



Post: Grounds & Facilities Manager

Grade: 8

Directorate: Operations

Location: Castle Espie

Reporting to: Centre Manager

Main function of post: To assist the Centre Manager in the management of the day-to-day operation of the Centre, maintaining the highest visitor standards with specific responsibility for the maintenance and upkeep of the grounds, buildings, graphic interpretation, captive animal management and ensuring best practice health and safety at work systems are in place at all times.

Supervisory responsibilities: All grounds, maintenance and animal management staff, volunteers and contractors, including, from time to time contractors working on special projects.

Hours worked: 37.5

Working pattern: 5 out of 7 days on a rota basis to include weekends and bank holidays

Main duties of the post

1. To ensure that all aspects of the sites buildings, structures and associated infrastructure are managed to an agreed standard including the visitor centre, offices and outbuildings.
2. To deliver best practice in captive animal management, ensuring animal husbandry and welfare meets the highest standards and there is accurate record keeping at all times.
3. To ensure grounds staff compliance with WWT's Avicultural Strategy.
4. To support the development and implementation of the centre business plan, with particular emphasis on the collection plan and visitor engagement strategy.
5. To identify opportunities for visitor engagement, incorporating our customer service standard, and striving to improve the visitor experience.
6. To produce annual work plans to guide grounds staff and volunteers and to assist in the setting of priorities for the centre's budgets and project planning.

7. To manage the grounds budget including detailed checking of monthly accounts, monitoring expenditure and maintaining cost control. To review, negotiate and manage key service agreements, including (but not limited to) waste management, recycling, pumps, AV equipment, communication devices, biomass boiler, reed beds, pipes and water flow systems etc.
8. To be responsible for best practice record keeping of all health and safety management as the Health and Safety Officer of the centre, ensuring the compliance of all staff and volunteers on site.
9. To be responsible for best practices relating to maintenance of plant, vehicles, facilities, COSHH, PPE and hand tools, site infrastructure, training, risk assessment and review of these.
10. To be responsible for the recruitment, training and induction of new staff and volunteers as required, conducting appraisals and managing performance.
11. To hold regular team meetings, one to one meetings and ensuring good communication with the centre team on all matters relating to grounds and facilities management.
12. To undertake duty manager responsibilities on a rota basis.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: 29th January 2015

Amended: 12th May 2017

Person Specification

1. Qualifications

Essential:

- Good basic education to at least 'A' level standard or equivalent
- Full current driving licence

Desirable:

- Degree in a natural science subject
- Qualification in a buildings services or management related subject
- Health & safety training (IOSH certificate or equivalent)
- Emergency First Aid at Work qualification

2. Experience

Essential:

- Demonstrable experience in a similar facilities role
- Project management
- Experience of Microsoft Office programmes & working with Purchase Order systems
- 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
- Demonstration of a customer service approach
- Detailed knowledge of Health & Safety regulations

Desirable:

- Working with volunteers
- Experience of working in a visitor attraction
- Development of new landscape schemes or attractions
- Experience of working with livestock or knowledge of avian or animal husbandry
- Experience in aviculture or horticulture
- A keen interest and knowledge of wildlife and nature conservation
- Experience of dealing with the public

3. Managerial & Supervisory

Essential:

- Experienced in managing multi-disciplinary teams of staff including functions outside of your expertise
- Ability to inspire and motivate a team
- Experience of setting staff targets, goals & objectives
- Good work planning skills
- An ability to work flexibly and on occasions to tight timescales

- Experience of staff management including recruitment, training, appraisals etc.

Desirable:

- Personal development planning experience

Type of staff	Number managed	Number supervised
Employed Staff	5	0
Volunteers / Casual Workers	0	10
Contractors	0	0

4. Responsibility

Essential:

- Responsible for all aspects of the grounds and the grounds team
- Ability to act independently but also as a senior team member
- To be a member of and contribute to the centre management team
- Ability to prioritise effectively, balancing deadlines and workloads

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)	£182,000

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

Desirable:

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

6. Contact

Essential:

- Ability to lead and motivate diverse staff & volunteer force
- Accustomed to interface with the public including handling comments, complaints and incident management
- Liaise with and manage contractors working in the grounds
- Experience of working at management level and working closely with other departments and outside bodies is essential

Desirable:

- Public speaking
- Media training/experience

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.