



MAYOR OF LONDON



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12 February 2024

Dear Applicant

Thank you for your interest in the post of **Facilities Manager**.

In this pack you will find:

- Job Description
- Person Specification

On our website you will find:

- Our Equal Opportunities Policy Statement

In the first instance, please send your cover letter and CV **no later than 9:00am on 26 February 2024**, by email to [luke@heavensrecruitment.co.uk](mailto:luke@heavensrecruitment.co.uk). Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. We cannot accept applications by post at this time.

Interviews, likely held in person, will take place in the **week beginning 11<sup>th</sup> or 18<sup>th</sup> March 2024**.

For further information regarding this post please contact **Luke Morkunas** on the email above.

We look forward to hearing from you.

Best wishes

Andrew Evans, CEO

**METRO Woolwich**  
1st Floor Equitable House  
7 General Gordon Square  
London  
SE18 6FH

**METRO Essex**  
Suite 1 Perception House  
50B Duke Street  
Chelmsford  
CM1 1JA

**METRO Gillingham**  
Long Catlis Road  
Parkwood, Rainham  
Gillingham  
Kent  
ME8 9PR

**METRO GAD**  
The Forum at Greenwich  
Trafalgar Road  
London  
SE10 9EQ

**METRO New Cross**  
The Mulberry Centre  
15 Amersham Vale  
London  
SE14 6LE

# Job description

## Key details

Job title	Facilities Manager
Employment status	Full-time
Duration	Permanent
Salary/Wage	£35,000 pa
Hours	35 hours a week, Monday – Friday with evening and weekend working
Line manager	Director of Finance and Resources
Coordinated by	N/A
Employer	METRO Charity (The Metro Centre Ltd)
Location	Mainly across our London estate – METRO Woolwich, METRO Lambeth and METRO New Cross, but will time spent at METRO Gillingham, METRO Kent, and METRO GAD @ The Forum in Greenwich.

## Job outline

This role leads our facilities team to ensure the safe and effective operation of services and maximum utilisation and income generation of our spaces. This includes a combination of office, meeting and venue spaces across London with satellite offices in the South East. The team currently includes our Receptionist and Workspace Coordinator, plus our outsourced IT support provider and a collection of trusted maintenance contractors and facilities consultants.

## Main tasks

1. Oversee, manage and support the day-to-day running of METRO's spaces, including ensuring each space is appropriately staffed, supplied, equipped, and serviced.
2. Oversee the health and safety of our spaces, ensuring regular safety checks and that the charity complies with the most recent legislation, guidance and standards.
3. Ensure regular first aid and fire safety training for appropriate staff and keep accurate records for each space.

4. Support the recruitment of a team of reception volunteers who will be line-managed by the Receptionist and Workspace Coordinator to support the front of house service user and customer experiences at each of our spaces, both in-person and over the phone.
5. Promote and market METRO's spaces for meeting and event hire, plus short and medium term leasing arrangements as appropriate, all with the aim of generating income for the charity.
6. Oversee and manage all inbound and outbound post including ensuring that parcels and packages are received.
7. Manage the cleaning, pest control and security contracts/arrangements for each space.
8. Support the Director of Finance and Resources in the contract management of estates, and ensure any breakages or issues are reported and repaired promptly.
9. Lead the day-to-day contract management of our IT provider (currently DHTS) and telephone/mobile contracts and implement new and improved strategies to increase productivity and efficiency through IT and office processes.
10. With support from our IT provider, enable the better use of SharePoint across the charity, arranging training as needed.
11. Support with the annual renewal of METRO's insurance.
12. Be the registered Information Governance Lead, submit our annual Data Protection and Security Toolkit assessment, and working with the management team and heads of service, ensure data protection and GDPR regulations are adhered to at a project level.
13. Provide information governance training and support teams to complete information audits.
14. Line-manage the facilities team, including regular supervision, appraisals and performance development reviews in line with METRO policy.
15. Play a full part in METRO's management team by attending Leadership Away Days, Full Team Meetings, and any other meeting as appropriate and required.
16. Ensure we effectively support hybrid and home-working for the team through our facilities provision.

## Other duties

1. Adhere to METRO policies and procedures at all times.
2. In line with METRO's policy on Information Governance (IG), confidentiality and data handling, you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO's Information Governance policies.
4. In line with METRO's policy on safeguarding, you will be expected to undertake, pass and maintain the required safeguarding training modules as indicated by your line manager.
5. Attend regular supervision, and undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.

6. Undertake any other appropriate duties as requested by your manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

# Person specification

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application /Interview
Qualification in operations management, business administration, or equivalent experience		Essential	A + I
Proven two years' experience of supporting several buildings, and managing day-to-day operations		Essential	A + I
Experience in managing contracts/suppliers and individual equipment reviews		Essential	A + I
Experience in venue management and hospitality		Desirable	A + I
Project management qualification (e.g. Prince2 or other), or 2 years of project management experience		Desirable	A
Experience in leading change projects, such as IT rollout projects, and able to motivate teams to adopt new practices		Desirable	A + I
	Excellent organisational abilities, including the ability to take initiative, prioritising your work to meet deadlines	Essential	A + I
	Excellent interpersonal skills with the ability to deal effectively with range of individuals – in person, over the phone, and in writing	Essential	A + I
	Able to set up and implement robust systems as required.	Essential	A + I
	Able to manage staff, volunteers, and teams including recruitment, supervision and PDPs	Essential	A + I
Experience and knowledge of health and safety requirements and implementing these across an organisation.		Essential	A + I
Knowledge of and experience in supporting a charity with implementing and auditing		Desirable	A + I

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application /Interview
Information Governance and GDPR.			
	Proficiency in MS Office suite of products, including SharePoint, Word, Excel, PowerPoint etc.	Essential	A
First Aider (training can be provided)		Desirable	A
Knowledge of safeguarding and child protection		Desirable	A