



**Job Title:** Facilities Manager  
**Date:** March 2023  
**Accountable to:** Head of Facilities  
**Accountable for:** Front of House Team  
**Location:** 21 Albemarle Street  
**Contract type:** Permanent  
**Salary:** £36,500 to £40,000 per annum

### **Job Purpose**

To assist the Head of Facilities in the effective delivery of facilities services at the Ri for all building users including staff, visitors, clients, audiences, and tenants. To provide and deliver a welcoming, secure, clean, safe, and comfortable environment

To work closely with the Head of Facilities, the Multi-Skilled Technician, Ri colleagues and Tenants. To manage the Front of House team, deliver a full range of soft services and cover for the Head of Facilities in their absence.

### **Main responsibilities of the role**

- Management of Soft Services contracts to ensure the building is kept clean and secure.
- Lead the Health and Safety and Business Continuity assurance process managing all paperwork (including RAMS), training, inductions and compliance requirements ensuring a safe environment for anyone using the building.
- Manage and lead the Front of House Team effectively, delivering regular supervision, appraisals and professional development so that they remain motivated and engaged to deliver business plans and objectives.
- Manage the departments Administration and record keeping processes including the tenders, procurement, invoicing, tenant recharges, policies and procedures and corporate reporting to provide assurance that the department delivers an effective service within budget and meets business policies.
- Management of the Environmental requirements of the Ri, including reducing energy consumption, setting targets and providing performance statistics in order to reduce expenditure and move the Ri towards it's goal of Net Zero.
- Coordinate with all stakeholders, in particular the Venue Hire team, to provide assistance to all aspects of the business ensuring the Ri provides visitors, clients, customers and tenants with the best possible service and experience.
- Act as the first point of contact for stakeholders for FM requirements to ensure quality communication and first rate delivery of services.
- Manage the Facilities help desk ensuring tasks are prioritised and completed in a timely and cost-effective manner.
- Act as cover for the Head of Facilities and the Multi-skilled Technician in their absence.

### **General responsibilities applicable to all staff**

- Understand and support the vision, mission and aims of the Ri.
- Maintain awareness of your own and others' Health and Safety and comply with the Ri's Health and Safety policy.
- Adhere to and champion the Ri's policy and practices on Safeguarding.

- Comply with and champion the Ri's EDIA policy and diversity and equality initiatives
- Adhere to comply with all Ri policies relating to the Data Protection Regulations 2018
- Encourage team working and effective communication with colleagues.
- Act as a representative of the Ri and deal with Ri customers, stakeholders and the public in a professional manner at all times.
- Comply with Ri financial and other policies and practices as applicable.
- Undertake other responsibilities as may be reasonably requested of your post.

<b>Skills, experience and knowledge</b>	
Essential (E) Desirable (D)	
• Experience in a soft services Facilities role ideally in a multi-use building	E
• Customer services experience with excellent interpersonal skills	E
• Experience of managing contractors	E
• Line management experience and experience of motivating an effective team	D
• Demonstrable up-to-date knowledge of current licensing, H&S and disability/access legislation, and the ability to apply these pragmatically	D
• Good working knowledge of Environmental Management (preferably ISO 14001)	D
• A working knowledge of Microsoft Office, particularly Word, Excel and Outlook	E
• A working knowledge of Salesforce or similar CRM systems	D
• Experience of working in the Charity/Heritage Sector or a Grade 1/2 listed building	D
<b>Qualifications</b>	
• GCSE (Grade A to C) or equivalent in Maths and English	E
• IOSH qualification in Managing Safety	D
• First Aid qualification	D
<b>Personal Attributes</b>	
• Excellent interpersonal skills with a proven ability to work collaboratively	E
• The ability to find pragmatic solutions and adapt to changing situations.	E
• Presentation of information, verbally and in writing, in a clear and concise manner.	E
• Positive "can do" attitude and willingness to support others where needed.	E
• Ability to multi-task, set priorities and work in a fast-paced environment.	E
• Organisational and time management skills and a focus on attention to detail	E
• A proven track record in teamwork	E

**Notes:**

- *The work might involve some travel and overnight stays including occasional weekends*
- *The post holder might be required to undergo an Enhanced DBS clearance and related checks as mandated by UK laws and regulations.*
- 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.