

JOB DESCRIPTION

Job Title	Building and Operations Manager
Job Reference Number	YT2420
Closing Date	Thursday 2 May 2024
Interview Date	Thursday 9 May 2024
Location	Arts and Heritage Resource Centre, Sparth Community Centre and Touchstones Rochdale
Pay Band	Band 4, £27,975 – £31,641 per annum (pro-rate for part time)
Hours of Work	37 hours per week
Accountable To	Director of Arts, Heritage and Wellness
Accountable For	Not Applicable
Special Conditions	<p>The post-holder is expected to be flexible to ensure that the needs of the business are met at all times and evening, weekend and Bank Holiday working will be required as directed by the service. All positions are subject to a DBS Check appropriate to the role.</p> <p>Fixed Term until May 2025</p>

1. PURPOSE OF THE JOB

The purpose of the Building Operations Manager job is to be responsible for the day-to-day operations and management of the Your Trust cultural buildings including Touchstones Arts and Heritage Resource Centre, Sparth Community Centre and Touchstones Rochdale, ensuring they are successfully managed with full responsibility for asset management including maintenance, servicing, health and safety, budgets and financial targets.

2. DUTIES AND RESPONSIBILITIES

- a) To be responsible for the day to day operational building management of the Arts and Heritage Resource Centre, Sparth Community Centre and Touchstones Rochdale ensuring high standards are maintained at all times and an effective and economic operation is delivered;
- b) To be responsible for planning, reviewing and monitoring all aspects of general maintenance and service of the buildings, plant, health and safety and security including daily, weekly and monthly health and safety checks at all sites;
- c) To be responsible for reviewing and monitoring environmental impact, energy efficiency, environmental objectives and KPI's;

- d) To be responsible for managing the operational budgets (including forecasting) for all sites, ensuring financial targets and KPI's are achieved;
- e) To work closely with other Your Trust Staff to ensure any specific conditions required for or relating to the collections held at the sites are not compromised by any contracted work;
- f) To complete monthly racking inspections at the Arts and Heritage Resource Centre;
- g) To identify and organise any staff training relating to health and safety at the sites, including delivering training where appropriate;
- h) To provide advice and support on any risk assessments required for off-site visits by community groups working on projects;
- i) To liaise and engage with contractors and suppliers to ensure all maintenance and service works takes place with agreed SLA's and is delivered on time and to budget;
- j) To provide regular reports to the Management Team regarding condition of the buildings and position regarding compliance and budgets;
- k) To support the Management Team with input into the capital redevelopment project meetings from a building and operational perspective;
- l) To attend relevant internal and external meetings e.g. weekly Arts & Heritage Senior Management Team meetings and monthly Your Trust Operational meetings;
- m) To ensure adherence to Your Trust policy and practices as regards financial management, building operational management and health and safety including audits in accordance with legislative requirements;
- n) To be responsible for the day to day management of the Touchstones Van including maintenance, compliance and bookings;
- o) To oversee the maintenance of stock levels of consumables and stationary at all sites;
- p) To act as a principle key holder.

3. ADDITIONAL DUTIES

- a) Data Quality - To ensure that Your Trust policy and procedures in respect of GDPR and Data Quality are adhered to consistently and at all times in respect of any data collected or used in the planning and delivery of services.
- b) Equality & Diversity - To work in accordance with Your Trust policy and procedures relating to the promotion of equality and diversity and to ensure that these are effectively and pro-actively applied in the delivery of all facilities and services.

- c) Health, Safety and Welfare - To be responsible for the health, safety, and welfare of self and other persons who may be affected by jobholder's actions or omissions whilst at work. Additionally, be responsible for maintaining and implementing the requirements of the Health and Safety at Work Act and for the execution of any duties and responsibilities attached to the job within the company's health and safety policy and procedures. A high standard of personal hygiene and personal presentation is required at all times.
- d) Performance Management - To promote and practice a performance management culture within all facilities and services, including the setting and achieving of team and individual performance targets and the implementation of robust monitoring, evaluation and reporting systems.
- e) Relationships - To promote positive working relationships with all internal and external parties.
- f) Training and Development - To participate in any training initiatives in relation to the duties of the post and ensure that personal qualifications are kept valid via attendance on training as provided by the service as reasonably practicable.

PERSON SPECIFICATION

Note to Applicants

The **Essential (E)** criteria are the qualifications, experience, skills or knowledge you must show you have to be considered for the job.

The **Desirable (D)** criteria are used to help decide between candidates who meet all the Essential criteria.

If the **Identified By** column says **Application Form (A)** you must include in your application information to show how you meet the criteria using examples from paid/voluntary work or Education. If the column says **Interview (I)** this will be discussed at this stage.

Qualifications and Experience	Essential / Desirable	Identified By
Qualified to L3 in facility or building management or equivalent or qualified by experience	E	A / I
Experience of delivering operational building management services	E	A / I
Proven track record of delivery of service improvements and efficiency programmes	E	A / I
Proven and successful management of budgets and operations within tight financial circumstances and competing priorities	E	A / I
Experience of delivering excellent customer service within a customer facing environment	E	A / I

Qualifications and Experience	Essential / Desirable	Identified By
Hold Rack Safety Awareness certificate or equivalent or demonstrate commitment and ability to achieve within 3 months	E	A / I
Hold IOSH Managing Safely or equivalent or demonstrate commitment and ability to achieve within 3-6 months	E	A / I
Hold First Aid at Work Certificate or demonstrate commitment and ability to achieve within 3-6 months	E	A / I
Experience of using operational management systems	E	A / I
Experience of working in a culture, arts or heritage venue	D	A / I

Skills and Knowledge	Essential / Desirable	Identified By
Proven ability to develop positive relationships with stakeholders, partners and members of the public including effective management of compliments and complaints	E	A / I
Ability to creatively and confidently manage problems and conflict	E	A / I
Flexible and adaptable to changing demands and new challenges	E	A / I
Enthusiastic, self-motivated and able to work as part of a team and on own initiative	E	A / I
Ability to problem solve and make key decisions under pressure, including prioritising and meeting deadlines	E	A / I
Proven analysis and report writing skills	E	A / I
Excellent communication; both oral and written and excellent interpersonal skills	E	A / I
Excellent IT skills (Word, Excel, Outlook)	E	A / I
Excellent time management skills	E	A / I
Keen interest in culture, arts or heritage	D	A / I
Awareness of environmental sustainability	D	A / I

Special Working Conditions	Essential / Desirable	Identified By
Able to work flexibly including evenings, weekends and Bank Holidays	E	A / I
Demonstrate commitment to Your Trust Values of Curiosity, Passion and Trust	E	A / I
High standards of personal presentation and appearance	E	A / I
Full UK driving licence or ability to travel around the Borough and Greater Manchester	E	A / I

Post Holder Name	
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Post Holder Signature	
Date	

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Completed By: Deputy Director of Arts, Heritage & Wellness