

JOB DESCRIPTION

JOB TITLE: Head of Building & Facilities

HOURS: Full time, 37.5 hours per week

SALARY: £45,000 – £50,000 per annum (dependent on experience)

LOCATION: London, NW3

REPORTING INTO: Director of Finance & Operations

DIRECT REPORTS: Building & Facilities Coordinator

ANNUAL LEAVE: 28 days (including Bank Holidays) pro rata + Jewish Holidays that fall on working days

PURPOSE OF ROLE

The Head of Building & Facilities has overall responsibility for the management and maintenance of the building and ensuring the appropriate provision of facilities at JW3, including services and equipment for all – be it customers/visitors, staff, volunteers, and tenants. They will also lead on the management of contracts with outsourced suppliers, including those responsible for building maintenance, IT and telephones, security, and cleaning. This role reports into and will collaborate closely with the Director of Finance & Operations.

RESPONSIBILITIES

- To ensure the building – both externally and internally – is maintained and serviced to a high standard in accordance with agreed budgets
- Oversee and supervise the outsourced M&E maintenance contractor.
- Oversee and regularly review the work conducted by contractors providing specific services to JW3, including (but not limited to) IT & telephones, cleaning and general maintenance, and security, ensuring required standards are achieved and maintained in accordance with contractual agreements.
- Consult with specialist professional contractors to oversee the development and implementation of longer term (5-10 year) plans for building lifecycle replacements and improvements, including energy efficiency and environmental matters.
- Conduct regular inspection audits and ensure remedial action is taken as required
- Ensure the building remains compliant with relevant legislation, regulation and licences for buildings and health & safety at all times
- Ensure any asset lists and inventories are kept up to date
- Take responsibility for the building's health and safety policy, its implementation, monitoring and reporting.
- Consult with regulatory and local authorities as appropriate and to report to them in accordance with regulation, subject to the approval of the Director of Finance & Operations.
- Be the primary contact with the security contractor to ensure an appropriate security policy is implemented, monitored, and evaluated on a regular basis.
- Oversee the development of an IT policy by the outsourced IT contractor
- Liaise with the Data Protection Officer (outsourced) regarding IT security and data protection matters.
- Oversee and manage major work programmes on site, acting as the liaison point for all parties involved, including on site and external contractors.
- Liaise with the JW3's management agent regarding matters connected with the residential tower and offices leased to others.

- Have primary responsibility for the operation of the Building Management System
- Ensure familiarity with the room and resource management system (Artifax) so as to be able to proactively identify issues and escalate them for resolution
- Liaise with the organisation's insurance broker as required to ensure adequacy of cover is obtained in a cost-effective manner
- Proactively identify efficiency and efficacy improvements across the areas of responsibility

Staff Management

- Provide effective line management and support to the Building & Facilities Coordinator, including but not limited to: regular 1:1 supervisions, probation reviews as applicable, appraisals, performance management and other relevant procedures, seeking guidance from HR where needed
- Encourage and foster a culture of continuous learning and development within the team, identifying and addressing training needs
- Lead by example in demonstrating empathetic and positive communication, and self-reflective practice.
- Share key organisational and departmental updates, inviting feedback and input from the team

Promoting and Promoting Representing JW3

- Protect and enhance the reputation of JW3, presenting the organisation in an appropriate and professional manner to all stakeholders, acting as an advocate for the work of JW3
- Attend all relevant staff meetings, supervisions, training days etc.
- Undertake other reasonable duties as required by your line manager or other members of the Senior Leadership Team

This role description is not exhaustive or all encompassing. Certain elements of the role may change from time to time, without altering the core premise of the role or the level of responsibility involved. This information will be reviewed and updated as and when appropriate, in consultation with the post holder, to reflect appropriate changes.

PERSON SPECIFICATION

Essential Skills, Knowledge & Experience

- Demonstrable experience of building and facilities management, including working with contractors
- Ability to navigate competing priorities and manage time sensitive or high-pressure situations in a calm, professional manner
- A confident decision-maker in a demanding environment, with credibility to obtain the support and cooperation of others
- Experience of supervising a team
- Able to interact confidently and build relationships with a wide range of stakeholders at all levels
- Strong organisational skills, efficient management of time and responsibilities against competing demands
- Able to work collaboratively and effectively with others and fostering dedicated team dynamics
- Demonstrably IT proficient, with a willingness to learn efficient use of new systems/databases; alongside a good working knowledge of IT and communications issues, including security and data protection
- A drive to ensure compliance with regulation and legislation in all areas of activity
- A recognised health & safety qualification
- Proactive and solution-focused, with an ability to take initiative
- Willing and able to work flexibly to meet the needs of the team and organisation

Desirable

- An understanding of building needs and operations, ideally within an arts and culture environment
- An understanding of physical security matters for an organisation exposed to similar risks to JW3
- Experience of Artifax (venue management system)
- Ipaf license holder (3a, 3b) for using motorised platforms

Personal Qualities

- Demonstrates a commitment to furthering JW3's vision and mission
- Is approachable and able to engage positively with others, building and maintaining strong working relationships.
- Has a proactive and flexible approach to their work, including a willingness to work in the evenings, weekends and Bank Holidays to serve the needs of a community Centre that operates 15 hours per day for 6+ days per week