

**Raystede Centre for Animal Welfare**

**Job Description**

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| **Job Title:** | ***Facilities Manager*** |
| **Responsible to:** | ***Head of Finance & Resources*** |
| **Hours of work:** | ***37.5 hours a week (part-time hours possible)*** |
| **Holidays:** | ***20 days a year plus Bank Holidays (full-time)*** |
| **Probationary period:** | *3 months* |
| **Contract Type:** | *Permanent* |
| **Salary:** |  |

**Background information**

Raystede Centre for Animal Welfare, established in 1952, is a charity that aims to give animals a better life through rehoming, rehabilitation and sanctuary, and give people the support and knowledge they need to treat animals with care and respect. We care for more than 400 animals every day, including cats, horses, dogs, rabbits, hens and exotic birds. We help most of the animals find new homes but also provide life-long sanctuary for those animals that cannot be rehomed.  Our beautiful 43 acre site is open for visitors to get a unique glimpse into a working animal welfare centre.

Animals are at the heart of everything we do but we could not care for them without our expert and dedicated team of staff and volunteers.  Surrounded by animals, lakes, trees and fields with a café, shops, parking and many other benefits, Raystede is an uplifting and rewarding place to work.

Reporting to the Head of Finance & Resources, the Facilities Manager takes responsibility for all building, property or land related activities, capital projects, planning, budgets and facililities strategy. It is essentially a desk job. Our Estates Manager leads the in-house maintenance team and will report to the Facilities Manager. The role also has responsibility for Health & Safety (working with an outsourced specialist provider) and environmental services.

**Main purpose of the role:**

The core purpose of the role is to work with the CEO and SMT to develop and lead on the implementation of a robust facilities strategy that supports the mission and plans of the charity. To cost-effectively manage the resources of the charity in regard to the maintenance and long-term development of Raystede property (both on and off the main site including Peaceways and shops), our grounds/land and buildings in line with the charity’s strategy.

* Work with the SMT to create an overall coherent framework, timetable and budgets for planning, costing and managing site developments and projects.
* To manage agreed works to budget and to input into longer term financial plans, demonstrating sound financial knowledge. Advise from conception of ideas to implementation including taking responsibility for budgets, tendering, and timelines for all projects, facilities development, maintenance and planned works, on and off site.
* To continuously develop and manage a costed programme of scheduled, routine and reactive works. Ensure that excellent records are kept of all facilities matters to support forward planning and budgeting.
* Coordinate with the Estates Manager to ensure legal compliance of facilities, equipment and operations. Identify and recommend machinery, equipment and suppliers.
* To oversee all matters relating to contracts management ensuring efficiency and value for money.
* Working with an outsourced specialist provider, ensure that appropriate Health & Safety strategies are maintained and developed and that the charity complies with current legislation, HSE guidance and good practice in relation to our management of maintenance, property, land and all our facilities.
* Ensure site hygiene is maintained and take responsibility for all associated hygiene equipment and the Environmental Facilities team.

**Key Tasks**

**Facilities resource management**

* Lead on planning, financial control and implementation of large scale projects across our sites. Undertake research as required on new projects, site developments and contribute to strategic decisions.
* Enable the Head of Finance & Resources to prepare a long-term overall financial plan through full involvement in budget setting around investment for the short, medium and long term including the development of a capital projects programme for capital and refurbishment projects.
* Develop a planned and costed preventative maintenance programme for our facilities. Design new procedures and ways of working to support the development of our facilities including procedure for dealing with reactive maintenance.
* Support the day to day administration and delivery of all grounds and estates projects working with the Estates Manager ensuring they are fit for purpose, statutory compliant and provide a safe operating environment.
* Develop and implement a project costing and management process.
* Manage and control environmental resources and materials.
* Ensure that site equipment is inspected to determine the need for planned repairs or renewal.
* Working with the Estates Manager, manage sub-contractors effectively ensuring they are operating in line with their specifications and delivering value for money. Identify, negotiate, appoint and manage contractors as required.
* Liaise with local and planning authorities, building control and other legislative bodies.
* Deliver an excellent record-keeping system for all our facilities management and maintenance. Create and manage long term plans with associated budgets. Ensure maintenance schedules meet insurance requirements.
* Support the Estates Manager in the delivery of maintenance and repair programmes for our sites.
* Take responsibility for management of pool cars and other vehicles and associated servicing, MOT and other processes as required.
* Provide technical advice on environmental waste and energy matters.

**Staff management**

* Manage the Estates Manager who leads and manages the in-house maintenance staff team for all our buildings, facilities, grounds and land.
* Direct, coordinate and plan essential services including security, maintenance, waste disposal and recycling.
* Responsible for the appropriate deployment of Environmental Facilities staff, ensuring adequate levels of staffing.
* Lead and develop Environmental Facilities staff to ensure Raystede has an effective, engaged and high performing team with the right skills and experience to deliver a high quality environmental service.
* Monitor work routines on a regular basis. Develop and implement working procedures and standards for all Environmental Facilities staff.

**Health and Safety**

* Manage the charity’s relationship with our Health & Safety outsourced advisers.
* Manage compliance and associated record-keeping, for the health and safety of all premises, ensuring they meet all statutory regulations including environmental and health and safety standards.
* Ensure self and colleagues comply with Health & Safety legislation and all practices and procedures are conducted in a way that meets the relevant requirements for the wellbeing of others including the following:
* Consultation or negotiating with external agencies to achieve these ends.
* First Aid requirements in area of responsibility.
* Use of correct PPE in area of responsibility.
* Ensuring that accident/near miss incidents are effectively reported within area of responsibility.
* Responsible for issuing all contractor questionnaires and ensuring all contractor insurance, permits and method statements are in place and in date.
* Responsible for Risk Assessments and method statements in area of responsibility.
* Responsible for COSHH Assessments in area of responsibility.

**General**

* 1. At all times ensure and maintain a compassionate, professional and efficient public image for the charity.
  2. Participate in supervision, appraisal, and learning/development and take personal responsibility for maintaining the knowledge and skills required for the role.
  3. Take responsibility for ensuring own health and safety and that of others who may be affected by your acts and omissions. Report any health and safety risks to your manager.
  4. Work within the policy framework of Raystede and adhere to the terms laid out in the employee handbook.

**Key Working Relationships**

* Estates Manager – work closely on project plans, costs, contractor engagement and administration.
* SMT and departmental managers – advise and cost projects in conjunction with Estates Manager.
* Specialist external groups, bodies and organisations – ensure knowledge of best practice and law changes.
* Third party service providers – engage, negotiate, supervise and work alongside on projects or maintenance tasks eg. architects, quantity surveyors, project managers and other specialists.
* Able to work well with all our staff and volunteers.

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| **Decision making and limits of authority** | * Appointing contractors and managing supply chain. * The role is the most senior and specialist point of advice on facilities in the organization. * Decisions regarding the safety of site, including closing areas of site as necessary to prevent injury during projects or planned works. |
| **Financial resources** | * Value of our assets – our land, sites, buildings etc. * Annual budget setting and financial control. * Budget management. Making recommendations on high value projects and long-term facilities plans. |
| **Material assets** | * Equipment, vehicles. * Responsible for ensuring all facilities in scope are maintained in line with cyclical maintenance and project plans. * Ensure suitable stock levels of cleaning and environmental consumables. |
| **Information and communication resources** | * Responsible for using databases and filing systems in a secure manner compliant with all applicable data protection legislation. * Responsible for ensuring all management information is treated with confidentiality as necessary. * Responsible for creating a database of facilities work including record-keeping, future commitments and long term planning. * Provide regular reports. |
| **People management** | * Line management of team and others which may work in section temporarily including all matters that arise from this. * Ensure effective staffing levels. Carry out recruitment as required. * Regular supervision of contractors. |
| **Legal, regulatory and compliance responsibility** | * Responsible for working within building and planning laws and legislation. * Responsible for ensuring external contractors have permits, qualifications and method statements in place. * Responsible for working within HSE framework * Responsible for ensuring own health and safety following set procedures and using equipment provided. |

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**Person Specification**

Post Title: Facilities Manager

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|  | **Essential** | **Desirable** |
| **Education and Qualifications** | * Full Driving Licence * Degree level qualification or equivalent or relevant professional qualification in facilities management, surveying or engineering discipline or similar (or equivalent experience). | * A recognised Health & Safety qualification – IOSH/NEBOSH – or willingness to achieve. * A recognised project management or facilities/estates management qualification. * Membership of the British Institute of Facilities Management, or other recognised professional membership in a related field. |
| **Knowledge and Experience** | * Experience in a similar role, preferably with responsibility for grounds/land as well as buildings. * Experience (3 years) of planning and budgeting in facilities management. * Knowledge of how to implement planned preventative maintenance programmes. * Working knowledge of planning rotas and managing resources effectively. * Ability to use analytical and creative thinking to resolve complex challenges. * Good administration skills and experience of working with databases relating to facilities management. * Good communication skills. | * Management of capital projects from feasibility through to completion. * Microsoft Office etc/IT. * Experience in a charity environment or working with members of the public or within a visitor environment. * Working knowledge of industrial heating systems (gas and oil). * Knowledge of Klarjester waste systems. * Knowledge of commercial solar panels. * Knowledge and experience of practicing legionella safe procedures across multiple sites. * Knowledge of cyclical cleaning and disinfecting of multi-building site. |
| **Key Skills and Abilities** | * Able to work successfully on multiple projects and budgets at the same time and able to identify and manage project interdependencies and implications that cross departments. * Able to demonstrate experience of managing and driving down costs.Ability to read labels, safety warnings and guidelines and communicate to others. * Ability to supervise and train others. * Attention to detail and alert at all times to ensure safety. * Ability to work within a diverse team and build excellent working relationships. |  |
| **Personal Attributes** | * Ability to deal with change to workplans. * Personable and able to work within a team. * Proactive and self-motivated with the ability to think creatively. * Change orientated approach to work. | * Pet owner. |
| **Other** | * To have a flexible approach to working hours. * Availability of vehicle for work use and in possession of a current, clean driving licence. | |

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

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| Using display screen equipment |  |
| Working with children/vulnerable adults |  |
| Moving & handling operations |  |
| Vocational driving, driving light goods vehicles, people carrying vehicles or forklift trucks |  |
| Lone Working |  |
| Shift work |  |
| Night work |  |
| Climbing/Working at height |  |
| Working with hazardous substances, skin irritants, sensitisers, and/or with biological agents or chemical agents |  |
| Working with dangerous machinery |  |
| Exposure to noise and /or vibration |  |
| Handling animal food |  |
| Exposure to blood /body fluids |  |
| Providing animal care |  |