to carefully prioritise each project to determine its importance against set criteria. Also understanding how each project has its budget allocated and monitoring this through the Parliament's finance system is essential in ensuring that the FM project budget is managed as accurately as possible.

Building good relationships with stakeholders throughout the building and with on-site contractors is essential in achieving successful project delivery

Working in such an iconic building has its own challenges but it is incredibly satisfying to think that we are contributing to the long-term future of the Parliament and ensuring this fascinating building is maintained for many future generations to come.



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## Project Manager – Facilities Management (FM), Grade 4

**Want to make a difference in one of the most influential places in Scotland? Now is your chance!**

Are you an experienced Project Manager with a background in FM, Property or Construction and hold a recognised PM qualification? Are you keen to develop your skills and contribute to the delivery of some of the Parliament's most high-profile strategic objectives? Would you like to join a high performing team who have responsibility for ensuring that the Parliament not only functions on a daily basis, but is maintained and developed to secure its availability for future generations? If so we'd love to hear from you.

This is a great opportunity to join the Project Management team within our FM Office at the Scottish Parliament. Our team provide high quality, robust and solution-focused project management services at both an organisational and FM Office level. This is a busy and varied role where you'll provide leadership of project teams involved in the delivery of a diverse portfolio of projects. You'll liaise with senior stakeholders, colleagues and suppliers to make sound decisions on project deliverables and ensure benefits are captured in business cases and in project scopes. You'll work to monitor progress against key project objectives and report on these to the relevant project boards.

The successful candidate will have knowledge of buildings (services or construction) and will be able to demonstrate their experience of delivering projects within a Facilities Management environment. You'll hold a project management qualification. A building or engineering qualification is also desirable. You'll have a thorough understanding, coupled with practical experience of planning, monitoring and controlling projects and a track record in influencing stakeholders and operating effectively in sometimes complex environments. You'll demonstrate a high level of personal credibility with excellent communication and influencing skills, with the ability to develop and maintain positive working relationships. You'll have outstanding mentoring and coaching skills and be passionate about contributing to an inclusive and collaborative working culture which values diversity and encourages openness.

We offer a great range of benefits including 41.5 days of leave (including public holidays), the opportunity to join the Civil Service pension arrangements, flexible working and family-friendly policies.

For full information about the role and to apply, please click [here](#).



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*This is a full time post but we are happy to talk Flexible Working*



# Delivering for Excellence FM Project Manager, Grade 4

The Scottish Parliament is a values-led organisation which means our values (Stewardship, Excellence, Inclusiveness, and Respect) are at the centre of everything we do. These values are embedded in this role. Please visit our [values pages in our Staff Handbook](#).

## Stewardship

Focusing on the longer term to ensure we are leaving things better than we found them and putting our shared interests ahead of any individual or team.

Your main responsibilities will involve:

- Positively leading and motivating project teams, using recognised project management techniques to work collectively to deliver the stated project benefits and critical success factors/goals
- Implementing effective delivery structures, developing and defining business cases and providing compliance to project governance structures ensuring value within corporate investments
- Influencing senior stakeholders, colleagues and project team members through change management activities, ensuring projects deliver lasting legacies

And in delivering these you will have:

- The ability to operate with flexibility and agility, setting out priorities and clear operating structures
- A focus on achievement of the desired project outcomes, motivating others to encourage and ensure their successful role in achieving project success.
- A high level and broad range of interpersonal skills, displaying credibility and influence upwards to senior levels, to those stakeholders you engage with and those you have responsibility for leading as part of a project team



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# Delivering for Excellence FM Project Manager, Grade 4

## Excellence

Taking care to enhance our reputation in everything we do. Using our skills and resources efficiently and effectively to deliver high-quality sustainable results.

Your main responsibilities will involve:

- Setting out and managing the governance arrangements for projects including the measurement of effectiveness and efficiency of delivery
- Establishing effective quality assurance and performance measurements and management techniques to ensure overall integrity and continuing standards of project delivery
- Drafting, monitoring and reviewing project business cases. Continually assessing the predicted and realised benefits to ensure these keep in line with the business case, taking responsibility for budgeting, estimating, planning and objective delivery for all projects
- Monitoring project progress, resolving issues and initiating appropriate corrective action, when required. Reporting regularly to the programme manager, and any other governance boards, against agreed milestones.

And in delivering these you will have:

- An understanding, coupled with practical experience within an FM environment, of techniques required for planning, monitoring and controlling projects in a build environment along with a recognised Project Management qualification
- Experience of identifying project critical success factors and key benefits ensuring that these are at the centre of project delivery and reporting
- A proven track record in developing business cases, together with experience of managing budgets effectively, tracking project expenditure and committed spend through formal budgeting processes
- The ability to proactively identify opportunities and risks to maximise or minimise their impact, ensuring appropriate response measures are planned and implemented



# Delivering for Excellence FM Project Manager, Grade 4

## Respect

Appreciating difference, building cohesive teams and fostering the values and experiences of diversity.

Your main responsibilities will involve:

- Identifying, managing and developing teams for the delivery of specific projects and programmes
- Building and sustaining a strong customer focus within project teams and developing excellent working relationships across the organisation
- Establishing effective relationships and working closely with colleagues across the parliamentary service
- Recognising the strengths, skills, experience and knowledge of our supply partners and the positive contribution that they can make to the organisation

And in delivering these you will have:

- Excellent communication skills and the ability to convey project management information to a wide and diverse audience
- The ability to give clear direction whilst taking an inclusive approach and maximising the effectiveness of your direct supports
- Excellent influencing skills to persuade senior stakeholders to deliver wide reaching and strategic change successfully
- Experience of procurement and managing supply chains including evidence of a progressive and collaborative approach achieving positive outcomes



# Delivering for Excellence FM Project Management, Grade 4

## Inclusiveness

Understanding the big picture and seeking out alternative perspectives. Every colleague feels they can make a valued contribution and deliver their best work.

Your main responsibilities will involve:

- Co-ordinating and/or leading project communications to stakeholder groups, including Members
- Adopting a strong collaborative culture which leverages the strengths through diversity across both internal and external stakeholders
- Managing others through effective leadership and delegation

And in delivering these you will have:

- Experience of positively leading project teams to work together to successfully deliver project goals
- An ability to constructively challenge views; a constructive approach to conflict resolution and the setting and managing of expectations
- A coaching style of leadership, inspiring teams to develop new skills and improve individual and team performances



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## About us

The Parliamentary Service of over 600 people is a high-achieving and professional organisation. We are public servants rather than civil servants; we serve the Parliament and its Members and not the Scottish Government.



The [Scottish Parliamentary Corporate Body](#) is responsible for providing the Parliament with the property, staff and services required for the Parliament's purposes, in accordance with the Scotland Act 1998. It is made up of five Members elected by the Parliament and the Presiding Officer.

The Corporate Body delegates the day-to-day running of the Parliament to David McGill, our Clerk/Chief Executive.

David is assisted by his Leadership Group setting the strategic direction for the parliamentary service and for creating the conditions that helps to promote a positive workplace culture. You can view our Leadership Group in our [organisational chart](#) along with our different Offices.

Our vision is clear: To make a positive difference to the lives of the people of Scotland. This means putting people at the centre of everything we do.

We attach great importance to the [Diversity and Inclusion Strategy \(D&I\)](#) and our core values of Stewardship, Excellence, Respect and Inclusiveness form a central part of our working culture.

Our performance framework helps us to communicate and implement our strategic priorities through the parliamentary service. The [strategic plan](#) sets out our aims and priorities. This provides a set of shared priorities for everyone across the parliamentary service and covers matters such as improving parliamentary scrutiny, developing and investing in our staff, aligning public engagement with parliamentary business and providing high quality support to our elected Members. Each of the aims is equally important as they are inter-related. This means that we cannot achieve one without the others and that every one of our colleagues plays an important role in delivering them.



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We are committed to providing a great working environment where people enjoy coming to work and feel valued for their contribution and excel in their chosen careers. Everyone has the right to be treated with respect and dignity and we have a zero tolerance approach to bullying, harassment or victimisation of any kind. We recognise that improving employee engagement has a positive and significant effect on organisational performance. We know that ideas generated by colleagues can help shape the future direction of our services and contribute to the successful delivery of our goals, and our inclusive leadership style guides us in this approach.

We are committed to building a workforce which reflects the diversity of the people of Scotland. We are proud to be an equal opportunities employer that values and respects the people who work for us. We seek to ensure all job applications are treated fairly, with respect and without bias. We positively encourage applications from suitably experienced candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. We particularly welcome applications from female and minority ethnic candidates who are under-represented at this level. All appointments will be made on merit.



We are committed to agile working and currently operate a wide variety of work patterns and arrangements across the parliamentary service. We will be pleased to consider applications from candidates wishing to work flexibly and all requests will be seriously considered. Please include clearly any information about your preferred working arrangements in your application.



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