



North  
Northamptonshire  
Council



## Job description

Details of the job	
Post title:	Facilities Manager
Salary grade:	Band 04
Hours:	Full Time, 37 Hours
Location:	Chester House Estate, Wellingborough
Reports to:	Head of Service and Chester House General Manager
Service area:	Culture, Tourism and Heritage

In September 2022, North Northamptonshire Council developed a new service 'Culture, Tourism and Heritage'. This new service has brought together departments across the council including Tourism delivery, theatres, events and heritage assets which now all sit within the Communities and Wellbeing Directorate.

North Northamptonshire Council has the vision:

***'To create a new sustainable, efficient, and engaging heritage, cultural and tourism service that will shine a light on the outstanding assets we have within North Northamptonshire, whilst protecting and preserving heritage for future generations. Working with partners, we aim to improve and increase the tourism economy by developing infrastructure and introducing pioneering marketing strategies to attract inward investment and visitors.'***

The Culture, Tourism and Heritage Service includes the following areas:

- The Chester House Estate (CHE)
- Corby Heritage Centre
- Cornerstone
- Northamptonshire Archaeological Resource Centre (ARC)
- North Northamptonshire Council Events
- Discover North Northamptonshire Hub

- Destination Nene Valley (DNV)
- The Greenway Project
- Theatre Contracts for the Corby Core Theatre, The Lighthouse Theatre and The Castle Theatre.
- Visitor Attraction / Park contracts for Stanwick Lakes, Twywell Hill and Dales
- Cultural, Heritage and Tourism Partnerships including with Made with Many, Love Corby, The Northamptonshire Heritage Forum, Northamptonshire Surprise, Rockingham Forest Trust and The Nene Rivers Trust.

You'll lead on, plan, develop and coordinate a programme of repairs, maintenance, and general upkeep across all assets at the Culture, Tourism and Heritage sites, including our listed buildings and recently restored buildings. You'll use your leadership skills, experience in health and safety and building control to drive forward our ambitious vision. You'll bring us a balance of leadership, practical and engagement skills.

As part of the wider team, you'll also influence how we provide great experiences for our visitors and how we deliver the commercial success required to pay for the upkeep and ongoing investment in our buildings and on-site facilities.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the estate. In addition, all employees are expected to adhere to the organisations commitment to providing a safe and positive working environment for all.

This role includes work on a 3/7-day roster, which will include weekends and bank holidays.

### **Overall purpose of the post**

You'll lead on, plan, develop and coordinate a programme of repairs, maintenance and general upkeep across all assets at the multiple sites, including our listed buildings and recently restored buildings. You'll use your leadership skills, experience in health and safety and building control to drive forward our ambitious vision. You'll bring us a balance of leadership, practical and engagement skills.

As part of the wider service, you'll also influence how we provide great experiences for our visitors and how we deliver the commercial success required to pay for the upkeep and ongoing investment in our buildings and on-site facilities.

### **Main accountabilities**

1. To take the lead role for the upkeep of the building areas and to assist with the long term planning for the multiple site's maintenance and development in order to keep the site maintained in the appropriate manner.
2. Overseeing the Facilities and building expenditure budgets (£100k plus), in line with NNC procurement and approvals processes.
3. Line manage up to 3 estate and facilities assistants.
4. To oversee and manage contractors carrying out building maintenance works and contractors carrying out projects such as the snagging works for the project and future Levelling Up projects such as the greenhouse and Building 17 improvements.
5. To oversee and manage the cleaning and waste management processes within the buildings.
6. To lead the work of the volunteers with safety checks, repairs and maintenance, cleaning and general presentation.

7. To lead on the creation and implementation of building and facility repairs and maintenance reporting processes.
8. Supporting the events and programming offer with set up and pack down of large and small-scale events. To be the lead for all H&S for each event and activity taking place on the estate ensuring the appropriate documentation is in place to remain compliant.
9. To lead on all health and safety monitoring, including regular risk assessments and fire procedures and fulfilment of NNC's statutory obligations.
10. To be 'on call' in case of emergency including overnight and weekends.
11. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
12. To lead and ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons across the estate.
13. To develop and implement policies and procedures relating to health and safety across the entire estate.
14. Lead on tool-box training ensuring that all on-site activities are in guidance with government and NNC H&S guidelines.
15. The manage the multiple security systems of the buildings and facilities including the unlocking and locking of the estate and CCTV and alarm management.
16. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential.

## PERSON SPECIFICATION

Post Title:	Facilities Manager
Grade	
Service Area:	Culture, Tourism and Heritage

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
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<b>Education and Qualifications</b>	<p>Experience in working in the Leisure, Tourism, Visitor Experience.</p> <p>Experience with ground and building maintenance.</p>	<p>First aid trained</p> <p>Certificate in Occupational Health and Safety (To IOSH at least, preferably NEBOSH)</p>
<b>Experience and Knowledge</b>	<p>Excellent communications and interpersonal skills to be able to effectively engage with a range of audiences and stakeholders at strategic, operational levels, including elected members and members of the public.</p> <p>Excellent influencing and advocacy skills. The ability to positively influence and instil confidence in team members, senior officers, and stakeholders</p> <p>Ability to develop a performance management culture and delivery framework, developing short-, medium- and long-term goals.</p> <p>Budget management experience.</p> <p>A working knowledge of Health &amp; Safety issues within the working environment.</p> <p>Experience of carrying out a variety of maintenance tasks within the workplace</p>	<p>Experience of working with volunteers or community groups</p> <p>Appreciation and understanding of the importance of the historic environment.</p>

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>Ability and Skills</b>	<p>Excellent customer service skills and high service standards.</p> <p>Strong relationship management and influencing skills</p> <p>Excellent planning and report writing skills</p> <p>Excellent time-management skills</p> <p>Confident, flexible, and relaxed management style, able to communicate effectively with everyone.</p> <p>Basic DIY and maintenance skills.</p>	
<b>Equal Opportunities</b>	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	