

**BRITAIN YEARLY MEETING**

**JOB DESCRIPTION**

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| **JOB TITLE:** Interim Facilities Manager  **REPORTING TO:** Head of Facilities and Property Services  **LINE MANAGES**: Maintenance Team Leader, Housekeeping Supervisor and AV Engineer**DEPARTMENT:** Operations -Facilities  **DATE:** August 2021  |

**Job Purpose**

The Facilities Manager is responsible for the maintenance, upkeep and compliance of Friends House, Drayton House and Swarthmoor Hall to ensure that the facilities are compliant, safe, secure, clean and presented to a high standard.

The post holder is responsible for providing an effective working environment for staff, Quaker committees, customers, tenants and visitors to the sites. In addition, the post holder shall pay a key role in delivering BYM’s sustainability plan, through actions such as efficient operation and maintenance of energy consuming equipment and recycling of waste materials in line with current guidance and best practice.

# Key Accountabilities and Tasks

Team

* Line management of Maintenance Team Leader, Housekeeping Supervisor and AV Engineer
* Plan and organise rotas to ensure adequate levels of facilities attendance and supervision to suit business levels
* Provide duty management shift cover
* Uphold the BYM Managers' Commitment and the values of the organisation

Compliance

* Environmental management, heritage and accessibility for BYM operational sites
* Oversee recycling of waste materials in line with BYM sustainability plan

Health and safety

* Manage health and safety including development, auditing and monitoring of policy and procedures for the department
* Ensure the organisation complies with relevant Health and Safety regulations and guidance, including Health and safety at work act 1974, CDM Regulations 2015 (project management), Control of legionella in water systems (ACOP L8) and Fire Safety - Regulatory Reform (Fire Safety) Order 2006
* Oversee Risk Assessment, Safe System of Work development and implementation and operation of Permit to Work arrangements
* Perform the role of Chief Fire Officer including oversight of fire risk assessment, procedures, co-ordination of building evacuation and fire wardens
* Oversee the Major Incident and Disaster Recovery Plan along with facilities risk management

Planned preventative maintenance

* Management of all aspects of facilities management for BYM operational sites including maintenance of building fabric, building engineering services
* Management of day to day and periodic deep cleaning services to public spaces and WC areas
* Oversee planned preventative maintenance (PPM) and management of all aspects of CAFM for BYM operational sites

Procurement and contract management

* Procurement and tendering of goods and services in line with BYM procedures
* Manage various refurbishment and improvement projects ensuring value for money, good workmanship, compliance with building and health and safety related legislation and guidance, along with training and handover on completion
* Management of contractors and suppliers appointed in connection with facilities, office services, cleaning, building fabric and engineering services maintenance, including BMS, fire and security systems

Finance and operational planning

* Preparation and management of budget and reporting against variances
* Monitoring expenditure against allocated budgets
* Contribute to the development of BYM’s operational plans

# 2. Intellectual Demands

* Work closely with building surveyors, consulting engineers and other specialists in connection with investigative and project works, energy and environmental management activities
* Make management and professional decisions on a daily basis including the provision of advice and decisions to the team and others in the organisation.
* Manage and appraise staff performance
* Be familiar with current best practice and developments in the buildings, engineering and facilities sector and interpret / communicate such information to those concerned

# 3. Judgements

* Make operational decisions regarding staff, presentation of meeting rooms, public areas and AV services which may have a direct effect on the profitability of the Company due to sales, complaints or loss of custom
* Ensure the teams’ activities are performed in line with applicable policies, procedures and codes of conduct
* Procure the services of and lay off contractors as deemed necessary to fulfil the operational and technical requirements of the buildings and associated services
* Prioritise and schedule work activities
* Prioritise work to suit budget provision
* Authorise payment to suppliers when due
* Report and address health and safety matters where required

**4. Use of Resources**

* Ensure adherence to budgets set by the Head of Commercial Services
* Line manage Maintenance Supervisor, Housekeeping Supervisor, AV Engineer and Facilities Administrator as they deliver of day to day maintenance, conference support and housekeeping services within Friends House
* Select and manage suppliers required to service the various facilities in line with BYM procedures and within budgetary limits
* Deploy and manage in-house facilities team and contractors to deliver the required services
* Assist with long term maintenance and life cycle planning for BYM properties

**5. Communications**

The post requires regular and frequent communication with building users, contractors and suppliers including assisting with enquiries and complaints from conference organisers, delegates and other building users.

**Internal**: 50%

Primary contacts include heads of department, senior department colleagues, IT and Finance teams, staff and building users using both via face to face and electronically.

* First point of contact for building users regarding building issues (helpdesk)
* Providing appropriate building fire and health and safety direction and signage
* Attending meetings such a health and safety committee

**External**: 50%

Primary contacts are appointed consultants, contractors and suppliers via face to face, phone and electronically

* Instructing suppliers and contactor
* Periodic contract review meetings
* Instructing and working with consultants
* Tendering works
* Attending external networking and training events

**6. Physical Demands & Co-ordination**

At times it will be necessary for the post holder to work at height indoors and outdoors, eg. inspection of engineering plant at roof level.

The role will also involve prolonged periods of standing, moving of equipment / furniture, manual handling of chair stacks and packages, working with PC’s and other electrical appliances. As duty manager the role will also involve the duties of Fire Officer.

**7. Working Conditions and Emotional Demands**

The building has multiple uses in order to meet the needs of BYM, tenants, and building users for facilities such conference rooms, restaurant, Quaker centre and library.

The post holder will interact with a high volume of people from a variety of backgrounds within short periods of time. The needs of visitors will vary as such there will often be difficult situations where problems need to be resolved during events and in the presence of the customer, some of whom can be very demanding.

Work may involve morning and late evening shifts, as well as weekends and at times there may not be specialist knowledge at hand from other colleagues.

Due to the nature of the hospitality operation the role sometimes requires lone working. The post holder will act as key holder and is the out of hours contact for security.

**OTHER RESPONSIBILITIES:**

* To undertake duties and responsibilities commensurate with the post
* Responsible for ensuring that BYM’s Safeguarding Policy is adhered to in all aspects of the role
* Responsible for ensuring that BYM’s Equal Opportunities Policy is adhered to in all aspects of the role
* Responsible for ensuring that BYM’s Health & Safety Policy is adhered to at all times
* Responsible for ensuring that BYM’s commitment to sustainability is adhered to in all aspects of the role
* Responsible for ensuring that Britain Yearly Meeting’s Staff handbook is adhered to at all times.

**BRITAIN YEARLY MEETING**

**PERSON SPECIFICATION**

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| **Job Title:** Interim Facilities Manager **Department:** Facilities **Date:** August 2021 |

**ESSENTIAL SKILLS & KNOWLEDGE**

* Excellent knowledge in building facilities management and implementing of standard operating procedures.
* Leading on compliance including, building, fire and health and safety management.
* Planning, decision-making and problem solving ability.
* Strong IT background that includes booking CFM systems and interfaces with other systems.
* Budgeting, forecasting, effective cost control and reporting on variances
* Team leadership, ability to motivate and manage staff to ensure the highest standards are being delivered across all sites.

**ESSENTIAL QUALIFICATIONS**

* Degree level in technical engineering field, British Institute of Facilities Management (or equivalent practical experience as below)
* A recognised management health and safety certificate i.e. Institute of managing safely, or NEBOSH

**ESSENTIAL EXPERIENCE**

* Demonstrate 5 / 10 years’ experience in operation and maintenance of building engineering services and building fabric maintenance.
* Proven inter-personal skills, attention to detail and the ability to communicate well with an wide range of stakeholders from a variety of different backgrounds
* Demonstrable ability to adapt to an ever-changing environment.
* Procurement, preparing and tendering services
* Expertise in managing multiple facilities services such as cleaning, helpdesk and office services
* Proven experience of appointing and monitoring of contractors, consultants and building agents
* Project management
* Setting individual / team objectives and managing staff performance though a

 regular review process.

**DESIRABLES**

* Technical background experience
* Environmental qualification or expertise in delivering carbon reduction
* Knowledge of delivering audio visual services
* Knowledge of and sympathy with Quaker values

The potholder is expected to demonstrate, BYM mangers, staff commitments, and uphold Quaker Values.

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| **Job Description Agreement**Post holder:Manager:Date: |