

JOB DESCRIPTION

Job Title	Building Operations Manager
Department	Finance & Operations
Reports to	Head of Finance & Operations
Responsible for	Operations and General Administration Assistant / Maintenance Contractors
Date	January 2024
Salary	30 – 34k

Job Purpose

- Responsible for the day-to-day upkeep of TBTL premises, plant and utilities, ensuring a safe, secure and presentable environment for staff, visitors and contractors
- Operational oversight of safety systems and compliance, playing a key role in embedding an exemplary and robust Health and Safety culture at TBTL
- Work cross departmentally to ensure effective operational planning and smooth delivery of the programme and theatre activities
- Oversee ICT and office systems to facilitate the smooth administration of the organisation

Main Duties

Facilities and Maintenance

- Plan and oversee preventative maintenance and renewal programmes to ensure the building is safe, always fit for purpose and presentable
- Plan and schedule the annual maintenance period (mid Jan-Mid Feb), working closely with the Head of Production to ensure smooth delivery
- Responsible for determining the replacement schedule and costs of the mechanical and electrical systems, to inform the capital expenditure plan and estate review
- Manage 3rd party maintenance contractor relationships to ensure contract value, fulfilment and compliance
- Manage and schedule cleaning services to an excellent standard, ensuring the building is safe and presentable at all times
- Maintain and programme the Building Management System to ensure the comfort of staff and visitors whilst maximising energy efficiency
- Responsible for waste management and recycling facilities
- Liaise with landlords with regard to rental premises and ensure commercial leases are fulfilled
- Work closely with the Catering Partner to support their day-to-day operational needs and ensure mutual fulfilment of contractual terms relating to facilities, utilities, capital expenditure, health & safety, compliance and environmental sustainability
- Act as a keyholder and respond to emergency call-outs, including overnight and weekends. Troubleshoot issues remotely with Duty Managers as they arise
- Undertake non-performance building duty management as and when required
- Work with the Head of Production to develop and implement the Environmental Action Plan, working to the principles of the Theatre Green Book to reduce TBTL's carbon footprint and managing processes for measuring and analysing environmental impact

Administration

- Responsible for the management and development of the company's ICT infrastructure and cyber security systems
- Manage office systems, equipment and stationary supply
- Work closely with other departments to understand operational needs and ensure thorough and effective operational planning, chairing regular planning meetings
- Act as the administrator for Artifax, maximizing the use of the software as a planning and reporting tool
- Budget holder for and proficient management of the Premises budget, and some elements of the Administration budget, working closely with the Head of Finance and Operations to inform financial reporting and planning
- Work closely with the Head of Finance and Operations to identify and maximise opportunities for income generation from the TBTL estate and associated assets

Safety and Compliance

- Oversight of the day-to-day management of Health and Safety, to include the regular review of the Health and Safety policy and implementing best practice procedures and systems
- Lead the Health and Safety working group, working cross-departmentally to implement good practice and embed a strong Health and Safety culture
- Responsible for ensuring that the security and safety systems and procedures for the Theatre's buildings and sites are maintained and issues resolved promptly
- Ensure robust fire safety, prevention and response measures are in place, coordinating all functions of the theatre. Maintain the fire safety manual for inspection by the fire service
- Work with the Head of Finance and Operations to ensure that appropriate and cost-effective insurance cover is maintained for the organisation's estate, assets and activities
- Undertake and record necessary checks to ensure compliance with licensing, insurance and statutory requirements
- Working with Police and colleagues, lead on developing a counter terrorism plan, appropriate to the level of advised risk and in line with Terrorism (Protection of Premises) legislation
- Develop and keep maintained disaster response and recovery plans

Line Management

- Provide effective and attentive line management for the Operations and General Administrator

Other Duties & Responsibilities

- Undertake any other duties that may be reasonably required in connection with the position, as a member of a small and collaborative organisation
- Act as a representative and advocate of Theatre by the Lake
- Engage with internal communications and stay abreast of organisational updates and developments
- Support of uphold Theatre by the Lake's commitment to inclusivity and environmental sustainability

- Adhere to Theatre by the Lake's Safeguarding Policy including the reporting of any issues of concern in accordance with procedure

DBS Certificate

You will be required to hold a **Standard** DBS Certificate in this role. This will be subject to regular review by Theatre by the Lake in line with our Safeguarding policy.

Person Specification

A description of the traits, skills and knowledge that the person performing this role should possess.

Essential

- Previous facilities management experience in a similar role, ideally within a public venue
- Proficient user of Microsoft applications Inc. Word, Excel, Outlook and knowledge of BMS systems
- Excellent managerial, communication and inter-personal skills
- Excellent administrative and organisational skills with close attention to detail
- A comprehensive knowledge and understanding of legislative Health & Safety requirements
- A relevant Health & Safety qualification such as NEBOSH or IOSH
- Demonstrable ability to deliver the successful planning and delivery of projects to time and to budget
- Experience in contract negotiation and management
- Effective people management skills

Desirable

- Qualification in Facilities Management
- Working knowledge of Artifax Events or other planning and scheduling software
- Understanding of commercial leases
- Experience of working for a cultural organisation
- Possession of a valid personal licence