

CPC468 - Facilities Team Lead

Location	London or Milton Keynes (regular travel required to both sites)
Reporting to	Director of Business Performance
Responsible for	2 direct reports (team of 6 in total)
Working hours	Full time. The pattern of hours may vary according to operational needs including out of hours for essential/ urgent building maintenance or works.
Contract type/duration	12-month Fixed Term Contract
Equal Opportunities	We are an equal opportunities employer and commitment to this process will be expected.
Date written	August 2021
Closing date	10 th September 2021

Purpose of the role

You will be responsible for overseeing the Facilities teams across both our London and Milton Keynes offices, ensuring a safe environment that stimulates collaboration and innovation among our teams and stakeholders.

We are entering a new phase of welcoming colleagues back to our offices, as an initial phase of hybrid working, and you will be expected to proactively identify ways to optimise our offices whilst ensuring an environment in which colleagues feel safe and productive.

Key Responsibilities

- Lead the Facilities function with overall accountability for the day-to-day operations of each workplace.
- Manage the Facilities Team, providing informal mentoring/ training and development to our Facilities managers.
- Direct, co-ordinate and plan essential building services such as security, maintenance, cleaning, waste disposal, recycling and M&E services.
- Identify, scope, procure and manage all building related works.
- Manage the annual facilities budget and all building related contracts including proactive management of upcoming procurement exercises and service reviews, ensuring value for money is achieved and a high standard of service is received.
- Health and safety responsibility ensuring compliance with relevant legislation

and maintenance of relevant processes and policies.

- Maintain and embed Facilities related policies and processes, helping colleagues to understand their importance and practical adoption.
- Collaborate with other enabling functions (IT, Events, etc.) to provide coordination support for meetings, events and visiting stakeholders where required.
- Lead on identifying opportunities for improving the working environment to support a dynamic and innovative culture that reduces our carbon footprint.
- You may be required to undertake any other reasonable duties to support the Catapult in achieving its strategic outcomes and ensure effective business operations.

Required skills and experience

Essential:

- Proven experience in a similar role, managing complex venues with intensive programmes of activities and a diverse range of stakeholders.
- Relevant qualifications in Facilities Management and Health and Safety.
- Track record of facilities management, ideally having experience of maintaining an ageing building as well as a serviced office provision.
- Experience of leading remote teams with different needs and requirements.
- Strong customer service experience orientation and the ability to work under pressure.
- Strength of character to deal with challenges – and the tact and diplomacy to handle those more challenging situations.
- Ability to work independently, and recommend decisions, with support from an established team and wider organisation when needed.
- Due to the nature of this role, there may be occasions where you are required to work outside of usual offices hours (such as for evening events).

Desirable:

- Previous experience of event management - whilst not part of the role, an ability to support the Events team through the lens of facilities support would be useful.
- Experience of tenant management, negotiating new leases and creation of co-working environments.

To apply for this role please email us on jobs@cp.catapult.org.uk with your CV and covering letter attached quoting the ref: CPC468