

Job Description

Job title:	Facilities Manager
Reports to:	General Manager
Direct reports:	Front of House, Maintenance and Housekeeper
Location:	The Slate Yard, Spinningfields, Manchester
Purpose of the role:	<p>To oversee the housekeeping, maintenance and all 3rd party supplier, contractor and property teams working in the building or on The Slate Yard Development in relation to:</p> <ul style="list-style-type: none">• Property Management• Health & Safety• People Management• Compliance Management• Fire safety & legionella Prevention• General Maintenance
Responsibilities:	<p>Property Management:</p> <ul style="list-style-type: none">• To effectively manage and lead the Facilities Team and to provide the customers with consistently efficient and high quality services.• To manage the site cleaning related resources including equipment, materials and consumables to achieve quality standards and maximum profitability.• To provide and present performance and relevant Business reports as required by the General Manager including performance and financial reports and forecasts.• To lead on the effective management of Health and Safety to ensure the highest standards of health and safety are achieved.• To promote effective client relationships and achieve high customer satisfaction.• To lead on, develop, implement, and monitor quality processes to ensure compliance and continuous improvement targets are being met.• To participate and contribute, as required, to the strategic and operational management of the business.• To provide, as required, out of hours support for cleaning operations.• To manage and coordinate contractors when needed• To keep all legal documentation in presentable fashion and available at all times.• To check working order and condition of: Lighting; Heating; Fire control system, Alarms and Smoke Ventilation; Lifts; Water pumps and tanks; Doors and windows; Waste chutes; Access control systems, locks and security.• To co-ordinate, instruct and allow access for services to the development, such as refuse collection, deliveries, repairs and maintenance and utility companies.• To provide guidance and assistance to residents in a willing and friendly manner to ensure that the highest levels of customer care and service are maintained at all times. To deal effectively with complaints and remain courteous at all times.• To pro-actively deal with any maintenance and cleaning problems identified within the development and regularly carry out site inspections. Examples include changing light bulbs, adjusting door hinges, touch-up of walls and small joinery works.

Health and Safety:

- To ensure there is a fitting approach to risk assessments and method statements.
- To outline safe operational procedures which identify and take account of all relevant hazards, recommending and implementing necessary changes to working practices as required.
- To oversee and review Health and Safety audits and appropriate follow-through, to ensure policies and procedures are being properly implemented and a safe environment is provided for residents and staff and keep Trackrecord up to date.
- To oversee the delivery of all annual testing and training for our people to ensure total compliance, maintaining robust records.

People Management:

- To act as a senior member of The Slate Yard team, contributing proactively to operations and role modelling the values and key behaviours.
- To recruit, develop and retain talent.
- To promote peak performance through proper objective setting, one to one's, personal development, team meetings and performance reviews.
- To manage and support the team with any issues or changes they may experience, such as sickness absence, maternity or poor performance for example, operating in line with regulations and policy.
- To ensure all policies and processes are adhered to and regulations respected, with accurate and timely work delivered by you and members of your team.
- To promote effective two-way communication and true engagement.
- To identify and meet individual learning needs, acting as coach and mentor as required.

Critical skills required:

- Communication skills – both verbal and written.
- Customer service, including negotiation skills and dealing with difficult situations.
- People management skills and the ability to achieve great results through people.
- Proficient in the use of Microsoft office packages including Word, Excel and Outlook as well as other systems such as databases or booking systems (training will be provided).
- Organisation skills and time management, with a close attention to detail.

Critical knowledge required:

- Health and Safety and Environmental Legislation - must be proficient with current Health, Safety and Environment legislation and practice.

Personal Profile

Qualifications required:

Essential:

- Good basic standard of education

Desirable:

- IRPM foundation level (or willingness to work towards).
- Health and Safety qualification.

Experience required:

- People management.
- Customer service.

Attitude/approach

- Exhibits behaviours that support the values of the business.
- Flexible and proactive approach to workload.
- Positive and Can Do.
- Focus and commitment to deliver and execute plans.
- Calm under pressure.
- Cares about detail and accuracy, and committed to getting the job done well.

urbanbubble requires people who are professional, hardworking, innovative, passionate; who are effective in their roles and who truly engage with the customer.

Date of description:

August 2017