



Grounds & Facilities Manager

Grade: 9

Directorate: Operations

Location: WWT Castle Espie

Reporting to: Centre Manager

Main function of post: To be responsible for formulating and implementing a strategy for the maintenance and development of all site buildings, grounds and the associated infrastructure, including management of the maintenance, grounds, captive animal and cleaning teams. In addition the post holder will manage the Centre's services and utilities in a sustainable and cost effective manner. This position also undertakes the Health and Safety Officer role for the Castle Espie site, ensuring the safety and welfare of the WWT team and our visitors.

Supervisory responsibilities: All grounds, maintenance and animal management staff, volunteers and contractors

Responsibilities of the post

1. Ensure that all aspects of the site's buildings, structures and associated infrastructure are managed to an agreed standard (including the main Visitor Centre, all offices, houses and outbuildings).
2. Develop and manage a realistic and achievable programme of preventative maintenance – with full consideration given at all times to ensuring that work causes minimum disruption to the operation, the visitor experience and to wildlife.
3. To ensure grounds staff compliance with WWT's living collection plan and visitor engagement strategy.
4. Where required, assist in the planning, design and construction of all new build projects, liaising with both internal and external stakeholders (e.g. designers, architects and local authority) and ensure that future developments are in line with strategic business objectives.
5. To provide leadership to all staff and volunteers within the department enabling every team member's contribution to be maximised by ensuring that the appropriate levels of direction and

support are provided through professional line management in line with WWT's people frameworks.

6. Ensure that all team members engage with WWT's internal communication channels keeping themselves informed and up to date with WWT's activities and progress, ensuring they play as full a part as possible in enhancing the visitor experience.
7. Negotiate and manage key maintenance service agreements including (but not limited to): waste management, recycling, pumps and communication devices.
8. Ensure the testing of equipment, that certification is up to date and corrective action is taken where/when necessary (e.g. electrical certification, pressure vessels, oil storage facilities) whilst also taking responsibility for the operation and maintenance of all workshop machinery and workshop areas.
9. Ensure the Facilities department maintains compliance with all relevant licenses required at WWT Castle Espie and that firearms are stored safely and maintained.
10. Prepare and manage the agreed annual buildings maintenance budget and prepare submissions for capital expenditure projects.
11. Provide out of hours alarm response and emergency cover on a rotational basis with other site managers and deputise for the centre manager when required.
12. This position assists the WWT Health and Safety Officer in, ensuring the safety and welfare of the WWT team and our visitors. This role is also responsible for ensuring that the Centre complies with all COSHH regulations and that all risk assessments, policies and procedures are up to date and accessible.
13. To be responsible for ensuring that your department engage with the WWT Sustainability Statement, being aware of negative environmental impacts and incorporating sustainable ways of working within your team.

Date raised: 18th October 2021

Amended:

Person Specification

1. Qualifications

Essential:

- Good general education to at least A level standard or equivalent
- Full current driving license as some travel to other WWT sites will be necessary

Desirable:

- Relevant qualification in Building Studies or Building Control or Maintenance e.g. BTEC/SQA National Certificate/Diploma/Higher National Certificate/Diploma in Building Studies or NVQ/SVQ Level 4 in Building Control or NVQ/SVQ Levels 3 and 4 in Building Maintenance or equivalent
- Qualification in Health and Safety (i.e. NEBOSH, IOSH etc.)
- First Aid certificate
- Line management training

2. Experience

Essential:

- Experience of performing a Facilities Management role
- Experience in and demonstrable competence in health and safety administration (i.e. production of risk assessments, equipment checks, COSHH etc.)
- Experience of and competence in Microsoft Office programs
- Experience of preparing and managing budgets to set target and within Financial controls
- Experience of supervising varied disciplines within a customer focused business
- Good communication skills, both oral and written

Desirable:

- Experience of working with volunteers
- Experience of working in a visitor attraction
- Development of new horticultural and landscape schemes or attractions
- Experience of working with livestock or knowledge of avian or animal husbandry
- A keen interest and knowledge of wildlife and nature conservation
- Experience and competence in woodwork, plumbing, brickwork, basic electrical fault finding and roofing.

3. Managerial & Supervisory

Essential:

- Experience of managing staff and contractors across varied disciplines
- Experience of setting staff targets, goals & objective working flexibly to tight time scales
- Experience of and ability to direct work programs and schedules for direct line reports and volunteers, prioritising and setting tasks as appropriate

- Experience of developing staff training needs and ensuring training programs are fulfilled
- Experience of staff management including recruitment, training, appraisals etc.

Desirable:

- Personal development planning experience

Type of staff	Number managed	Number supervised
Employed Staff	5-7	0
Volunteers / Casual Workers	5-15	0
Contractors	0	0

4. Responsibility

Essential:

- The ability to demonstrate professional competence and take independent action is required
- The ability to take financial responsibility for budget compliance
- The ability to take responsibility for ensuring compliance with all Health & Safety and COSHH regulations within the department and at the Castle Espie site.
- The ability to manage all maintenance service level agreements
- The ability to deputise for the centre manager when required and make balanced decisions across a wide variety of directorates

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£111k grounds budget
Cash Handling	£0
Assets (required for job, exc. buildings)	£35K
Visitors (per annum)	65,000

5. Creative Ability

Essential:

- A creative 'eye' to develop the grounds to maximum effect for the presentation of the birds/mammals and for public appreciation and engagement
- The ability to translate concept ideas into working plans & execution
- Practical ability to find solutions to problems including mechanical and maintenance issues
- Ability to devise systems for monitoring and maintaining standards
- Ability to develop the strategy to maintain and develop all site buildings and infrastructure

Desirable:

- Landscape design or landscape architectural qualification/experience
- Technical or engineering knowledge

6. Contact

Essential:

- Demonstrable ability to communicate clearly and professionally both orally and in writing
- Demonstrable ability to be visitor focused and to meet high standards of customer service
- Ability to work with other directorates and teams dealing with a range of interests and with outside bodies and the general public.
- The ability to present a case and influence the outcome on a specific area of interest

Desirable:

- Public speaking
 - Media training/experience
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General Notes

This position will require weekend work and some public holiday working to meet the needs of the post.

Whilst this post is based at WWT Castle Espie some travel may be necessary therefore a current driving licence is essential as is willingness to travel to other WWT Wetland Centres.

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