

JOB DESCRIPTION

Position/title	Property & Facilities Manager	
Department	Property	
Location	Station Road, Blackrod, Bolton	
Hours	37.5 hours per week, Monday to Friday, 8.00am to 4.00pm Some out-of-hours availability may be required to respond to urgent situations	
Reports to	Managing Director	
Direct reports	General Maintenance Team	
Other key relationships	Operations Director PA to Operations Director Head of Finance Management Accountant	Operational Management Team Health, Safety and Compliance Contractors and Suppliers Tenants and Guests
General summary	Responsible for the strategic and operational management of a diverse property portfolio, comprising operational waste management facilities, commercial and industrial premises, tenanted properties, residential accommodation, and development projects.	
Core responsibilities	Property Portfolio Management - Manage the diverse J. Dickinson & Sons (Property) Ltd portfolio, including: - Waste management and recycling facilities - Welfare facilities and staff accommodation - Office buildings - Commercial and industrial premises - Residential and short-term accommodation properties (including Airbnb) - Vacant and development land - Maintain an accurate asset register for all properties, infrastructure, plant and equipment. - Develop and maintain effective maintenance schedules, and conduct regular property inspections and condition assessments to ensure buildings remain operational, secure and maintained to appropriate standards. - Manage and attend any client, tenant or contractor visits relating to any property in the J. Dickinson & Sons (Property) Ltd portfolio. - Manage the full scope of the holiday let, including bookings, changeovers, cleaning, gardening, website listings, general maintenance and guest experience. - Identify lifecycle replacement requirements and prepare investment recommendations. - Liaise with the HGV Workshop Manager and Transport Manager to ensure any Property department vehicles are scheduled for routine and ad hoc maintenance as required. Facilities Management - Provide professional oversight of all facilities management activities, manage internal maintenance personnel and external contractors, and ensure that statutory obligations, insurance requirements, utility services are effectively delivered. - Co-ordinate effective reactive, planned and emergency maintenance activities. - Proactively inspect maintenance work across all sites to ensure it meets the necessary high standards, providing appropriate feedback to the internal maintenance team or contractors and following up on action required.	

- Ensure continuity of utility services, including electricity, gas, water, drainage, telecommunications and data services.
 - Manage utility contracts and monitor consumption and costs.
 - Ensure effective security arrangements across all properties and land holdings.
- Compliance & Statutory Responsibilities**
- Ensure that all properties, building, land holdings and associated infrastructure in the J. Dickinson & Sons (Property) portfolio are compliant and safe at all times.
 - Manage and monitor:
 - Fire safety compliance
 - Asbestos management
 - Legionella control
 - Electrical and gas safety
 - Lifting equipment inspections
 - Pressure systems inspections
 - Building structural inspections
 - Emergency lighting
 - Fire alarm systems
 - Access control systems
 - Maintain comprehensive compliance records and certification.
 - Ensure all properties remain adequately insured and that insurer recommendations are implemented.
 - Liaise with insurers, brokers, surveyors and regulatory bodies as required.
 - Support audits, inspections and regulatory visits.
- Contractor & Supplier Management**
- Procure and manage specialist contractors and service providers.
 - Develop and monitor service level agreements with suppliers and contractors.
 - Prepare specifications and scopes of work.
 - Review quotations and recommend contractor appointments.
 - Monitor contractor performance, compliance and service delivery.
 - Ensure contractor compliance with company health and safety procedures.
 - Manage permits to work systems where required.
 - Verify completed works and authorise payment recommendations.
- Team Management**
- Lead, train, develop and manage the performance of direct reports in order to achieve best in class service delivery in all activities, and to enable the staff to reach maximum potential within their roles.
 - Establish and encourage excellent communications between the staff in your area of responsibility and with other departments as required.
 - 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.
 - Promote and consistently apply HR policies and procedures within the team, leading by example at all times.
 - Allocate work priorities and monitor performance.
 - Ensure maintenance resources are utilised effectively.
 - Identify training and development requirements.
 - Be proactive in challenging staff who are not performing or conducting themselves to the required standards and report to the management team.

Tenant & Stakeholder Management

- Act as the primary facilities contact for tenants and occupiers.
- Build effective working relationships with tenants.
- Co-ordinate landlord responsibilities and obligations.
- Manage property-related issues, service requests and dispute resolution.
- Manage tenants and guests, including negotiating and managing effective leases and tenancy agreements, preparing contracts, collecting rent and, where necessary, initiating eviction.
- Support lease compliance and property management activities where required.

Health, Safety & Environmental Management

- Support the organisation's health, safety and environmental objectives.
- Ensure facilities are maintained in accordance with relevant legislation and best practice.
- Participate in risk assessments and safety reviews.
- Monitor site conditions and identify opportunities for continuous improvement.
- Support environmental and sustainability initiatives across the portfolio.

Capital Projects & Development

- Contribute to, and support the planning, design and delivery of, property improvement initiatives, refurbishment projects, new developments and capital investment programmes across the portfolio.
- Assist with feasibility studies, budgeting and project planning.
- Liaise effectively with architects, surveyors, engineers, planners and contractors.
- Ensure projects comply with statutory approvals and building regulations.
- Support project handover and post-completion reviews.

Financial Management

- Work closely with the Head of Finance and Management Accountant to develop and manage facilities and maintenance budgets, and monitor data and trends to assess property performance.
- Monitor expenditure and identify cost-saving opportunities.
- Obtain competitive quotations and ensure value for money.
- Forecast capital expenditure requirements.

General Responsibilities

- Attend and minute weekly meetings with the Managing Director to discuss progress and any ideas/suggestions for improvements or developments.
- Deal effectively and professionally with all internal and external queries, taking ownership for resolving any issues proactively.
- Responsible for dealing with post, telephone enquiries and department email inbox.
- Maintain accurate records and documentation.
- Provide accurate and timely information, management reports and performance updates to the Managing Director as required.
- Participate in strategic property planning.
- Represent the company in a professional capacity at all times.
- Support business continuity and emergency response planning.
- Any other duties commensurate with role as requested by the Managing Director, and/or Operations Director.

Health and safety	- 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	- 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	- 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	Support the Company to work within the specific regulations such as governance and frameworks for the industry.
Policies and procedures	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
QUALIFICATIONS	Project management qualification, or compensating work experience	Relevant qualification in Facilities, Property or Building Management
EXPERIENCE	Proven experience managing a varied property portfolio Experience managing planned preventative maintenance programmes Experience managing maintenance teams, contractors and service providers Experience managing compliance records and certification Experience supporting refurbishment, construction or development projects	Experience managing holiday lets or guest accommodation Experience overseeing facilities budgets and expenditure Experience delivering major maintenance and buildings projects
KNOWLEDGE	Good understanding of facilities management principles and best practice Understanding of statutory compliance requirements Understanding of landlord and tenant responsibilities	Excellent knowledge of health and safety and compliance legislation and best practice

	ESSENTIAL	DESIRABLE
KNOWLEDGE	Knowledge of building fabric, building services and infrastructure systems Sound technical understanding of buildings and facilities Excellent working knowledge of MS Office software	
SKILLS	Good people management and team leadership skills Ability to build good working relationships, both internally and externally Effective contractor and stakeholder management Ability to discuss and challenge technical recommendations from contractors and consultants Commercially aware and financially competent Strong problem-solving and decision-making skills	
SKILLS	Excellent organisational skills Ability to prioritise competing demands across multiple sites Ability to analyse data and present accurate and timely reports Analytical and able to quickly assess issues and recommend and/or implement solutions Strong attention to detail, thorough and accurate Effective project planning and coordination skills Skilled communicator with the ability to build excellent working relationships, both internally and externally, and gain the respect and confidence of others Ability to communicate technical information clearly to non-technical stakeholders Strong negotiation and influencing skills Strong report writing skills Ability to work effectively, and to meet deadlines, in a fast-paced, high-volume operation Able to work proactively, independently and on own initiative Good numeracy and literacy Adaptable and able to work effectively as part of a team Ability to work collaboratively with other areas of the business to maximise productivity Ability to work under pressure while remaining calm and resilient	
OTHER	Full driving licence which entitles the holder to drive in the UK Creative and flexible, with willingness to travel to all sites regularly Well presented with a confident and professional manner Demonstrates commitment to own and others' learning and development Thrives under pressure, remaining focussed on achieving tasks Relentlessly pursues the highest standards of performance required to deliver the best results for the company Reliable, punctual and good levels of attendance Positive attitude to change and the need for flexibility in planning and behaviours Takes personal accountability for delivering tasks as instructed A commitment to the values of J. Dickinson & Sons	