

Job Description

Post	Facilities Manager
Reports to	Technical Services Manager
Working pattern	35 hours per week, Monday to Friday with occasional weekend and evening cover as required
Location	1 Thorpe Close, London W10 5XL
Salary	£43,912 per annum

An exciting role has arisen to join a community-guided organisation, with an ambitious and exciting vision, in the heart of Portobello, West London.

The Westway Trust is a unique charity that stewards the resources of 23 acres of space under the Westway A40. In 2019, a local community campaign ensured that the Board of the Trust is led by local people and the Westway Trust now works together with the local community to enable North Kensington to thrive.

In 2021, a new CEO was appointed and a new plan was created for the organisation. This plan set a new vision, mission and values and the Trust now has a clear transformation programme to achieve social, environmental and economic wellbeing and justice. Our leadership team is testament to our values as we strive for excellence and to deliver our ambition we work with a whole range of stakeholders including around 80 Member Organisations. You can see the organisations plan at: www.westway.org/about-us/horizon-plan/

The estate is home to more than three acres of public green space, 120 tenants including more than 20 charities and non-profit organisations, two sports and fitness facilities, 48 light industrial units, 4 car parks, 34 offices, 32 shops, community stables development and an Olympic-registered skate park. This role is critical to ensuring management of a vibrant, diverse and thriving estate.

We already receive more than one million visitors each year to the estate, and we want to expand the community, cultural, retail, sporting and enterprise opportunities here together with improvements to the public realm so that it is a place the tenants and community is proud of and even more visitors can enjoy.

Job purpose

You will be responsible for the management of Westway Trust's facilities maintenance team and sub-contractors to ensure the upkeep of the Trust's Property and building maintenance working practices.

You are expected to be proficient in dealing with Health & Safety matters in line with legislation, ensuring compliance with regulations are met and properly documented. You will ensure that the facilities maintenance team maintains Trust's properties in a pro-active, cost effective, efficient and responsive manner, in accordance with statutory obligations and best practice. In addition, the procurement and management of subcontractors will be an important element of the role, ensuring the continuous delivery of high quality services to the Trust.

Principal accountabilities

The list below outlines the principal duties and tasks related to this role. This list is not intended to cover every responsibility, as by the nature of this role, the Facilities Manager will be expected to take ownership of the areas of accountability and develop the role in line with the needs of Westway Trust.

- Actively procure and manage contracts and services providers.
- Management of hard & soft services.
- Managing the Facilities Maintenance team and subcontractors for organising day-to-day and reactive maintenance of Trust's properties.

- Managing periodic inspection regimen of plant to ensure compliance.
- Provide plant and asset performance reports to support future CAPEX projects.
- Responsible for the preparation and management of service charge budgets.
- Ensure the maintenance services fully meet both contractual and statutory requirements, including undertaking sub-contractor and in-house audits and monitoring KPI's.
- Preparation of Risk Assessments and Method statements.
- Develop and manage systems for the 'Control of Contractors' including the delivery of permit-to-work systems.
- Develop a programme for improving the efficiency of plant across the Estate.
- Establishing an effective centralised reporting and prioritising system for repairs/maintenance requirements.
- Liaison with the Trust's Property Management Team, to programme refurbishment works and ensure its delivery in a timely manner.
- First point of contact for key holders.
- Maintenance of a high standard customer service to the Trust.
- Creating high performing team in line with the values of Westway Trust.
- Any other duties as may reasonably be required.

Person specification

You will need to have the right blend and balance of technical and practical skills, legislative and commercial awareness, people management and FM strategy formulation and delivery skills. You will be working for a charity supporting and enhancing the lives of people in the local community.

Qualifications: Facilities Management qualification or relevant experience. Formal H&S qualification.

Knowledge and Experience:

- Demonstrable experience of managing facilities across a diverse property portfolio.
- Demonstrable experience of the procurement of contractors and service providers for both hard & soft services.
- Experience of managing sub-contractor relationships and supply chain management within a multi-faceted operation.
- Experience in health and safety and risk management.
- Working knowledge of statutory compliance within the facilities environment.
- Detailed operational understanding of facilities maintenance and building services within a client focused environment.
- Experience in the development and management of PPM programmes.
- Leading in CDM procedures.
- Management of asbestos control.
- Experience in the understanding of COSHH.
- Understanding of EPC requirements.
- Implementation of Forward Maintenance Register programme.
- Operation/control of a CAFM system.
- Experience of budget and project management.
- High level reporting skills.
- Environmental management (desirable).
- Demonstrable experience of successfully managing a team.

Personal Skills:

- Good communication skills, both spoken and written
- Strong IT skills, including MS Office Suite
- Demonstrable understanding of and commitment to equal opportunities and diversity.
- Strong organisation and time management skills with the ability to prioritise.

- Good customer service skills.
- Ability to work on own initiative with a proactive and flexible attitude.

Demonstrable understanding of the needs of diverse communities and a commitment to equality of opportunity. Connections to and/or understanding of the local area would be highly desirable.

The ideal candidate will demonstrate the Trust's Values— Courage, Equity, Integrity, Openness and Sustainability - at all times in their work and behaviours.