


JOB DESCRIPTION

Position/title	Interim Facilities Manager	
Department	Property	
Location	Station Road, Blackrod, Bolton	
Hours	37.5 hours per week, Monday to Friday 8.00am to 4.00pm	
Job Banding	Band 5	
Reports to	Managing Director	
Other Key Relationships	Operations Director PA to Operations Director Financial Controller	Operational Management Team Contractors & Suppliers Property Tenants
General Summary	<p>To manage the day to day operation, maintenance and servicing of properties within the J. Dickinson & Sons (Property) Ltd portfolio, maintaining high standards in all areas of the business, and ensuring all properties are safe, compliant, and well-maintained.</p> <p>Responsible for managing, developing and leading the General Maintenance team, driving forward continuous improvement in order to ensure the most efficient and effective service possible.</p>	
Core Responsibilities	<ul style="list-style-type: none"> • Ensure excellent maintenance standards in all properties, by effective management of employees and contractors, provision of outstanding service and delivery of high standards. • Responsible for maintaining a positive, productive relationship with all tenants and guests, and ensuring that complaints and emergencies are handled effectively and efficiently. • Manage the maintenance schedule, providing clear and effective instruction to the General Maintenance team to ensure planned and reactive maintenance, routine servicing, testing and inspections are carried out within the required timeframes. • Manage and monitor the General Maintenance team workload to ensure jobs are planned and scheduled effectively and completed to deadline. • Proactively arrange and inspect maintenance work to ensure it meets the necessary high standards, providing appropriate feedback to the General Maintenance team or contractors and following up on action required. • Manage services and utilities for all properties in the portfolio, including receiving and collecting utilities readings, liaising with suppliers, reviewing supplier effectiveness and managing all activity relating to accounts and payments. • Manage tenants and guests, including negotiating and managing effective leases and tenancy agreements, preparing contracts, collecting rent and, where necessary, initiating eviction. • Source, appoint and manage contractors and service providers, monitoring performance, compliance and standards. • Instruct solicitors, surveyors and security providers and support the instruction as required. • Manage holiday let bookings, changeovers, and pre/post-booking cleaning and be responsible for helpful and timely contact with guests or potential guests. 	

	<ul style="list-style-type: none"> • Attend weekly meetings with the Managing Director to discuss progress and any ideas/suggestions for improvements or developments. • Ensure full compliance with all relevant legislation, including health and safety, fire safety, gas and electric safety, environmental and waste regulations, and effectively maintain all statutory records and documentation. • Maintain all records accurately and effectively, including, but not limited to, inspection lists, signed leases, certificates, maintenance requests, complaints, repair records and costings, maintenance costs, rent collection records and insurance information. • Maintain insurance valuations, utility contracts and all other legal compliance relating to the ownership and rental of property, reviewing regularly to ensure they meet the needs of the company. • Manage property insurance policies, renewals and claims. • Develop, implement and maintain facilities policies, procedures and best practices. • Monitor costs, manage budgets and gain relevant approval for any property-related expenditure. • Carry out regular site inspections and audits. • Manage and attend any client or contractor visits relating to any property in the J. Dickinson & Sons (Property) Ltd portfolio. • Lead, train, develop and manage the performance of all direct reports, in order to achieve best in class service in all activities, and to enable the staff to reach maximum potential within their roles. • In conjunction with HR and Health, Safety & Compliance, ensure that mandatory training, induction and toolbox talks are planned and delivered across the team in line with company policy. • Ensure effective communications with relevant departments and managers within the wider company as required to complete on-site jobs and resolve issues in a timely manner. • Provide accurate and timely information and reports to the Managing Director as required. • Deal effectively and professionally with all internal and external queries, taking ownership for resolving any issues proactively. • Represent the company in a professional capacity at all times. • Any other duties commensurate with the role, as requested by the Managing Director and/or Operations Director.
Health and Safety	<ul style="list-style-type: none"> • All individuals have a responsibility, under the Health and Safety at Work Act (1974) and any subsequent regulations, to ensure that the Company's health and safety policies and procedures are complied with to maintain a safe environment for our employees, customers, and site visitors. • Challenge staff and site visitors who do not follow the site safety procedures. • Assist in maintaining the health, safety, and welfare of people (including yourself) • Follow the Company guidelines in reporting faulty or defective equipment. • Ensure all staff, customers and visitors are wearing the appropriate PPE. • Report any risks or near misses to the Health, Safety & Compliance Manager.

Personal and Professional Development	<ul style="list-style-type: none"> Undertake any necessary activities to ensure that your own professional qualifications are maintained. Ensure ongoing personal and professional development by participating in performance reviews as requested. Identify and undertake activities to develop knowledge, skills and understanding where any gaps have been identified.
Confidentiality and GDPR	<ul style="list-style-type: none"> All staff must maintain the confidentiality of information about the Company, employees, or our customers in accordance with the Data Protection Act 2018. Individuals must not, without prior consent disclose any information relating to the Company, employees, or our customers.
Governance	<ul style="list-style-type: none"> Support the Company to work within the specific regulations such as governance and frameworks for the industry.
Policies and Procedures	<ul style="list-style-type: none"> All employees and site visitors are required to comply with the policies and procedures in place at J. Dickinson & Sons (Horwich Ltd), without exception.
Company Values	

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
EXPERIENCE &	Proven experience in facilities or property management Experience managing contractors and external suppliers	Experience managing mixed-use property portfolios Experience managing holiday lets or guest accommodation
KNOWLEDGE	Strong working knowledge of health and safety and compliance requirements Good understanding of estates management co-ordination	
SKILLS & ABILITIES	Confident managing tenants and stakeholders Ability to work effectively, and to meet deadlines, in a fast-paced, high volume operation Strong organisational and time management skills Good decision making, negotiation and influencing skills Ability to take personal accountability for own responsibilities and workload Able to work proactively, independently and on own initiative Skilled communicator with the ability to build excellent working relationships, both internally and externally, and to gain the respect and confidence of others Analytical and able to quickly assess issues and recommend and/or implement solutions	

	ESSENTIAL	DESIRABLE
<i>SKILLS & ABILITIES</i>	<p>Adaptable and able to work effectively as part of a team</p> <p>Ability to work collaboratively with other areas of the business to maximise productivity</p> <p>Proficient in the use of Microsoft Office software</p> <p>Excellent customer service skills, with the drive to exceed customer expectations</p> <p>Strong attention to detail and accuracy</p>	
<i>OTHER</i>	<p>Full driving licence which entitles the holder to drive in the UK</p> <p>Demonstrates commitment to own learning and development</p> <p>Works with integrity and honours commitment</p> <p>Relentlessly pursues the highest standards of performance required to deliver the best results for the company</p> <p>Reliable, punctual and good levels of attendance</p> <p>Positive and flexible attitude to change</p> <p>A commitment to the values of J. Dickinson & Sons</p>	