

JOB DESCRIPTION – Building Manager (August 2020)

Hours:	40 hours per week.
Contract:	Permanent
Location:	Wendover, Buckinghamshire
Reports to:	Chief Operating Officer
Accountable to:	Chief Operating Officer and Trustees
Line Manages:	Maintenance (1), cleaning staff (2) and a group of Maintenance and other related volunteers

Internal Relationships: Leadership Team, Trustees, all staff and volunteers – any person accessing or using the building and its facilities.

External Relationships: Hirers, Suppliers, Contractors, Volunteers, Centre Members and local community.

Job Purpose

The Building Manager will be responsible for maintaining a first class environment that ensures that all Centre users, staff and volunteers have a consistently secure, safe and clean environment enabling a high quality of clinical service delivery. The Building Manager will ensure that the Centre runs safely in accordance with the Health & Safety Policy, and contributes to the ongoing review and development of best practices.

Responsibilities

Management

- To define the standards of maintenance and cleaning that meet or exceed the requirements of the Health and Safety Policy.
- To ensure that sufficient resources are available to achieve these standards.
- To oversee effective and efficient cleaning of the building.
- To oversee effective and efficient maintenance of the building, its fixtures and its fittings.
- Providing appropriate day to day management the maintenance staff, cleaning staff and volunteers.
- To provide specific management oversight for the maintenance and cleaning of the hydrotherapy pool and pool plant. (Pool plant training available)
- Write and revise as required Risk Assessments, Method Statements and Emergency procedures relating to the building and communal areas.

- Ensuring all First Aid needs are met.
- Overseeing contractors to ensure that all planned and preventative maintenance and agreed/statutory checks, repairs, maintenance etc. are carried out in a timely and satisfactory manner. Ensuring that all contractors Risk Assessments and method statements have been received and approved by the Centre, with appropriate Centre inductions completed and permits to work in place.
- Ensuring hirers of Centre facilities have appropriate contracts, that all appropriate risk assessments are carried out, inductions completed and other related documentation received.
- Maintain and develop relationships with the external hires, working with the Finance team to ensure billing procedures are in place and being followed.
- Ensuring that the use of the car park is managed for everyday and out-of-hours use, ensuring its safe use as well as maintaining full access at all times to the car park and Centre building.
- Managing building and maintenance projects as required.
- Being the Centre's lead on environmental issues, seeking to reduce the Centre's carbon footprint and ensure that waste is recycled whenever possible.
- Ensuring that daily checks of the building and its surrounds are carried out and that opening up and closing processes are properly and routinely followed.
- To ensure that all processes and procedures to manage the risk of fire and evacuation are maintained with regular training to all staff
- Ensuring that the Centre's Business Continuity plan is fit-for-purpose and updated as necessary
- Ensure all employees within the facilities department are working safely, all training records are up to date and refresher training is maintained.
- To complete six monthly reports on employees within the facilities department which include performance and ability assessments and to set a personal training plan if improvements are required
- Assist with HR investigations and disciplinary meetings when required

Security

- Ensuring that the Centre is as secure as possible at all times and, when not in use, alarmed with clear and agreed rosters for keyholders.
- Monitoring all alarm systems, resolving and/or escalating issues and reporting and recording all key events using the online system.
- Ensuring that daily checks of the building and its surrounds are carried out and that opening up and closing processes are properly and routinely followed.

Information Technology

- Oversee and ensure the Centre's IT requirements are being met.
- Supporting staff and volunteers in the day to day use of computers, internet connectivity, printer, copiers, telephones etc.
- Arranging for issues to be resolved in-house or, if not possible, to contact IT and/or printer repair companies to seek advice, arrange repair etc.

Communication and reporting

- To establish clear lines of communication across all departments and users of the building.
- To hold regular meetings with cleaning and maintenance staff.
- To establish clear reporting processes for audit and compliance processes.
- To establish a clear and rapid communication process for effective management and resolution of H&S matters (pertaining to the building including pool and oxygen chamber).
- Working with all functions to enable effective reporting of risk on a regular basis.
- Producing detailed monthly management reports for the COO, trustees and other reports as required.
- Monitoring the use of the Centre building for non-MS activities to ensure that these are maintained below 5% of total activity.

Personal and Team Education and Development

- To keep abreast of all relevant legislation and best practices.
- To support relevant training for staff.

Code of Conduct

- To adhere to the Professional Code of Conduct relating to your profession.
- To adhere to the Code of Conduct for the Organisation.
- To ensure that the organisational code of conduct is embedded in the behaviours of the cleaning and maintenance staff.

Other

- To be aware of and work in line with all policies and procedures.
- To carry out any other tasks as reasonably directed.

Person Specification

Qualifications & Experience

Degree	Desirable
Health & Safety Qualification	Essential
Pool Management Qualification (training can be provided)	Desirable
First Aid Qualification	Desirable
Management of building or similar facilities	Essential

Skills

Excellent communicator, both verbal and written	Essential
Approachable; "can-do" attitude	Essential
Able to deal with people at all levels, especially those with disabilities	Essential
Competent IT user with experience of Word, Excel, Powerpoint, Publisher, Outlook and other programmes	Essential
Able to write management reports	Essential

Knowledge

Understanding of the needs of disabled people	Essential
Knowledge and understanding of Multiple Sclerosis	Desirable
High level knowledge of Health & Safety;	Essential
Able to assess risk and create plans and protocols	Essential
Able to operate to strict budgets	Essential
Knowledge of IT Systems: server, desktop, cloud	Desirable
Working knowledge of commercial contracts	Desirable
Able to prepare a Business Continuity plan	Desirable