



SHAKESPEARE GLOBE TRUST

FACILITIES DEPARTMENT

JOB TITLE: HEAD OF FACILITIES MANAGEMENT

RESPONSIBLE TO: CHIEF FINANCE AND OPERATIONS OFFICER (CFOO)

PURPOSE OF JOB

Working to the CFOO, the Head of FM will ensure the delivery of a cost effective, client focused FM service at a day to day and strategic level for the Shakespeare Globe Trust, to include responsibility for its Theatre and surrounding buildings and the other buildings in which it operates (58 and 135 Park Street).

PRINCIPAL ACCOUNTABILITIES

1. To develop and implement a Facilities Management policy that meets the business needs; setting out objectives, standards, constraints, working rules and the measures by which success will be addressed.
2. To instigate and manage a formal planning regime for all maintenance and minor works based on an independent condition based survey of the Trusts buildings.
3. To ensure that all buildings and their facilities are managed and supported in an efficient and timely manner and in a condition appropriate to their use. This includes managing a programme of refurbishment and maintenance projects in accordance with agreed plans and the performance of contracted FM services, including mechanical and electrical services, and cleaning.
4. To manage and develop all mechanical and electrical services, plant and associated installations to ensure that they meet business needs, comply with current legislation and to be responsible for all statutory testing, inspection and record keeping.
5. To support the services of all departments in providing a good customer experience.
6. To provide technical advice as necessary to client departments and appointed consultants and contractors for the design and operation of building services and systems.
7. To develop and manage a Waste and Recycling scheme to meet current Environmental legislation as providing value for money.
8. To ensure that the Trusts' buildings and working environments comply at all times with Health and Safety legislation and best practice, including any works carried out by contractors or third parties, and to take a lead on promoting a safe and secure working environment, including chairing regular meetings of the Trusts' Health and Safety Committee.
9. To take a lead part in developing a Sustainability policy and initiatives and to deliver a programme of development and maintenance which ensures maximum energy efficiency for the future.
10. Ensure the delivery of a cost effective security service that is customer focused and meets business requirements.
11. Responsibility for the development of annual budgets in respect of facilities management and security and the managing and monitoring of expenditure within agreed budget limits.
12. Line management responsibility for an onsite facilities team of 3, and a security team of 8.
13. Ensure that all office service equipment and contracts are managed effectively and efficiently to provide customer focused services. This includes postage, stationary, water coolers, vending machines and photocopiers.
14. To provide a service to internal clients based on the highest possible quality standards.
15. To develop and implement new ideas and procedures that may be required to improve the service delivery.
16. To interface with builders and the design team for major projects.

It should be noted that the above information is not comprehensive and that other responsibilities or duties that are considered to fall within the remit of the Head of Facilities Management post will arise from time to time.

Person Specification

Qualifications:

- Degree level education;
- Formal facilities management and/or safety management qualifications an advantage.

Essential Skills/Abilities:

- Broad technical knowledge of building design and fabric
- Commercial awareness to support the client business needs
- Good communication skills, with an ability to communicate effectively at all levels
- Problem solving skills
- An enquiring mind
- General management and project management skills
- Ability to multi task and prioritise workloads
- People skills, with the ability to motivate others
- Tenacity
- Self motivated with a positive and committed approach to work
- Numerate and computer literate

Essential Experience

- Engineering or construction background
- At least five years FM experience in a customer focused environment
- At least five years experience of planning and managing minor works projects in an operational environment

Desirable Experience

- Experience of working in an arts environment and/or high volume visitor attraction

Other desirable factors

- A keen desire to work in an arts/education environment
- An appreciation of arts and education