

### Job Description

<b>Job Title</b>	<b>Building and Facilities Manager</b>
<b>Area/Department</b>	Administration & Resources / Facilities (United Reformed Church)
<b>Reporting to</b>	Head of Compliance & Services (United Reformed Church)
<b>Direct Reports</b>	Caretaker, Cleaners and Receptionist (URC Only)
<b>Location</b>	United Reformed Church House, 86 Tavistock Place (URCH) and Methodist Church House, 25 Tavistock Place, London (MCH)
<b>Travel</b>	Limited within the UK
<b>Working Hours</b>	35 hours per week, Monday to Friday with some evening and weekend working
<b>Job Summary:</b> To oversee all aspects of building operations and ensure that the facilities at URCH and MCH are secure and fully operational. This includes managing facilities functions, health and safety compliance, conducting risk assessments, managing physical assets, and enhancing building appearance, cleanliness and security. Additionally, the role requires overseeing contractors working at both URCH and MCH.	

**Background:** Church House is the central administrative office of the United Reformed Church (URC), owned by the URC Trust. URCH is the reporting base or place of work for around 60 individuals. It also provides meeting rooms where the committees of the church meet regularly, both hybrid and in person.

The 2<sup>nd</sup> floor contains an independent suite of offices which is let to a commercial tenant.

The 3<sup>rd</sup> floor comprises a self-contained flat which is let to residential tenants.

The management of the building and facilities is overseen by the Resources Committee.

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Methodist Church House is the central administrative office of the Methodist Church and is the reporting base or place of work for around 120 individuals. It also provides meeting rooms where the committees of the church meet regularly, both hybrid and in person.

The 3<sup>rd</sup> floor is let out to two tenants who are also part of the Methodist Church family.

These bodies are not under the control of the central administrative function and leases and service-level agreements are in place to cover their occupation of the building.

The management of the building and facilities is overseen by the Resourcing Committee.

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The role works closely with the Caretaker and the Head of Compliance and Services (URC) and the Front of House Manager (MCH).

## **Principal responsibilities and duties**

### **Line Management (URCH)**

1. Undertake all responsibilities and duties of line management as required under the Church's policies and procedures.
2. Regular supervision, training, and development of direct reports.

### **Building Maintenance and Services**

1. Manage URCH and MCH buildings and facilities.
2. Manage external contracts for the procurement of goods, works and services for joint projects for URCH and MCH.

### **Safety, Security and First Aid**

1. Act as lead for health and safety in both buildings, conducting appropriate risk assessments, maintaining compliance records, conducting reviews, and providing induction and supervision to contractors.
2. Undertake regular property inspections and conduct building risk assessments and reviews.
3. Ensure the appropriate fire safety procedures are in place and maintained, including performing weekly fire alarm tests and periodic evacuation drills and ensuring a satisfactory number of staff are trained.
4. Recruit, train, and coordinate first aiders, fire marshals and EVAC chair operators.
5. Maintain operational procedures and policies of URCH and MCH as appropriate.
6. Produce management information and statutory reports as required.

### **Letting Management and Tenant Services**

1. Maintain a high standard of working environments and provide a professional, customer focused service to partner organisations of both the URC and the Methodist Church.
2. Manage all hard and soft facilities management within the URCH and MCH, including for partner organisations and tenants.
3. Liaise with facilities management company in relation to services and service charges to tenants.
4. Manage letting agreements and tenancy renewals.

### **Environment**

1. Implement and manage environmental sustainability initiatives and monitor energy use to identify areas for improvement.
2. Manage utility contracts in line with identified environmental targets.

## **Hospitality**

1. Oversee and monitor the work of the facilities teams to ensure a welcoming, clean and tidy appearance in all public areas of URCCH and MCH.
2. Manage room hire procedures, policies, and agreements.

## **Finance**

1. Manage and monitor budgets for facilities and health and safety expenditure.
2. Calculate and compare costs of goods and services to achieve best value.
3. Ensure that all invoices are paid on time and properly recorded.

## **Working with Committees and Volunteers**

*This section lists the type and level of interaction that this role has with committees and other groups. It will vary from time to time and as directed by the Head of Compliance and Services (URCH) and the Front of House Manager (MCH).*

1. URC Resources Committee: *meets six times per year; attendance and reporting duties as required.*
2. MC Resourcing Committee: *meets six times per year; whilst reports may be required periodically, attendance is unlikely to be required.*

## **Expected Standards**

*This section refers to the way in which the job is done rather than the duties/responsibilities. The [C] Core or [E] Enhanced specified after each standard denotes the clause required for the job:*

1. Promote a culture of open and effective communication to enable constructive relationships with colleagues and internal and external customers [E].
2. Actively foster an environment which nurtures equality and cherishes diversity [E].
3. Promote, monitor and maintain best practice in health, safety and security [E].
4. Work collaboratively to develop a customer service culture which fosters continuous improvement [E].
5. Take responsibility for own personal development and support the development of others to enhance their skills and knowledge [E].
6. Ensure compliance with data protection principles and practices] [C].
7. Ensure compliance with safeguarding practices] [C].

*This job description reflects the overall scope and responsibilities of the role. However, it is not an exhaustive list, and the job holder is expected to undertake any other reasonable duties that might be requested. All jobs change or evolve over time to meet organisational or departmental needs and this job description will therefore be subject to periodic review and change if required.*

**Created May 2024**

## Person Specification

**Job Title: Building and Facilities Manager**

Requirements	Essential	Desirable	Measurement
Education and qualifications	<ol style="list-style-type: none"> <li>1. Degree level in a relevant subject or evidence of previous professional experience in facilities management.</li> <li>2. IOSH or NEBOSH qualification.</li> <li>3. Emergency First Aid at Work.</li> </ol>	<ul style="list-style-type: none"> <li>• member of the Institute of Workplace and Facilities Management</li> </ul>	Application form
Experience	<ol style="list-style-type: none"> <li>4. Buildings and health and safety management.</li> <li>5. Managing facilities, contracts, and outsourced contracts.</li> <li>6. People management</li> </ol>	<ul style="list-style-type: none"> <li>• working across multiple sites</li> <li>• hospitality services</li> <li>• training delivery</li> </ul>	Application form and Interview
Knowledge	<ol style="list-style-type: none"> <li>7. Health and Safety legislation, management systems and good practice.</li> <li>8. Issues relating to maintenance, building construction and service installations.</li> </ol>	<ul style="list-style-type: none"> <li>• project management principles (Prince 2 or similar)</li> </ul>	Application form, Written Exercise & Interview
Skills and Abilities	<ol style="list-style-type: none"> <li>9. MS 365; intermediate level</li> <li>10. Excellent interpersonal and communication skills.</li> <li>11. Working collaboratively.</li> <li>12. Negotiation and influencing.</li> <li>13. Highly customer focused.</li> <li>14. Concise report writing and excellent record keeping.</li> <li>15. Managing budgets.</li> </ol>	<ul style="list-style-type: none"> <li>• procurement &amp; contract negotiation</li> </ul>	Application form, Written Exercise & Interview

	<ul style="list-style-type: none"> <li>16. Team player.</li> <li>17. Excellent organisation and prioritising skills</li> <li>18. Able to solve problems and make decisions.</li> <li>19. Attention to detail.</li> </ul>		
Other	<ul style="list-style-type: none"> <li>20. Committed to providing services that maximise value and improve quality.</li> <li>21. Awareness of, and sensitivity to, equality, diversity and inclusion and a commitment to the unique value of the individual.</li> <li>22. Positive professional approach with a commitment to professional development and self-improvement.</li> <li>23. Willing to work flexibly, including some evenings and weekends.</li> <li>24. Willing to work within the Christian ethos of the United Reformed Church and in sympathy with the ethos of the Methodist Church (as expressed through <i>Our Calling and Priorities for the Methodist Church</i>)</li> </ul>		Application form and Interview