

Post: Facilities Manager

Grade: 9

Directorate: Operations

Location: WWT Martin Mere Wetland Centre

Reporting to: General Manager

Main function of post: To be responsible for formulating and implementing a strategy for the maintenance and development of all site buildings and the associated infrastructure, including management of the maintenance and cleaning team. In addition the post holder will co-ordinate new building projects and also 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 Martin Mere site, ensuring the safety and welfare of the WWT team and our visitors.

Supervisory responsibilities:

- Responsible for managing a team of 5 including 2 maintenance staff and 3 cleaning staff.
- Responsible for managing a wide range of facilities contractors who undertake work on site.
- In matters of Health and Safety, responsible for working with all staff, casual workers, volunteers and contractors.

Hours worked: 37.5 hours per week

Working pattern: Hours to be worked on a rota basis and including some weekend and bank holidays.

Main duties 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. 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.

4. Maximise every team member's contribution to ensure delivery of personal, department and Trust objectives by giving the appropriate levels of direction and support through training, team meetings and individual discussions.
5. 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.
6. Negotiate and manage key maintenance service agreements including (but not limited to): waste management, recycling, pumps and communication devices.
7. 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.
8. Ensure the Facilities department maintains compliance with all relevant licenses required at WWT Martin Mere and that firearms are stored safely and maintained.
9. Prepare and manage the agreed annual buildings maintenance budget and prepare submissions for capital expenditure projects.
10. Provide out of hours alarm response and emergency cover on a rotational basis with other site managers.
11. This position undertakes the Health and Safety Officer role for the Martin Mere site, ensuring the safety and welfare of the WWT team and our visitors. The responsibilities of this part of the role can be found in the document below: "WWT Health and Safety Officers Roles & Responsibilities". 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.

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.

Roles & Responsibilities

Role: WWT Health & Safety Officer

Purpose of Role

The role of the Health & Safety Officer (HSO) is to assist the Head of Safety Management and their Centre Managers/ Senior Manager to manage health & safety in their area.

HSOs have the authority to ensure that, on a day to day basis, the health & safety management system of WWT is being implemented, raising any concerns with their manager or the Head of Safety Management.

Responsibilities

The responsibilities of the HSO role at Martin Mere Wetland Centre include:

- Supporting the Heads of Departments (HODs) in coordinating the centre training register, ensuring that HODs are regularly identifying the training needs of their staff and inputting onto the H&S training register
- Supporting the Centre Manager when they are undertaking their safety walk arounds and checklists, coordinating the results
- Taking an active role in health & safety related meetings at their centre.
- Supporting HODs in coordinating the centre risk assessments, ensuring that HODs are regularly identifying hazards and completing risk assessments
- Supporting HODs and centre managers when emergency plans are being developed which relate to health & safety
- Acting as a point of liaison for the Head of Safety Management, to receive information and requests for information and pass on as appropriate to e.g. centre manager, HODs or staff/ volunteers directly
- Attending the Trust's Health & Safety Committee meetings
- Acting as a coordinator for any statutory inspections and fire checks that are to take place at the centre
- Co-ordinating any accident forms that are generated at the centre, passing on information to the Head of Safety Management as necessary
- Taking part in accident investigations, which fall under their competency, and assisting with RIDDOR reporting if a HOD or centre manager needs support
- Ensuring first aid provisions are identified and staff/ volunteers informed of these. Ensuring the contents of first aid kits are suitable, in stock and with items in date.
- Co-ordinating first aider provision (based on risk assessment of need at the centre), facilitating the provision of suitable training to first aiders and act as a point of liaison for any learning from accidents where first aid was provided

- Acting as a point of contact during the Head of Safety Management's annual audit, providing evidence as necessary
- Acting as a point of contact during an inspection from an enforcing authority, providing evidence as necessary
- Co-ordinating fire warden/ marshal provision (based on risk assessment of need at the centre), facilitating the provision of suitable training to staff with fire related duties and acting as a point of liaison for any learning from accidents where a fire or an evacuation occurred
- In conjunction with the relevant HOD and Centre Manager and in accordance with WWT guidelines, ensuring that safety signage is up to date, where it is needed to be displayed.
- Assisting in the facilitation of health surveillance programs such as HAVs monitoring at the centre
- Having an overview, along with the centre manager, of any projects or facilities works on the site, which may have a health & safety impact on our visitors, staff or volunteers.

WWT Statement

The role of HSO is critical to ensuring the implementation of WWT's health & safety management system and work plan. HSOs will therefore be given reasonable time and assistance in order to carry out the duties required of them.

In recognizing the importance of the role, HSOs will be required to have achieved as a minimum the IOSH 3 day Managing Safety course.

Date raised: 30/12/17

Amended:

Person Specification

1. Qualifications

Essential:

- Good general education to at least A level standard or equivalent
- Full current driving license

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

Desirable:

- Experience of working with volunteers
- Experience of working in a visitor attraction
- 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 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 in managing the life cycle of an employee, i.e. recruitment, induction, training, development, and carrying out appraisals and one to one meetings to ensure consistency of work and satisfactory performance

Type of staff	Number managed	Number supervised
Employed Staff	5	0
Volunteers / Casual Workers	2 - 10	0
Contractors	0	0

Desirable:

- Experience of performance management

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 Martin Mere site.
- The ability to manage all maintenance service level agreements

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£150,000
Cash Handling	£0
Assets (required for job, exc. buildings)	£50,000
Visitors (per annum)	N/A

5. Creative Ability

Essential:

- Ability to originate ideas, bring creative thought, proactively find solutions to problems and to forward plan
- Ability to project plan to support delivery of strategy and objectives
- Ability to develop the strategy to maintain and develop all site buildings and infrastructure

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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
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General Notes

Whilst this post is based at WWT Martin Mere Wetland Centre, some travel may be necessary therefore a current driving licence is essential as is willingness to travel to other WWT Wetland Centres and other locations as and when required.