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| <b>Job Description</b> | <b>Building Manager</b>   |
| <b>Salary</b>          | £32,000 – 35,000 plus pension scheme  |
| <b>Main purpose</b>    | Responsible for Futures House safety and maintenance ensuring that Marsh Farm Futures (MFF) are in compliance with all applicable regulations. Recommending and coordinating improvements to the site as needed to ensure a safe, functional and appealing space for the community and MFF's tenants. |
| <b>Responsible to:</b> | Chief Executive Officer   |
| <b>Location:</b>       | Futures House, the Moakes, Marsh Farm, Luton  |

### **Key Duties & Responsibilities**

- Develop the site Operational Plan and take responsibility for the building, making recommendations to the Chief Executive on project and management strategies relating to building matters.
- Deliver the planned maintenance schedule for the building and manage the day to day maintenance requests arising from the Facilities portal/ Help desk system.
- Manage planning, design, and building consultants, ensuring correct documentation is in place and project manage all works to time and budget.
- Ensure that the organisation fully complies with Health and Safety and other legislation.
- Produce all project briefs for individual developments and work with Finance to ensure that best value is achieved for all tendering, procurement and purchasing activities in respect of building and maintenance work.
- Ensure excellent customer relations are established and maintained with all tenants and stakeholders.
- Provide emergency front-line response to problems/crisis management and issues, including out-of-hours responsibility.

### **People Leadership and Management**

- Responsible for the professional development of the caretaker and the volunteer ensuring the required trade skills are in place to support the maintenance demands of the site which promotes the efficient and effective use of resources.

- As a member of the team, play a part in the overall development of support services across the site and support other key events and initiatives.
- Keep detailed records for all building and facilities functions in electronic and hard copy
- Prepare, implement, and maintain a disaster recovery plan for the business.

### **Reactive and planned maintenance**

- Manage all aspects of the maintenance and security of the site, ensuring tasks are dealt with in a timely manner.
- Deliver a budgeted routine maintenance programme including a programme of relevant condition surveys.
- Manage building management system to plan and record all planned maintenance and inspection testing including all reported maintenance and reactive issues.
- Ensure best practice is followed in regard to Health and Safety, e.g. Legionella risk management, Fire detection, Firefighting equipment, and working at height management.
- Ensure the Buildings team provides a customer focussed and timely service which satisfies the requirements of all stakeholders and supports out of hours events.
- Manage the site security programme, ensuring all security equipment is fully functioning and safety of the site and users is not compromised.

### **Capital Works**

- Review with the CeO the organisations development priorities and incorporate into the organisation's estate masterplan.
- Take the project management lead for the delivery of the capital construction programme within agreed financial budgets and programme schedules.
- Ensure the organisation complies with all relevant Health and Safety legislation in relation to works completed as part of the capital programme and maintain the required compliance records.

### **Contract Management**

- Negotiate with service providers, manage hard and soft services, ensuring robust Service Level Agreements and KPIs for all services
- Ensure the performance of key contractors, e.g. cleaning, security, fire etc is monitored on a monthly basis and the service specifications is regularly reviewed.
- Manage the security, maintenance, decoration, alterations and annual grounds maintenance contract and recommend any changes and additional services as necessary.
- Ensure all utilities tariffs and contracts are regularly monitored and retendered accordingly to ensure value for money.
- Work alongside the team in the design and review of MFF's Fire Evacuation

and lockdown policies and procedures.

- Oversee the lettings and hiring policy for the building.
- Lead on behalf of the CeO on integrating sustainability across all aspects of the business, to promote innovative design, planning and technology that facilitates a sustainable business.
- Establish a good working relationship with MFF's tenants and other community stakeholders.

The job description is not an exhaustive list of duties and may be reviewed in light of changing needs and priorities as reasonable, required by the CeO.

### Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

**Please make sure, when completing your application form, you give clear examples of how you meet the essential and desirable criteria.**

| Essential/<br>Desirable         | Criteria  |
|---------------------------------|---|
| <b>Education and Experience</b> |   |
| E                               | An appropriate qualification within the property, estates, buildings management sector or construction industry, e.g. IOSH, NEBOSH, or equivalent experience. |
| E                               | Membership of a relevant professional body (RICS/IWFM or similar).  |
| E                               | A thorough and up to date knowledge of property related statutory compliance legislation.   |
| E                               | Experience in managing multi services budgets.  |
| E                               | A thorough and up to date knowledge of Health and Safety procedures within a large organisation.  |
| E                               | Strong IT skills and experience of introducing new systems and procedures.  |
| D                               | Previous experience of working in a community setting.  |
| <b>Skills and Abilities</b>     |   |
| E                               | Excellent communication skills and negotiating skills, with proven ability to work toward stringent deadlines.  |
| E                               | Ability to work under pressure, managing competing priorities and   |

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|                            | delivering pragmatic solutions.   |
| E                          | Ability to work as part of a multi-disciplinary team supporting colleagues in the implementation of area initiatives.                 |
| E                          | Excellent time management skills and ability to remain calm under pressure  |
| E                          | Support Health and Safety training initiatives and to actively participate in this area of work                                       |
| E                          | Excellent observational skills to be able to pay attention to detail when checking work and materials and be technically competent.   |
| <b>Personal Attributes</b> |   |
| E                          | Ability to work independently and take ownership of projects.   |
| E                          | Display enthusiasm and a positive attitude for managing both a range of complex and routine tasks.                                    |
| E                          | Commitment to implementing Equal Opportunities  |
| E                          | High standards of professionalism, confidentiality, and discretion  |
| E                          | Flexible and adaptable – in tune with the needs of the organisation which strives to deliver impressive results with modest resources |
| D                          | Committed to continuous self-development.   |