

Job Description

Title:	Buildings & Facilities Manager
Line Managed by:	Head of Operations
Overall responsibility:	Management of site & facilities
Line reports:	Duty Managers, Programme and Facilities Coordinators, Building Maintenance Officer
Hours:	35 hours per week, including evenings and occasional weekends.
Salary:	£33,500
Holiday Entitlement:	30 days paid holiday per annum, inclusive of eight Statutory Bank Holidays, increasing by one day for each year of service from 1st September up to a maximum of 35 days per annum.

About National Centre for Circus Arts

The National Centre for Circus Arts is a registered charity and an independent Higher Education provider registered with the Office for Students, and is one of Europe's leading providers of circus arts training. For the past 30 years, we have provided emerging and professional circus artists, directors and choreographers access to vital space and support to train, experiment and share ideas.

Our diverse range of work includes BA degree-level education in Circus Arts which is supported at either side by a structured training programme for under-18s and professional development opportunities for aspiring and established performers. Adults and young people can enjoy recreational classes and occasional performances. We also run highly regarded workshops, away days and team building events for the corporate community. We continue to develop our creation and production capabilities and are striving forward in both initiating, supporting and creating high quality work that can tour regionally and nationally. Our national role increasingly sees us supporting and mentoring circus artists and organisations nationwide as we seek to develop and mature our remarkable art form.

PURPOSE OF THE ROLE

The Buildings & Facilities Manager has primary responsibility for the day-to-day management of the building, ensuring that the numerous and varied users find the National Centre welcoming, hospitable and fit for purpose. They will also play a key role in managing 'back office' operations, for example managing service contracts, keeping relevant policies & procedures updated and supporting the Head of Operations to implement our H&S policies.

MAIN RESPONSIBILITIES

- Play a key role in ensuring that the building is fit for purpose and compliant with all

appropriate regulations (e.g. premises licence and building control) and that the studios and all public areas are ready for use.

- Line manage the Duty Managers, Programme and Facilities Coordinators, and Building Maintenance Officer, including recruiting, induction, training and annual appraisals.
- Manage the day-to-day building and maintenance budget to cover small purchases.
- Lead on building operations and staffing to facilitate our external event hires
- Assist in developing relevant building operational policies/procedures and to ensure that these are effectively implemented.
- Act as the senior responsible person/manager in the absence of the Head of Operations to ensure the effective and safe operation of the National Centre for Circus Arts in accordance with its policies and procedures, such as First Aid and Fire Safety.
- Working closely with the COO and Head of Operations, providing day-to-day IT support to office staff and escalating issues to our third-party IT contractor (currently Spirit UK) as necessary.
- Support the implementation of our environmental policy.

Detail of responsibilities

Building Management

- Work with the Duty Managers to ensure the building is ready and appropriate for use.
- Work with the Head of Operations to plan and manage continuous maintenance and improvement of the spaces and the annual maintenance programme.
- Work closely with the Hires and Technical teams on commercial venue hire events.
- Play a key role in the management of all our external contractors.
- Ensure energy use is monitored and recorded appropriately, reconciling our records with utility company statements and investigating anomalies as required.
- Manage the security access card system and all other building security procedures.
- Ensure that new users are familiar with the safety and operational aspects of the organisation, undertaking or overseeing inductions for new staff and students
- To support the Technical Deputy Manager with PAT testing

People management

- Oversee the production of staffing rotas to ensure appropriate cover is provided for the safe and secure opening of the building.
- Ensure a collaborative approach is taken within the wider Operations department, and with other teams across NCCA.
- Manage contractors appropriately, ensuring procedures are correctly followed and works undertaken within budget.
- Plan and manage the front-of-house function, including for in-house productions.
- Work closely with the Commercial Team and Technical team to facilitate any building hires or other corporate activity, ensuring they are managed safely and efficiently.

Leasing

- Oversee the letting and management of 11 small office style workspaces (the Energy Centre) per the specified tenant criteria.
- Ensure that the tenants operate within the terms of their agreements.
- Working with the Office Manager to administer tenancy agreements

- Work with the Head of Operations to prepare tenancy agreements for our lettable spaces, and support them to manage the financial aspects relating to these agreements.
- Support the Head of Operations and Head of Finance in managing and updating the budget for the leased offices.
- Play a key role in marketing the office units in conjunction with the Marketing team.

Policies & procedures

- Ensure that relevant risk assessments related to Buildings & Facilities work are regularly reviewed and updated, taking account of changes in legislation and best practice.
- Actively participate in the management, administration and implementation of the building's health and safety policies and procedures.
- Attend regular meetings of the Health & Safety Committee.
- Maintain oversight of all incident and accident reports. Report quarterly to the Health & Safety Committee on any incident and accident trends or learning.

Operational

- Act as a Fire Warden, with responsibility for the correct operation of the Emergency Evacuation plan and Fire Safety procedures. Manage regular fire alarm tests.
- Organise new and refresher training for Fire Wardens.
- Act as a First Aider, manage First Aid supplies and organise first aid training for members of staff as required.
- Act as Duty Manager if the rota requires.

IT Support

- Provide basic IT support to office staff, onboarding staff, resolving issues where possible and escalating to Spirit (current third party IT contractor) otherwise.
- Support the Head of Operations in ensuring suitable networking and power is available for the IT provision.
- Be responsible for onboarding staff to our phone system, administering our VOIP system, and providing hardware where needed.

Environmental

- Support the Head of Operations in the implementation of the organisation's environmental policy and strategy.
- Actively promote and encourage recycling and energy and water efficiency around the building.
- Ensure environmental consideration forms part of all maintenance and facilities decisions.

Other Duties

- Attend a range of internal and external meetings as required.
- Be a strong leader in health & safety and its practical application in all areas of work and encourage a culture of responsibility for H&S throughout the organisation.
- Promote a commitment to the National Centre's Equal Opportunities & Diversity policy, Disability & Reasonable Adjustments commitment and Code of Conduct, along with all other policies that contribute to the operating values and ethos of the organisation as determined in its mission statement.

- Attend regular meetings of the Safeguarding and Mental Health Committee. Play an active part in forming and implementing policies.

Such other duties (commensurate with the role) that may from time to time be reasonably required.

NB: This post requires practical activities such as the lifting and moving medium/heavy loads and scaling ladders. The postholder may also be required to work at height.

PERSON SPECIFICATION

Experience

Essential

- A strong facilities and/or building management background with at least three years working experience.
- Experience within a customer-facing environment.
- Experience of line managing staff, managing contractors and creating rotas.

Desirable

- Experience of working in a sustainable building or environment.
- Previous experience of acting as a fire warden and/or first aider.
- Experience of managing Budgets.
- Experience of event management.

Skills

Essential

- Excellent administration & organisational skills.
- Excellent communication skills
- A general understanding of relevant health & safety legislation and its impact in a public building.
- Financially numerate, with the ability to manage budgets effectively.
- A working knowledge of IT, including email, Windows, and Microsoft Office.

Desirable

- A buildings management qualification, ie NEBOSH / IOSH.
- An understanding of premises licensing.
- Working knowledge of Spektrix, Celcat, Papertrail, PDQ terminals and VOIP systems

Personal attributes

- An interest in the arts and/or education.
- The ability to keep calm under pressure.
- A practical hands-on approach coupled with a collaborative attitude.
- Understanding of and commitment to equal opportunities.
- Understanding of and commitment to environmental sustainability.