

## Facilities Manager Job Description

**Salary:** £25000 (pro rata = £20,000 p.a.)

### Hours of work

- 30 hours per week, flexible hours to cover weekends and evenings.
- No overtime payable but flexi-time can be taken
- 20 days annual leave plus bank holidays, increases to 24 days after 5 years of service

### Main Purpose of the Job

This role is responsible for managing the Embercombe facilities with a technically complex site consisting of numerous permanent and temporary buildings. You will lead a team of staff and volunteers that make up the operations team and who lead in the delivery of all operations related activities including kitchen, housekeeping, site maintenance, volunteering, land and garden. You will work collaboratively with other leads of Departments in order to deliver excellent standards of maintenance, presentation and customer service. Working within appropriate Embercombe Guidelines, you will be accountable for the management of premises, equipment and compliance systems, to ensure safe, sustainable, effective and cost efficient operation of the site. You will be responsible for promoting Health and Safety awareness across the organisation and for ensuring that procedures are in place and followed by all staff, volunteers and visitors on the site.

**Responsible to:** Managing Director

**Responsible for:** Site Maintenance Manager, Volunteer Coordinator, Housekeeping Assistant, Land & Livestock Manager, Kitchen Manager and Grower.

### Roles and Responsibilities

#### Supporting the business

1. Co-ordinate and manage a efficient, effective and flexible facilities management service across the site, ensuring the highest standards are delivered and maintained either through your team or appointed contractors.
2. You will be responsible for Health & Safety, Fire Prevention and Detection and Security, Buildings, Facilities and Grounds Maintenance, Plant and Equipment.
3. You will oversee the provision of planned, preventative and reactive maintenance and project manage works as appropriate.

### **Ensuring great customer service**

1. You will deliver excellent customer service and role model our values and behaviours.
2. You will be accountable for maintenance, presentation and cleanliness of all facilities and associated areas.
3. You will be the primary point of contact for all issues relating to the operations and facilities at Embercombe.
4. Liaise closely with the Programme Manager over all client / customer needs for the Embercombe site to ensure that Embercombe hosts all programmes with efficiency and flair.

### **Leading on operational risk management**

1. You will be responsible for operational risk management across the site, and internal procedures.
2. You will promote Health & Safety awareness through coaching, training and mentoring other colleagues and volunteers, carrying out risk assessments and other inspections as required.
3. You will be updating and maintaining a comprehensive suite of compliance documentation to ensure that Embercombe's risk assessments and Health and Safety record is meeting the highest standards.

### **Leading People**

1. You will create a great place for your team of staff and volunteers to work. You will recruit talented and enthusiastic people, develop and coach them, drive strong performance through clear objective setting and giving regular 1:1's, feedback and reviews.
2. You will ensure that key areas are always covered even when you are not on site such as H&S.

## **Managing Finance and Resources**

1. You will manage operating and project budgets, ensuring good cost control and sustainable procurement in line with good practice.
2. You will ensure all resources effectively planned to deliver a highly responsive and flexible service.
3. You will be proactive in the identification of savings and opportunities for revenue generation and will contribute to financial planning processes as required, working closely with the Finance and HR Manager and the MD.

## **Other duties**

1. Ensure that in your area of responsibility Embercombe complies with all relevant legislation including fiscal responsibilities, charity law, personnel and other technical issues.
2. Provide reports to the Management Team and Trustees on the performance of the Facilities department.
3. Liaise and form partnerships with other organisations as necessary, including relevant agencies, businesses and individuals, in order to secure Embercombe's mission.
4. Represent Embercombe so as to promote its work and good name.
5. Contribute towards the development of Embercombe's Strategy and relevant policies together with staff, Trustees and other partners and stakeholders.

6. Undertake such other duties as may reasonably be required from time to time.

### **Knowledge, Skills & Experience needed.**

1. Understanding of building management and maintenance & provision of facilities management services supported by relevant vocational experience or professional qualification. Experience of working in a business, customer services and / or visitor centre/ environment.
2. Experience of project managing a building project.
3. Good experience of managing operational risk. Excellent knowledge of Health & Safety, Emergency procedures, Fire and Security procedures and legislation.
4. Awareness and understanding of the core purpose, strategic priorities and work of Embercombe.
5. Leadership skills and commitment to developing these further during your employment at Embercombe. This will include coaching, team development, motivation and communication.
6. Experience of working with volunteers, Understanding the different approach needs to reward, recognise and motivate volunteers.
7. Excellent people and customer services skills, enabling strong relationships to built and maintained externally and internally.
8. Experience of managing budgets, finances, projects and contracts.
9. Experience of records management and information systems.
10. Excellent written and verbal communication skills including influencing, negotiating and presentation.
11. Clean driving licence
12. Advanced IT skills

## Personal characteristics

The Facilities Manager should demonstrate competence in some or all of the following:

1. **Behave Ethically:** Understand ethical behaviour and business practices, and ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organisation.
1. **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organisation.
1. **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
1. **Creativity/Innovation:** Develop new and unique ways to improve operations of the organisation and to create new opportunities.
1. **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organisational parameters.
1. **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organisational effectiveness.
1. **Lead:** Positively influence others to achieve results that are in the best interest of the organisation.
1. **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organisation.
1. **Organise:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
1. **Plan:** Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.

1. **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

## **Working Environment**

1. You will work both in an office and land environment but the mission of the organisation may sometimes take you to work workplaces beyond the site at Embercombe.
1. Your hours are within a standard work week but you may be required to work some evenings and weekends to manage facilities activities.

**Embercombe's purpose is to be a powerful and innovative catalyst for the emergence of leaders and change agents who will take courageous action for a just, peaceful, and sustainable world.**

## **What we mean by leadership**

Leadership is a choice - a choice related to purpose.

If we know what we deeply *love*, this choice is liberating.

If we know what our *gifts* are, this choice can take form.

If we know what our *responsibilities* are, this choice becomes a necessity.

This is the choice we call leadership.

For us, true leaders:

- are people who, knowing what they love, take action to nurture and protect it.
- are people of integrity, whose actions are aligned with their words.

- are those who are brave enough to act on what they know to be true.
- have no attachment to leading, they always seek the empowerment of others.
- walk the twin trail –the inner path of self unfolding, healing and growing; the outer path of having powerful effect in the world.
- combine the qualities of kindness, consideration, and gentleness, with authority, dignity, discipline, and courage.
- listen, consult, co-create, and delight in supporting, following, and walking alongside.
- come in all shapes, sizes, colours, abilities, ages and walks of life.
- never concede their self-authority.
- honour the Children’s Fire (see <http://embercombe.org/what-we-do/vision-mission/>)

True leadership is available to all. It is a choice that is renewed moment by moment, forever.

## **Important working relationships**

*Trustees and Managing Director*

*Senior Management Team:* paid team who report directly to the MD and who lead the key teams at Embercombe

*Staff:* paid employees and interns with specific roles and deliverables

*Associates:* freelance individuals who deliver many Embercombe’s courses and workshops

*Volunteers:* short and long-stay volunteers, some of whom hold key positions in Embercombe's management structure

*External:* important external networks and organisations relating to the diversity of Embercombe's interests and commitments (local planning authority, local service providers, local community, aligned networks, collaborations etc).

## **Application Process**

The closing date for applications is midday on the 23rd May 2016.

**Interviews will take place during the week beginning 30th June (This may include an evening and overnight stay at Embercombe).**

**To apply for this position** please send your CV and an application letter specifying how you meet each of the job requirements drawing upon your experience to date. Please include the names of 2/3 referees, who will not be contacted until after the interview.

Please send to Clare Mann [clare@embercombe.org](mailto:clare@embercombe.org)

Telephone: +44 (0)1647 252 983