

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 Manager and Team IT Manager Production Team Sales & Events Team

WELCOME TO MOUNTVIEW

From Sally Ann Gritton, Principal & CEO:

Mountview does things differently. Through our higher education programmes, our participation work, our growing network of regional sites, and our own examination board in Musical Theatre, Mountview Exams, we aim to dismantle barriers to the arts, open access to training for people of all ages and abilities, and engage meaningfully with the communities around us.

We are a vibrant, outward-looking organisation, agile and responsive to a changing sector. Each year we share our space, expertise and resources, learning from and collaborating with the rich cultural ecology on our doorstep and beyond. While our purpose-built home in Peckham remains central to who we are, Mountview is not defined by a single location: it is not a building, but an ethos.

OUR MISSION, VISION AND VALUES

Mountview is dedicated to developing the actors, technicians and practitioners who will shape the future of the creative industries.

Our vision is to be a world leader in dramatic training, making an impact locally, nationally and internationally. We give potential a chance, nurturing bold, curious and purposeful artists, and we work to ensure our teaching remains current, ambitious and relevant. We train our students to the highest standards, developing skills, confidence and individuality through innovative practice, close industry relationships and a deep belief in the power of creativity to change lives.

Our staff team is highly skilled and collectively committed to Mountview's mission. Together, we have built a flourishing, energetic workplace that celebrates kindness and difference, and succeeds through a shared belief in our core values:

- Challenge the Status Quo
- Create Belonging
- Sustain the Future
- Compassionate Collaboration
- Transparent Communication

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Inclusivity and belonging sit at the heart of our organisation: we commit to learning, to accountability, and to doing better when we fall short. By investing in our people and our partnerships, we secure a vibrant future for the arts – and for the students and staff who make Mountview what it is.

HOW WE WORK AT MOUNTVIEW

At Mountview, people work hard, care deeply about what they do and look out for one another. We are a friendly, ambitious organisation with high expectations of ourselves, where everyone is trusted to take responsibility, pitch in when needed and contribute beyond their immediate role. We value openness, thoughtful challenge and a willingness to keep learning as we grow, and we support each other to meet high standards and do our best work.

The behaviours below are rooted in our values and describe what this looks like in practice. They set out the expectations for how we work, collaborate and deliver at Mountview. They apply to everyone and are demonstrated at a level appropriate to each role and its responsibilities:

Mindset & Approach	Interpersonal Skills & Relationships	Organisational Effectiveness
Responsibility & Accountability Resilience & Adaptability Curiosity & Creativity	Compassion & Respect Collaboration & Teamwork Communicating & Influencing	Continuous Improvement Using & Managing Resources Inclusive Practice

I hope, having learned more about Mountview, that you feel encouraged to apply for this role. If you do, please know this: you are welcome here.

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.

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.

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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.

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.

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.

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- 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

Essential

- 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.

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- 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: £33,951 per annum.

Contract: Permanent.

Hours: 40 hours per week (0.6 FTE), normally 7am to 4pm Monday to Friday, with a 1 hour unpaid break each day.

Additional hours may be required, including 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.

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.

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- 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 an Employee Assistance Programme provided by Health Assured/Wisdom Wellbeing, offering a range of support, advice and guidance on issues relating to life, work and health.
- Access to ARAG counselling assistance, a confidential 24-hour counselling service for you and your immediate family.
- Access to 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.
- Reduced membership rate at Peckham Pulse leisure centre for all Mountview staff.

RECRUITMENT PROCESS

Closing date: Thursday 29 October at 9am.

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-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.

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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.