

## **INSTITUTE OF CONTEMPORARY ARTS (ICA)**

### **JOB DESCRIPTION**

**Title:** Building Operations & Facilities Manager

**Salary:** £35,000 - £38,000 per annum

**Reports to:** Head of Operations & Visitor Services

**Direct Reports:** Reception & Operations Coordinator, Casual Maintenance Technician, Access Coordinator

### **Purpose of Job Role**

This role is responsible for delivering the operational backbone of the ICA including the maintenance and upkeep of our grade one listed premises on the Mall. Overseeing a range of building management and operational duties, this person will ensure the facilities are fit for purpose, safe and secure, comfortable and in good state of repair. They will ensure operational policies and procedures are compliant with relevant legislation. They will also ensure IT and office management processes are effectively delivered.

To succeed, the postholder must be proactive, hands on and work closely with all ICA staff and deeply understand the needs of curatorial, private hires, café bar and front of house departments to provide the best possible premises conditions for the ICA's needs. They must also ensure positive relationships with external stakeholders.

### **Responsibilities:**

- Oversee planned preventative maintenance, testing/inspections, and reactive repairs across all building services including but not limited to plumbing, electric wiring, HVAC, lifts, fire alarm, emergency lighting, fire extinguishers and suppression systems, intruder alarm, CCTV, access control, pest control, etc, within budget.
- Project manage an iterative programme of redecorating and more substantial upgrades and repairs in accordance with the Premises Strategy and capital expenditure allowances; contribute information to funding applications for additional capital funding.
- Ensure the ICA building is always well-presented, clean and aesthetically in a good state of repair via managing ICA ops staff (maintenance etc.) cleaning teams, contractors and facility repairs.
- Responsible for supporting with Health and Safety including health and safety policy, fire strategy, risk assessments covering all areas of the building and specific RAs for each event, safe systems of work, accident/incident reports and compliant filing and ensuring compliance with recommendations from annual H&S and Fire audit.
- Working with our third party IT support provider, oversee IT and telephone systems including laptops, company mobile phones and tablets, cloud/physical infrastructure,

fibre internet, wifi, photocopiers, maintaining our cyber essentials certification, leading on projects and upgrades.

- Ensure appropriate insurance packages are in place and managed.
- Ensure disabled access provisions across the Premises are in good working order and continuously improved in line with current best practice and with support of our Access Coordinator.
- Responsible for building security systems, keys and fobs, alarm monitoring and keyholding services, and contribute to emergency procedures & act as a fire warden.
- Unlocks building and checks fire escape routes as well as fire panel.
- Responsible for premises cleaning (currently provided by a third party contractor) and associated services such as waste management and sanitary collections.
- Ensure Carlton House Terrace reception services are provided efficiently to the extent they are required for visitors, tenants and events, including greeting guests, sign-in procedures, contractor inductions, switchboard, post and couriers through delegation to Reception & Operations Coordinator.
- Oversee that stationery, janitorial and staff tea points are well stocked through delegation to Reception and Operations Coordinator.
- Oversee all contracts and health and safety paperwork. Ensure service reports and other filing is well managed.
- Lead the relationships with office rental subtenants. Responsible for ensuring rental tenants have a day to day point of contact.
- Leading the ICAs Environmental Forum, supporting the Environmental Policy and considering the environment within all new and existing suppliers. Responsible for carbon footprint reporting to Julie's Bicycle and to ICA SMT with support of the Reception and Operations Coordinator.
- Responsible for the overhead budgets and negotiating the best possible value across utilities, contracts and service level agreements.
- Responsible for weekly fire panel testing.
- Maintain good relationships with building stakeholders including the Café Bar operator, the Royal Parks, Neighbours, Westminster Council, The Crown Estate, the police and fire service, representing ICA at external meetings where necessary, and submitting applications and permits.

- Line management of Reception & Operations Coordinator, Access Coordinator and Casual Maintenance Technician with the ability to delegate tasks to OVMS where reasonable and necessary.
- Work closely alongside the Curators, Music Programme Manager, Events Managers, Exhibitions Project Manager, Technical Manager and Senior Projectionist to ensure premises is fit for purpose for all operations, attend weekly building activity meetings.
- Other duties reasonably requested by Director of Finance and Operations, Head of Operations and Visitor Services and the Senior Management Team.

**Essential criteria:**

- IOSH Managing Safety at a minimum
- Experience managing heritage building(s)
- Experience leading on Health and Safety
- Line management experience
- Understanding of the needs of diverse ICA visitors including those with additional accessibility requirements
- Ability to work onsite and open / close building on request as needed
- Proactive and flexible approach to work

**Desirable:**

- NEBOSH General Certificate
- BIFM qualification
- First Aid
- Arts Organisation experience
- Knowledge of cinema and theatre/music venue technical systems
- Experience leading on IT systems
- Access to facilities management networks