MOUNTVIEW

Job Description

JOB TITLE:	**Facilities Manager**
RESPONSIBLE TO:	**Head of Facilities & Operations**
RESPONSIBLE FOR:	**Assistant Facilities Manager** **Building Maintenance Technician** **Premises Officers (Security)**
WORKS CLOSELY WITH:	**Facilities & Operations Team** **Production Technical 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	Compassion & Respect	Continuous Improvement
Resilience & Adaptability	Collaboration & Teamwork	Using & Managing Resources
Curiosity & Creativity	Communicating & Influencing	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.

PURPOSE OF THE ROLE

The Facilities Manager is a key member of Mountview's Facilities & Operations team, comprising Facilities, Operations, IT, Housekeeping, Premises Officers and the Welcome Desk. Reporting to the Head of Facilities & Operations, the post holder is responsible for the operational management and maintenance of a modern higher education building opened in 2018, including the safe, efficient and effective delivery of both hard and soft facilities management services; health and safety compliance; and ensuring that Mountview's premises are safe, clean and welcoming and fit for purpose at all times. The post holder will also support the Head of Facilities & Operations in the development and delivery of long-term maintenance strategies and asset management plans.

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.

Facilities Management

- Oversee the day-to-day management, maintenance and operation of the building and associated facilities, ensuring the environment remains safe, functional and fit for purpose.
- In conjunction with the Assistant Facilities Manager, manage the delivery of both hard and soft facilities management services**,** including building fabric, mechanical and electrical systems, security, housekeeping, and waste management.
- Line manage and support the Assistant Facilities Manager, Building Maintenance Technician, Premises Officers (Security).

- Ensure effective supervision, training, scheduling and development of the Facilities team to maintain high service standards.
- Manage systems and procedures for reporting, prioritising and resolving maintenance requests.
- Ensure cleaning, security and general facilities standards are maintained throughout the building.
- Oversee reactive maintenance activities and ensure issues are resolved in a timely and effective manner.
- Implement and manage a proactive planned preventative maintenance (PPM) programme for building services, infrastructure and equipment.
- Collaborate with the Head of Production (Technical) to coordinate maintenance of building services and technical theatre systems where building infrastructure interfaces with performance spaces and activity.
- Assist the Head of Facilities & Operations in developing and delivering a long-term maintenance and lifecycle plan for the building.
- Prepare reports on maintenance activities, performance, risks and improvement opportunities, including financial forecasting where required.
- Ensure a professional, responsive and customer-focused facilities service for staff, students, visitors and building users.

Services and Resources

- Manage facilities contractors, subcontractors, specialist service providers and professional advisers delivering relevant services within Mountview.
- Oversee the delivery and performance of third-party maintenance contracts, ensuring services meet agreed standards, contractual obligations and compliance requirements.
- Coordinate contractor access, work scheduling and permit-to-work procedures where required.
- Support the procurement, monitoring and review of service contracts in collaboration with the Head of Facilities & Operations.
- Maintain asset registers for building infrastructure, fixtures, fittings and equipment.
- Monitor building systems and plant, including the Building Management System (BMS), to ensure efficient operation and contribute to building performance and efficiency reporting.
- Oversee the recording and monitoring of utility meter readings and support energy management and sustainability initiatives.
- Manage facilities budgets and monitor operational expenditure to ensure value for money and cost control.

Compliance and Monitoring

- Ensure compliance with all relevant health & safety, fire safety, environmental and statutory regulations, as well as organisational policies and procedures.
- Maintain effective systems for monitoring maintenance standards, contractor performance and service delivery.
- Ensure statutory inspections, testing and maintenance are carried out and properly recorded.
- Maintain accurate documentation and records relating to building compliance, maintenance and contractor activities.
- Support internal and external audits and implement improvements where required.
- Ensure the premises are maintained as a safe, clean, welcoming and professional environment for all users.

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Health and Safety

- Maintain high standards of health & safety across all facilities activities and ensure a safe environment for staff, students, contractors and visitors.
- Ensure that facilities staff and contractors follow safe systems of work and that Risk Assessments and Method Statements (RAMS) are reviewed and adhered to.
- Support the development, review and implementation of health and safety procedures related to facilities management activities.
- Ensure appropriate building safety procedures are in place, including emergency preparedness and evacuation arrangements.
- Attend and contribute to Mountview's Health and Safety Committee.
- Support incident reporting, investigation and follow-up actions where necessary.
- Act as Incident Controller as required.
- Act as a First Aider and Fire Marshal.

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.
- Act as an ambassador and brand guardian for Mountview at all times.
- Represent the Facilities & Operations team in a professional manner and contribute positively to the wider organisation.
- Attend staff meetings as required.
- Undertake training and development as required/agreed.
- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Essential

- Experience in a facilities management role, ideally within higher education, public sector, or a complex multi-user building environment.
- Experience managing both hard and soft FM services.
- Experience managing staff and leading a small operational team.
- Experience managing contractors and service contracts.
- Knowledge of building maintenance practices, planned preventative maintenance, and reactive maintenance processes.
- Experience managing operational budgets and monitoring expenditure.
- Strong organisational and problem-solving skills with the ability to prioritise competing demands and workload, and make sound decisions in a busy operational environment.
- Good communication and stakeholder engagement skills.

Desirable

- Professional qualification in Facilities Management, Building Services, or a related discipline.
- Membership of a relevant professional body (e.g. IWFM or similar).
- Experience within a higher education or education environment.
- Knowledge of sustainability practices in building operations.

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Personal Qualities and Attributes

- Positive, proactive and professional attitude.
- Interest in the performing arts and/or arts education.
- Willingness to adopt a flexible and adaptable approach to day-to-day workload.
- Understanding of the demands and challenges faced during organisational change.
- Commitment to promoting equality and diversity and ensuring access for all.
- Commitment to self-development.

TERMS AND CONDITIONS

Salary: £38,888 per annum.

Contract: Permanent.

Hours: 40 hours per week, normally 9am to 6pm 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.

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 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 pf 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 12 November at 9am.

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.

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.

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.

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.