

Job Title:	Facilities Manager
Date:	March 2026
Accountable to:	Head of Property and Facilities
Accountable for:	Multi-skilled Technician, Front of House and Building Coordinator
Location:	Albemarle St, London - on site
Contract type:	Full-time, 35 hours per week, Monday to Friday 9am to 5pm with a requirement to work early or late as needed with some Saturdays and out of hours callout.
Salary:	c. £45,000 per annum depending on experience

The Royal Institution's large, Grade I listed building on Albemarle Street is a multi-purpose, public venue with a high footfall. We are a museum, a busy events venue with an onsite cafe, and office space for approximately 68 Ri staff (and approx. 50 commercial tenants with a mixture of on-site and hybrid working)

Job Purpose

To oversee the management, maintenance and compliance of our Grade I listed building including all hard services, security, front-of-house and tenant management, ensuring the efficient and safe operation of the building, including the museum, public areas, and tenant spaces.

To provide support to the events teams (across venue hire and programmes), ensuring their operational needs are met. A crucial aspect of the role will be to build strong internal relationships across the Ri to ensure smooth operations and alignment with the organisation's mission and values.

To work closely with the Head of Property and Facilities, who will provide additional support and strategic input. To lead the on-site facilities team to maintain high standards of building performance and customer service and support the Head of Property and Facilities in projects as required.

Main responsibilities of the role

Building Management & Maintenance

- Manage day-to-day building functionality, ensuring timely and effective resolution of maintenance or repair issues.
- Ensure public areas are maintained to high standards, with appropriate security, compliance and safety measures in place for visitors, staff and tenants.
- Support the front-of-house operations, ensuring a welcoming and efficient service for visitors and tenants.
- Day to day liaison with contractors and suppliers, ensuring quality standards and contractual obligations are met.
- Work with the Head of Property and Facilities to oversee planned preventative maintenance (PPM) and reactive maintenance programmes.

Team Management

- Manage the Front of House and Building Coordinator (dotted line to the Head of Property and Facilities) and Multi-Skilled Technician ensuring efficient and effective operations, including organising the multi skilled technician's schedule and supporting them on maintenance and compliance tasks.

- Foster a collaborative service-focussed working environment, promoting high performance and professional development within the team, providing sickness and annual leave cover, as required
- Support other team members when necessary and to cover absence, which will require an 8am start or 7pm finish.

Tenant & Stakeholder Management

- Serve as the primary point of contact for tenants, managing contracts, addressing any building-related concerns, and maintaining positive relationships.
- Work collaboratively with internal stakeholders particularly the event operations teams (venue hire and programmes) to align facilities management with requirements and goals of wider teams.
- Work with the Front of House and Building Coordinator and Head of Commercial Events and Operations to deliver event logistics: managing porters, working with other teams to complete set up for events, and overseeing delivery of facilities functions during events.

Projects

- Work in collaboration with the Head of Property and Facilities on projects within the Ri (led directly by the facilities team and/or by external contractors) helping to manage the impact on building operations, minimising disruption to tenants, staff, and visitors.
- Ensure smooth handovers of projects from contractors to the property and facilities team, integrating interventions into daily operations.

Compliance & Safety

- Prepare H&S operational information, managing and continually reviewing/updating processes and procedures as required by the Head of Property and Facilities. This also includes managing fire safety, emergency procedures and risk assessments.
- Organise H&S training, communicating and consulting with staff preparing papers for the health and safety committee, ensuring all H&S documents are up to date.
- Act as point of contact on H&S for staff and tenants in order to fulfil the Ri's responsibilities under the HASAWA and associated regulations.

Development & Planning

- Identify opportunities for enhancing facilities services, improving sustainability, and implementing best practices in facilities management.
- Monitor industry trends and innovations to ensure the Royal Institution remains at the forefront of facilities management.
- Use Salesforce (CRM / calendar system) to view event bookings and requirements and provide reports, in addition to booking rooms when needed.
- Act as a Fire Warden.

General responsibilities applicable to all staff

- Understand and support the Ri strategy including the Ri vision, mission and aims
- Promote the Ri values and encourage team working and effective communication with colleagues
- Help achieve EDIA goals across the organisation and as a people manager promote diversity and inclusion at the Ri

- Act as a representative of the Ri and deal with Ri customers, stakeholders and the public in a professional manner
- Maintain awareness of your own and others' Health and Safety, and comply with the Ri's Health and Safety policy and procedures
- Comply with and champion the Ri financial and other policies and practices including Health & Safety, Safeguarding and GDPR
- Undertake other responsibilities as may be reasonably requested of your post.

Person Specification

Skills, experience and knowledge	
Essential (E) Desirable (D)	
• Proven experience of facilities management	E
• Significant experience of stakeholder and customer services	E
• Line management/contract management experience	E
• Familiarity with health and safety regulations	E
• Good working knowledge of Microsoft Office, particularly Teams, Word, Excel and Outlook	E
• Experience of writing procedures	D
• Knowledge of hard services (mechanical, electrical, plumbing) and building systems	D
• Previous experience of working in a heritage/listed building or charity or experience of working in museum spaces or spaces with cultural significance	D
• Experience working with tenants and managing building operations for multi-use spaces	D
• Experience in supporting event or venue hire operations	D
• Working knowledge with CRM systems, particularly Salesforce	D
Qualifications	
• GCSE grades A-C/4-9 in English and Maths, or equivalent	E
• Relevant qualification e.g. NEBOSH or equivalent demonstrable experience	E
• Qualified first aider	D
Personal Attributes	
• Positive attitude and ability to motivate others	E
• Ability to seek improvements and embrace change	E
• Ability to make quick and effective decision	E
• Self-starter with the ability to demonstrate innovation and focus on continual improvement and excellent service delivery	E
• Excellent interpersonal skills with proven ability to work collaboratively and build strong internal relationships.	E
• Confidence in decision making and ability to work autonomously and know when to seek further input from senior management	E
• Ability to find pragmatic solutions, seek improvements, and adapt to changing situations.	E

• Ability to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail.	E
• Positive "can do" attitude and willingness to support others where needed.	E
• Ability to multi-task and work in a fast-paced environment demonstrating excellent organisational and time management skills	E
• Willingness to work evenings and weekends when required	E
• Committed to the principles of EDIA	E

Notes:

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible but should be regarded as providing guidelines and accountabilities within which the individual works.