

MOUNTVIEW

Job Description

JOB TITLE:	Assistant Facilities Manager
RESPONSIBLE TO:	Facilities Manager
RESPONSIBLE FOR:	Line management of Housekeeping Team Supervision of Premises Officers and Agency Security Staff, and Building Maintenance Technician
WORKS CLOSELY WITH:	Operations Team IT Technician Production Team Sales & Events Team

WELCOME TO MOUNTVIEW

From Sally Ann Gritton, Principal & CEO:

Mountview is a vibrant and dynamic organisation to be a part of. Dedicated to ensuring the future of the creative industries, we train actors, practitioners and technicians to the highest standards. The staff team are highly skilled, friendly and dedicated, and as a result Mountview is flourishing with creativity. We are an outward-looking organisation, with ambitions spanning local, national and international activity. Our home in Peckham is beautifully purpose-built and we thrive in it. However, Mountview is not a building, it is an ethos, and we have recently launched four regional sites for some of our training. Mountview is a happy and energetic workplace which celebrates kindness and difference, and succeeds through a shared pursuit of getting things done well.

Our core values, which guide and inform everything we do and believe, are:

- **CHALLENGE THE STATUS QUO**
doing things differently and courageously; allowing curiosity to drive us; being motivated by new ideas and pushing boundaries; celebrating dynamic and playful exploration; influencing industry with progressive practice; inspiring everyone we reach.
- **CREATE BELONGING**
welcoming all people from all backgrounds; implementing anti-oppressive practices; actively seeking to break down barriers to inclusion; creating access; embedding Equality, Equity, Diversity, and Inclusion approaches; celebrating difference.
- **SUSTAIN THE FUTURE**
environmental mindset, maintenance, and renewal of existing resources; retaining rigour and integrity of our quality and standards; financial sustainability; resilience and wellbeing and supporting with nurture and kindness.
- **COMPASSIONATE COLLABORATION**
elevating ideas by working together with respect, sharing our warmth, creativity, and resources; finding strength in partnerships and collaborating internally and externally; developing cultural competency; listening; utilising networks.

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- **TRANSPARENT COMMUNICATION**

being appropriately open with our information and processes; developing liberatory training practices; compassionate and clear communication; solutions focussed; ownership of responsibilities with clear accountability; observing data privacy.

I hope you will enjoy getting to know more about Mountview and wish you well in the application process should you choose to apply. You are welcome here.

WE DO THINGS DIFFERENTLY

Whether through our higher education programme, our participation work or Mountview Exams, our training aims to develop skills, grow confidence, celebrate creativity and reward individuality.

As one of the UK's leading drama schools, we develop actors and practitioners who will become the future of the creative industries. Through innovative practice, new approaches to working and close relationships with industry, we cultivate graduates who are independent, generous and actively connected to the issues of the day.

The arts can enrich and change lives. We are passionate about dismantling barriers to the arts and engaging with communities in Peckham and beyond. Every year we share our space, expertise and resources, opening up access to the dramatic arts for all ages and abilities, while simultaneously learning from and collaborating with the vibrant cultural ecology on our doorstep.

Mountview is synonymous with exceptional Musical Theatre training and we are widely considered to lead the field as global innovators. We are proud to have launched our own examination board, offering graded Musical Theatre qualifications. Our unrivalled expertise brings a fresh approach, sharing our values with people of all ages and at all stages in their development.

Today's students join a constellation of graduates making their mark on the profession. Actors Grace Hodgett Young (*Sunset Boulevard*), Ben Joyce (*Back to the Future*), Louisa Harland (*Derry Girls*), Artistic Director Rachel Bagshaw (*Unicorn Theatre*), Musical Director Sean Green (*Get Up, Stand Up!*), Olivier Award-winning actor Giles Terera (*Hamilton*) and actor Eddie Marsan are just a few of our notable alumni.

BACKGROUND TO THE ROLE

Mountview's Facilities & Operations department encompasses all aspects of building management including maintenance, health and safety, reception and box office (Welcome Desk), front-of-house services, portage and room setup, and IT provision. The remit of the Facilities team includes the preventive and reactive maintenance of Mountview's premises, including buildings, grounds and equipment, and the management of all hard and soft services, including the in-house cleaning and security teams (Housekeeping and Premises Officers).

PURPOSE OF THE ROLE

The Assistant Facilities Manager is a key member of Mountview's Facilities & Operations team, responsible for managing Housekeeping staff and assisting the Facilities Manager in supervising the Premises Officers and Building Maintenance Technician. The postholder will also have responsibility for supervising contractors, including managing selected projects, and assisting with the day-to-day management of health and safety matters, helping to ensure that all areas of the site are clean, safe, warm, welcoming and fit for purpose at all times.

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MAIN DUTIES AND RESPONSIBILITIES

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

Housekeeping

- Line manage the Housekeeping Team (permanent and casual).
- Schedule the Housekeeping Team to ensure all studios, work rooms, performance spaces, offices (including tenanted spaces) and communal areas are clean, tidy and fit-for-purpose, working to agreed schedules, specifications and budgets.
- Put in place regular checks and inspections to ensure the highest standard of cleanliness and presentation.
- Manage the administration of timesheets and annual leave for the Housekeeping Team.
- Manage stocks of cleaning equipment, materials and consumables to agreed budgets.
- Ensure the upkeep and maintenance of the grounds managed by Mountview and surrounding areas (e.g. litter picking, sweeping up leaves, graffiti removal, snow/ice clearance etc).

Security

- Assist the Facilities Manager in the supervision and scheduling of the Premises Officers and agency security staff to ensure the building is safe to open and secured when required.
- Help ensure that a visible, helpful and professional security presence is always maintained in the building, responding to and resolving issues and incidents promptly and effectively.
- Help ensure the security and safety of staff, students, members of the public and other building users at all times and ensure that the building is respected and protected.
- Manage and monitor the safe use of keys and access passes, reporting any breaches in security procedures to the Facilities Manager.

Maintenance of Buildings, Grounds and Equipment

- Assist with managing preventive and reactive maintenance across the building and of all equipment within.
- Assist the Facilities Manager with the planning, scheduling, and implementation of larger projects.
- Manage minor internal projects, from scoping and budgeting to management of contractors through to final sign off.
- Perform routine checks of building and grounds, creating procedures and systems of work for maintenance tasks using our CMMS (MaintainX) system and Permit to Work System.
- Manage CMMS for reporting and logging faults and maintenance requests by staff and students and ensure that prompt remedial action is taken.
- Prepare reports on maintenance issues, including costing and budgeting, as required.
- Assist with the monitoring and management of the BMS (Building Management System) to align with both operational requirements and sustainability goals.
- Assist with the monitoring and usage of all utilities, balancing operational requirements with cost saving and sustainability goals.
- Purchasing of routine and reactive consumables, e.g. batteries, paints and locks, to agreed budgets.

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Service Management and Supervision of Contractors

- Assist the Facilities Manager in supervising the work of the Building Maintenance Technician.
- Assist the Facilities Manager in supervising external suppliers/contractors, ensuring they are fully briefed, all works are planned and completed to a high standard and all paperwork is in place such as risk assessments, work method statements etc.
- Assist the Facilities Manager in ensuring that all appropriate maintenance contracts are in place, supervised and fulfilled, e.g. alarm system, fire system, pest control, CCTV, recycling and rubbish collection, window cleaning, and washroom and hygiene services.
- Liaise with Mountview artistic tenants and commercial operators as required, in consultation with the Facilities Manager and/or Head of Facilities & Operations, and act at all times within the terms of the leases.
- Work with Duty Managers and Venue Assistants to ensure spaces are set up ready for classes and hires.
- Assist the Facilities Manager in managing utilities usage, with both cost control and sustainability goals in mind.
- Ensure that accurate monthly utility readings are carried out and logged of commercial units with the assistance of the Building Maintenance Technician.

Health and Safety

- Ensure that the highest level of care is taken for Health & Safety of the post holder, other employees, students, visitors, contractors and any other persons on the premises (in keeping with the Health and Safety at Work Act 1974 and all subsequent legislation, regulations and codes of practice).
- Ensure that all work on the premises is carried out safely to agreed risk assessments and safe systems of work as appropriate to the task.
- Assist with maintaining an up-to-date record of all health and safety risk assessments, including those for external contractors.
- Maintain a log of all health and safety statutory testing (e.g. primary and emergency lighting, servicing of fire alarm and fire extinguishers, inspection of gas boilers, PAT testing, water and legionella assessments).
- Maintain accurate logs and risk assessments for all COSHH-related products used by Facilities teams.

Other Duties

- Be part of the out-of-hours call out roster, to respond to building issues, e.g. break-in, vandalism or problems with core services.
- Act as a key holder for the alarm service provider.
- Attend staff meetings as required.
- Act as an ambassador and brand guardian for Mountview at all times.
- Undertake training and development as required/agreed.
- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Knowledge and Experience

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Essential

- At least two years' evidenced experience in a similar role.
- Proven experience in a line management or supervisory role, with the ability to lead and develop teams including permanent staff, shift workers and agency staff. This includes recruitment, training and staff development.
- Good knowledge of building maintenance, procurement and management of contractors.
- Good knowledge of housekeeping and cleaning requirements in a busy building.
- Sound knowledge and understanding of key compliance issues including health and safety legislation.
- Experience of managing maintenance programmes in a busy work environment.
- Proficiency in budget management and cost control related to facilities operations.

Desirable

- Health and safety qualification, e.g. IOSH Managing Safely Certificate or similar.
- Experience with Building Management Systems (BMS) or other facilities management software.
- Knowledge of energy efficiency practices and sustainability initiatives in facilities management.
- Project management experience related to building maintenance or refurbishment projects.
- First Aid certification or training in emergency preparedness.

Personal Qualities and Abilities

- Ability to work positively, proactively and flexibly in a busy education environment.
- Good interpersonal skills and ability to deal with a wide range of people including students, staff and contractors.
- Ability to manage competing demands, prioritise and manage workload.
- Ability to motivate individuals and teams to achieve targets.
- Ability to organise workload to make effective use of time and resources.
- Ability to analyse and problem solve.

TERMS AND CONDITIONS

Salary: Circa £32K per annum, depending on experience.

Contract: Permanent.

Hours: 40 hours per week, normally 7am to 4pm Monday to Friday, with a 1 hour unpaid break each day.

Additional hours may be required, including some evenings and weekends, as agreed with the post holder and determined by the needs of the business. The post holder may be able to take time off in lieu, within 2 months, having agreed it with their line manager.

Holiday: 28 days in the first year, including bank holidays, rising with length of service thereafter to a maximum of 38 days.

Mountview also has a paid operational closure over the Christmas holiday period which totals up to 7 additional days, excluding bank holidays.

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Location: This post is based at Mountview's premises in Peckham, London SE15. We reserve the right to require the post holder to work at such other place of business in Greater London as the organisation may require, or work from their own home for online delivery when necessary.

OTHER BENEFITS

- Complimentary staff tickets for public performances, subject to availability and policy.
- Pension scheme with NOW Pensions.
- Access to interest free season ticket loan upon successful completion of probation.
- Access to salary sacrifice cycle to work scheme upon successful completion of probation.
- Generous sick pay.
- Enhanced family leave upon successful completion of probation.
- Training and development opportunities, including time off for development.
- 25% fee remission for undergraduate and postgraduate degrees at University of East Anglia, subject to qualifying criteria and certain exclusions.
- Confidential 24-hour counselling service available to you and family members who live with you.
- Access to the TalkLife Workplace, a global community of like-minded people supporting each other day and night.
- Contribution to the cost of eye tests and glasses, subject to agreement and policy.
- Extras discounts saving up to 10% on the cost of physical and digital gift cards from big name retailers.
- Access to a bYond Card providing up to 15% cashback when you shop at over 80 household retailers.

RECRUITMENT PROCESS

Closing date: Wednesday 3 December at 9am.

Interviews: Interviews are expected to take place in the week commencing Monday 8 December.

How to apply: Please send your current CV, with a covering letter and a completed equal opportunities monitoring form, to recruitment@mountview.org.uk.

All applications will be acknowledged. Late applications will not be considered.

We will be reviewing applications and interviewing candidates on an ongoing basis, and reserve the right to close the vacancy early should we appoint before the closing date.

Equal Opportunities: We know that diverse groups of people make better decisions. To help us take positive action to improve diversity, we ask candidates to complete an equal opportunities monitoring form. This will not be shared with the shortlisting or interviewing panel but will be used to improve accessibility in our recruitment processes.

Mountview is committed to diversity and is an equal opportunities employer. We would particularly like to encourage applicants from under-

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represented backgrounds and value the positive impact that difference has on our institution.

ADDITIONAL INFORMATION

The post holder must at all times carry out their responsibilities with due regard to Mountview's policy and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the Data Protection Act 2018, and must abide by any related policies and procedures.