

FACILITIES MANAGER

JOB DESCRIPTION

Job title:	Facilities Manager
Salary:	£36,000 p/a
Hours:	37.5 per week – Monday to Friday normally 09.00 to 17.00 with occasional evenings and weekends
Reporting to:	Commercial Director
Responsible for:	Estate Maintenance Worker, Estate Maintenance Apprentice, Contractors
Location:	Colletts Farm Office, Dorsington, Stratford-upon-Avon, Warwickshire, CV37 8AU, with extensive travel across the Forest on a regular basis to meet the demands of the role
Date:	January 2023

JOB SUMMARY

The role requires a proactive individual who is able to manage multiple projects and tasks simultaneously, and who is able to take effective decisions independently. Key responsibilities include maintaining the facilities of the Forest's operational buildings and sites, working with utilities and other suppliers, managing basic operational IT infrastructure including liaison with an external IT provider. The role will support internal communications by maintaining intranet sites and file structures across the organisation.

This unique organisation currently comprises an interesting mix of forestry, farming, residential, leisure and woodland burial operations. The breadth of commercial and technical skills required will stimulate and reward.

The role will involve significant autonomous working, as well as playing a leading role as part of a small team and requires a passionate ambassador for the charity.

KEY RESPONSIBILITIES

Facilities Management

- Day-to-day management of planned and reactive maintenance works.
- Line management of the Estate Maintenance Worker and Estate Maintenance Apprentice, managing work allocation and prioritisation.
- Procurement of contractor services when required to supplement the in-house estate maintenance team.
- Ensure the physical security of office environments and associated built assets and manage access requirements (including master keys, fobs and alarm systems).
- Ensure building health and safety compliance (including fixed wiring and PAT testing, gas safety certification, asbestos management, fire risk assessments, etc).
- Support the Commercial Director with planned maintenance scheduling and budgeting.
- Manage an approved contractor list.
- Implement a permit to work system.
- Working with third parties and alone, conduct regular checks and tests of security and safety arrangements, including fire and burglar alarm testing.
- Undertake procurement exercises as required for supplies, including utilities, and ensure that climate change mitigation and value for money is considered in all instances.
- Design and maintain a multi-site post and delivery system (both incoming and outgoing).
- Coordinate and process multi-site information such as meter-readings and other third-party checks.
- Coordinate the supply of branded clothing for the company.
- Act as first point of contact for relevant suppliers, resolving issues with service or billing.
- Support preparing and enabling new sites for use following acquisition or completion of capital projects.
- Lead on the coordination of infrastructure to support charity events, volunteer events and the tree planting season, ensure that suitable site access, welfare facilities, parking, etc. are proactively planned, liaise with key stakeholders in Forestry, Attracting People, Biodiversity, Learning & Skills, and Cross-cutting Support Teams.
- Lead on fleet support e.g. company vehicles, managing the vehicle maintenance apprentice to deal with scheduled and ad hoc vehicle issues, supporting and providing advice and market reference for vehicle and mechanical cap ex etc.
- Ensure all video conferencing equipment is working as intended and conduct training for staff on how to maximise its effect.
- Regularly review office space needs (for both desks and meeting spaces) and propose solutions where gaps exist.
- Manage office and desk booking system.
- Support desk-based staff with Display Screen Equipment assessments and implement required changes as a result.
- Create and manage systems and procedures for shared equipment use e.g., trailers, welfare units, toilet units, filming and audio equipment.
- Manage or coordinate any other work or projects commensurate with role level and experience.

ICT and internal communications

- Ensure digital filing systems (of the COO's teams) are fit for purpose, and that the current versions of critical documents are saved and available.
- Support the communications team to maintain the primary Sharepoint site (the organisation's intranet function) and ensure it is kept up to date.
- Maintain the contracts and procurement Sharepoint site, and ensure all contracts are saved and logged.
- Coordinate the new starter and leaver processes between HR, Finance and IT teams including timely ordering and set up of ICT equipment.
- Identify ways in which the organisation could use technology to increase efficiency, and design and manage change projects which bring this about.
- Serve as an expert on the creation and administration of Sharepoint sites, and the use of file sharing and document storage using Microsoft products and provide or arrange internal training.
- Ensure all video conferencing equipment is working as intended and conduct training for staff on how to maximise its effect.
- Maintain the IT and telephones asset register.
- Act as the administrator for internal booking systems and resolve queries as appropriate.
- Act as one of three administrators on the internal Purchase Order system and resolve queries as appropriate.

Monthly reporting

Contribute and take a lead on monthly reporting where appropriate, including:

- Building H&S compliance reporting.
- Reactive & planned maintenance updates.
- New site transition updates.

In addition, the post holder will:

Climate Change

- Champion the need for urgent action to tackle the climate crisis
- Commit to taking positive action to mitigate against climate change during the course of your duties

General

- Demonstrate and promote the values of the Heart of England Forest.
- Undertake the work given in a competent manner to the specification required.
- Maintain a commitment to high standards of health and safety at all times. Ensure all work is undertaken within the Heart of England Forest health and safety policy and processes.
- Commit to continual professional development.
- Play an active part within the wider Heart of England Forest team.
- Contribute information and photographs for the charity's communications channels.
- Make active use of information and resources gained via personal networks to inform the development of this role.
- Lead, manage or contribute to any other work requested by the Commercial Director, CEO or COO, commensurate with role level and experience.

Hours

Normal working hours will be a minimum of 37.5 per week, normally between 09.00 and 17.00, Monday to Friday. However, occasional out of office hours work may be required, which may include evenings, weekends and bank holidays (for which hours can be accrued as TOIL).

Location

The post is based at the Heart of England Forest's head office in Dorsington. The post holder must have the willingness and ability to undertake regular travel to different sites across the Heart of England Forest to meet the demands of the role. The postholder will need to ensure their vehicle has an up-to-date MOT and is insured for business use. On days where duties don't require the candidate to be present in the Forest there may be the flexibility for the postholder to work from home or hot desk at one of the various Heart of England Forest office hubs.

What do we offer?

- The chance to join an ambitious charity and play a part in creating and conserving a huge Forest for the benefit of people, wildlife and the environment. There has never been a more important and exciting time to work in conservation. Climate change has never been higher within the public consciousness and political landscape, with tree planting at the forefront of carbon sequestration.
- Competitive salary with a Living Wage Foundation accredited employer
- 28 days holiday plus bank holidays
- Contributory company pension with 4.5% employer contribution
- Health Cash Plan – get cash back on opticians, dentists and more!
- Group Income Protection Scheme – to support you if you get sick
- Employee Assistance Programme – financial, physical and mental wellbeing support
- Access to exclusive discounts from thousands of retailers
- Life Assurance at four times your basic salary

PERSON SPECIFICATION

Essential

- Experience of leading the facilities management / ICT administration of a multi-site environment, demonstrating foresight as well as a proactive approach to issue resolution
- Strong negotiation skills and the ability to liaise effectively with a variety of suppliers, managing tender processes where required
- Sound Health, Safety & Environment knowledge and experience
- Self-motivated and proven experience of ability to work on own initiative, adapting to changing priorities and reprioritising workloads as needed
- Excellent project management skills
- Experience of being the first point of contact for IT and phone issues, including for starters and leavers and liaising with an outsourced service desk
- Working knowledge of how to develop and change Sharepoint sites, and how these interact with other Microsoft products
- Strong interpersonal skills with an ability to build relationships and engage effectively with stakeholders at all levels
- Good communication skills, both oral and written
- Committed to conservation
- Full clean driving licence
- A flexible approach to work and willingness to undertake some evening and weekend work
- Willingness to learn and develop new skills and take on new areas of responsibility

Desirable

- Experience of Purchase Order functionality
- A formal health, safety and environment accreditation



ABOUT THE HEART OF ENGLAND FOREST ***Planting tomorrow's great native woodland***

The Heart of England Forest is an exciting and ambitious charity. We want to help reverse centuries of woodland decline and plant one of the largest forests in England. Our goal is to create a huge, unbroken woodland – a refuge from the modern world where people can rediscover nature and wildlife can flourish. It's an ambitious vision, which we're determined to make happen, one tree at a time.

The Heart of England Forest is not only a perfectly positioned lung for the Midlands, but a breath of fresh air for the nation. With over two million new native trees planted so far, we are restoring our native woodland – providing a safe and permanent habitat for wildlife as well as an escape for people from the urban environments surrounding it.

The Forest stretches up the Warwickshire / Worcestershire border, from the present-day borders of Shakespeare's Forest of Arden to the edge of the Vale of Evesham – the north Cotswolds to south Birmingham. It's an area dense in cities, towns and industry. Which is why we're creating a place to walk under shady canopies and through airy glades, away from the bustle of city life.

The UK has less than a third of the native tree cover of many other European countries, including France, Germany and Italy. Planting tomorrow's great native woodland has already started. With 7,000 acres of land, the Forest currently consists of 600 acres of mature woodland and almost 4,500 acres of new planting. We have planted an incredible 2 million trees so far, and are over 23% of the way towards our goal of a 30,000-acre forest. But with patience and your support, who knows how far it will grow!

More information can be found at www.heartofenglandforest.org

