



JOB DESCRIPTION – FACILITIES MANAGER

Job Title:	Facilities Manager
Reports to:	Chief Operating Officer
Working Pattern:	35 hours a week, Monday – Friday
Base:	Ockbrook
Salary:	£48,000 per annum

Main Purpose:

The Facilities Manager is responsible for overseeing the management, maintenance, and ongoing development of the organisation's estate, including buildings, grounds, and facilities across the site. This is a key role, ensuring that the environment is safe, secure, compliant, and fit for purpose for staff, volunteers and visitors.

The postholder is the organisational lead for Health and Safety compliance, ensuring that all staff understand and fulfil their responsibilities as outlined in the Health and Safety Policy. Working collaboratively with managers, they will prepare, implement, communicate, and regularly review risk assessments and operational procedures to maintain a safe and effective working environment.

The Facilities Manager will drive high standards in service delivery, ensuring that facilities are well-maintained, efficiently operated, commercially competitive and continuously improved to meet organisational needs.

Main Duties and Responsibilities:

Health & Safety and Compliance

- Act as the organisational lead for Health and Safety, ensuring compliance with all relevant legislation, policies, and best practice.
- Develop, implement, communicate, and regularly review risk assessments, safe systems of work, and operational procedures.
- Ensure all statutory testing, monitoring, and compliance requirements are completed and accurately recorded (e.g. PAT testing, asbestos, water safety).
- Lead accident and near-miss reporting, investigations, and implementation of preventative measures.
- Promote a proactive safety culture through staff training, inductions, and regular communication.
- Keep up to date with legislative changes and recommend improvements to policies, procedures, and working practices.
- Prepare and present regular Health & Safety reports to senior leadership.

Fire Safety

- Act as Fire Warden and ensure compliance with all fire safety legislation and requirements.
- Maintain fire risk assessments and ensure findings are communicated to staff and volunteers.
- Coordinate fire drills and ensure clear evacuation procedures and signage are in place.
- Oversee the inspection, testing, and maintenance of fire alarms.
- Liaise with Fire Services and external contractors as required.

Estates, Facilities and Maintenance

- Oversee the day-to-day management, maintenance, and security of all buildings, grounds, and facilities.
- Ensure the estate is safe, secure, and fit for purpose for all users.
- Plan and deliver maintenance, repairs, and improvement works across all sites.
- Conduct regular site inspections and walkarounds to maintain high standards.
- Manage utilities, ensuring efficient and sustainable use of resources.
- Oversee specialist services including asbestos management, pest control, waste, drainage, and backup systems.

Contractor and Project Management

- Procure and manage contractors and service providers, ensuring compliance with Health & Safety requirements, including Permits to Work.
- Manage the daily operations of on-the-ground suppliers, including catering, laundry, cleaning, and other contracted services.
- Monitor service quality and performance against agreed standards and contractual obligations.
- Monitor contractor performance to ensure safe, high-quality, and cost-effective service delivery.
- Address and resolve operational issues promptly to minimise disruption to contractors.
- Maintain strong working relationships and effective communication channels with all vendors.
- Ensure all contracted work is delivered safely, efficiently, and in compliance with organisational and regulatory requirements.
- Negotiate, tender and benchmark supplier contracts and services to ensure they are competitive and in line with the market
- Coordinate schedules, access, and logistics for on-site service providers to support smooth day-to-day operations.
- Support and deliver estates, conservation, and capital projects from planning through to completion.
- Liaise with external agencies and regulatory bodies as required.
- Security and Emergency Planning
- Oversee site security systems, including CCTV and access control.
- Act as key holder and coordinate emergency response procedures.
- Maintain and implement emergency and event management plans.

Environmental, Waste and Water Management

- Manage waste services in line with environmental policies and legislation, seeking opportunities for improvement and innovation.
- Oversee water safety management, including Legionella control, testing, and risk assessments.
- Ensure effective maintenance of drainage systems and sustainable use of water resources.
- Maintain accurate records of all environmental monitoring and compliance activities.

People Management

- Lead, manage, and motivate the Facilities team to deliver high-quality services.
- Set objectives, conduct appraisals, and manage performance, wellbeing, and employee relations.
- Support recruitment, induction, and ongoing development of team members.
- Encourage teamwork, innovation, and continuous improvement.

Finance, Commercial and Resource Management

- Manage facilities-related budgets, including forecasting and monitoring expenditure.
- Procure goods and services in line with organisational financial and procurement policies.
- Ensure cost-effective use of resources across the estate.

General Responsibilities

- Work collaboratively with senior leadership to support strategic planning and future estate development.
- Undertake training as required and share best practice across the organisation.
- Carry out any other duties appropriate to the role as directed.