

Job Description

<i>Job Title:</i>	Facilities Manager	
<i>Department:</i>	Human Resources	<i>Reporting to:</i> Head of HR
<i>Payroll Department:</i>	COH-HRF	
<i>People Responsibilities:</i>	1 direct report	

Main Purpose of Role:

This role is responsible for the effective management, maintenance and smooth running of our venue, Horticulture House, which combines internal office space for our employees and our external venue for meetings, conferences, and office space for hire.

The role has overall accountability and responsibility for the building and all associated facilities requirements including proactively maintaining and developing effective relationships with our contractors and suppliers to ensure high standards are delivered, compliance with relevant regulations to ensure a safe environment for employees, tenants and visitors, and managing the smooth day to day running of the venue ensuring successful delivery of events and a positive customer experience.

Role Responsibilities:

- Develop, manage and oversee the day-to-day activities of the Receptionist.
- Proactively source contractors and manage all contractor relationships ensuring high standards are delivered and service agreements are carried out in a timely manner. Annually reviewing and negotiating contracts to provide value for money.
- Manage all tenant relationships and contracts.
- Proactively manage the building and its facilities to ensure that the venue is functioning optimally, safely and to high standards of cleanliness, etc.
- Accountable for ensuring and monitoring that you and the venue are up to date and comply with legal and company requirements in respect of Hygiene, Health & Safety, Employment Law, Food Safety and any other relevant legal obligations to ensure the wellbeing and safety of all employees, tenants, visitors and customers.
- Be responsible for HTA Health & Safety Policy and its application. Undertake a regular H&S audit (risk assessment) taking remedial action where necessary. Manage First Aiders and Fire Monitors and ensure sufficient numbers based on building occupancy.
- Responsible for ensuring that the infrastructure, facilities and equipment are safe, secure and fit for purpose. This includes being accountable for creating and managing systems and processes that support this and managing the scheduling and implementation of testing e.g. H&S, PAT testing, etc.

- Seek out, manage and deliver opportunities to continuously improve the building within budget scope to ensure it continues to meet current and future requirements. This includes promoting, developing and implementing sustainable and environmentally responsible practices.
- Lead on managing building and facilities emergencies as and if they arise.
- Develop, document, implement, communicate and maintain appropriate procedures and systems for internal use, aligned to facilities management, office health and safety requirements and other relevant legal obligations.
- Manage, build and maintain successful relationships and confidence in the venue along with ensuring a positive customer experience at the venue. Including providing high levels of customer care pre-event and on the day of the event such as managing room set up and organising hospitality, maximising business opportunities by building customer loyalty through the successful delivery of events.
- Manage and ensure all building, venue and facilities administration and correspondence is dealt with promptly and accurately and in accordance with HTA policy and data protection legislation.
- Budget management including creating, proposing and managing the annual budget, optimising spend and driving cost savings and value for money.
- Undertaking such other duties, commensurate with the responsibilities above, as may from time to time be required by members of the HTA management team.

Person Specification

Essential Skills and Qualifications:

- Proven extensive experience in a facilities manager role or relevant position.
- Good experience of broad compliance and risk management including good knowledge and understanding of H&S regulations, fire and security procedures, facilities management & building maintenance requirements and legal obligations related to an office/venue environment.
- Strong relationship building and proven relationship management skills at all levels of an organisation.
- Excellent written and verbal communication, negotiation and influencing skills. The ability to clearly present information in an engaging and confident manner.
- Proven financial/budget and project management experience including experience of planning, managing and controlling costs.
- Strong administrative, time management and organisational skills.
- Proactive, self-motivated, professional and customer focussed with good people and customer service skills.
- Sense of responsibility and integrity.
- Excellent problem solving skills and the ability to manage difficult situations using a solution focussed approach.
- An eye for detail with the ability to multi-task, manage shifting priorities and work well under pressure.
- The ability to work as part of a team, support colleagues and promote excellent team spirit.
- IT Literate with demonstrable knowledge of MS Office including Outlook.

Desirable:

- Previous experience of managing a direct report.
- Facilities management/relevant qualification.

Our mission at the HTA is to ‘help our members to flourish by representing, promoting and developing the garden industry’

Our aim is to recruit and retain people with the behaviours that support our mission and who will grow with us and achieve more.

We look for evidence of the following behaviours aligned to our values in all potential and existing employees.

Our Values

Collaboration

Approachable, responsive and helpful, nothing is too much trouble. Enthusiastic, self-motivated and confident with a ‘can do’ attitude.

Integrity

Demonstrate honesty, trust, openness and respect when liaising with people. Treat everyone as an individual and be responsive to their needs.

Innovation



Keen to develop and learn new skills. Welcomes change, is flexible and can adapt and deal with various demands. Pro-active, open to new ideas and encouraging of ways to continually improve.

Influence

A good communicator who listens and is able to express themselves clearly. A professional and informed approach to our members and customers. Providing specialist knowledge leading to a fulfilling experience