

Role Profile

Job Title:	Duty Manager- Facilities
Location:	Milestones / Basing House
Line Manager:	Operations Manager
Salary:	Up to £24,000 FTE per annum

Job Purpose:

To ensure the facilities and grounds of Milestones and Basing House are maintained to the required standard to deliver an outstanding customer experience. To act as a Duty Manager at Milestones on a rota basis as one of 5 Duty Managers.

Main Responsibilities:

Maintenance and security of buildings, equipment and materials

- To provide day-to-day management of resources and facilities in line with the business plan in order to meet all KPIs.
- Ensure that both sites are in a safe condition at all times, reporting any changes or problems.
- Carry out repairs and maintenance or project work as required effectively and efficiently and carry out such tasks that are necessary for the efficient operation of the site.
- Assist with planning the annual project of works for both sites.
- Be responsible for coordinating the planned and emergency contracted maintenance work of both sites.
- Monitoring and liaising with the horticultural and grounds maintenance contractors for both sites.
- Ensure statutory checks / tests of the facilities are undertaken and maintain records of such checks (meter readings, building safety checks, H&S checks) Ensuring all records for building audits are accessible and kept up to date.
- Take responsibility for the state and condition of furniture, fittings, machinery and gardening equipment.
- To provide weekly reports to Operations Manager on operational challenges and proposals.
- To plan and manage maintenance activities including cleaning, electrical, mechanical, painting and carpentry.
- To plan resources and facilities to maximise operational effectiveness.

- To identify and manage risks which would adversely affect the delivery of the service, to take responsibility for ensuring all actions taken to mitigate this risk are compliant with relevant legislation and trust rules.
- Undertake, follow and review risk assessments for any hazardous activities within the role. Follow safe working procedures and review as necessary for both sites.
- Support the cleaning function for both sites and be responsible for maintaining and controlling the stock of cleaning products.
- Ensure the removal of rubbish, waste and recycling materials from both sites.
- Guidance and supervision of the grounds volunteer team
- Support other colleagues in the site team, to ensure delivery of the visitor experience to the customer.
- Attend and contribute to team meetings.
- To undertake any other duties or projects commensurate with the nature and grade of this post as required by the organisation.

Other duties

- The post holder must be willing to undertake duties outside normal working hours.
- The post holder will also share responsibility on a rostered system to be the first responder in the event of an alarm or other emergency outside opening hours.

Corporate and statutory initiatives - equalities/health & safety/environmental sustainability

- Maintain an awareness of and comply with Hampshire Cultural Trust policies and apply them to the day-to-day operation to ensure its legal and statutory obligations are met
- Comply with Health & Safety, equalities and environmental sustainability guidance and working practices
- Undertake appropriate training and development

Key competencies

Deciding and Initiating Action
 Working with People
 Applying expertise and technology
 Planning and Organizing
 Following Instructions and Procedures
 Coping with pressures and setbacks

Person Specification:

Essential qualifications

- Educated to GCSE level, including Maths & English or NVQ Level 1 and relevant experience

Essential knowledge, skill & experience

- Previous experience of caretaking / facilities maintenance
- Experience of using appropriate machinery

- Experience of maintenance activities including cleaning, electrical, mechanical, painting and carpentry.
- Knowledge of relevant Health and Safety rules and regulations, assessing producing risk assessments, record keeping

Desirable qualifications, skills, knowledge or experience

- Relevant qualification in horticulture or similar
- Pesticide qualification
- IOSH or equivalent Health and Safety qualification
- Fork Lift Truck Licence
- General maintenance/Handyman skills
- Health and safety courses attended / certificates
- Experience of customer facing organisation and working with volunteers

Working Conditions:

The following section provides an outline of the working conditions that may be encountered in this role.

- Manual Handling of objects of weight 10kg+ on a daily basis
- Using Display Screen Equipment – Desktop PC and Laptop
- Work Environment: at height, with electricity, in confined spaces, lone working, sun exposure and outdoor working
- Work Equipment/Machinery: *Could include operating hand held vibratory tools such as strimmer's, hedge trimmers a range of mowers etc. as defined by the Control of Vibration at Work Regulations 2005, could include working with noise over 80Db as defined under The Control of Noise at Work Regulations 2005.
- Wearer of Personal Protective Equipment
- Driver of Fork Lift truck (if qualified)
- Driving own vehicle for work purposes
- COSHH (Control of Substances Hazardous to Health) – Biological: vermin control, moulds/fungi e.g. mouldy vegetable matter/bird handling, human blood or bodily fluid, soil, waste and petrol/gardening products
- COSHH (Control of Substances Hazardous to Health) – Chemical: Regular contact with any chemicals including cleaning chemicals, wood dust, pesticides and oils