

JOB DESCRIPTION & PERSON SPECIFICATION

Facilities Manager

Location:	ISHA, 102 Blackstock Road, Finsbury Park, N4 2DR
Reports to:	Head of People and Culture
Direct reports:	Facilities Officer (part-time)
Team:	People and Culture
Directorate:	People and Performance

JOB SUMMARY:

We are seeking a proactive and experienced Facilities Manager to oversee the day-to-day operations of our London office, supporting a team of approximately 90 colleagues whilst considering external visitors to the building too. This role is pivotal in ensuring the building is safe, compliant, efficient, and conducive to a productive working environment. The successful candidate will be responsible for leading on all aspects of facilities management, including building safety compliance, employee reasonable adjustments, maintenance, contractor management, sustainable practices and continuous improvement of workplace standards.

This is a brand-new role at ISHA and requires someone who can hit the ground running, review the current facilities management approach and develop a robust forward management and resource plan that represents best practice for an organisation of our size. We are looking for someone who can develop and deliver an office improvement programme to modernise and refresh our office space, providing a welcoming and energised office environment for colleagues, residents and visitors.

This is an excellent role for someone with a `can-do` attitude who can work well under pressure to achieve targets and meet deadlines for ensuring ISHA's office is safe, professionally managed and maintained to meet and exceed our colleague's and visitors' expectations. This needs to be underpinned by working to ISHA's values and expectations.

PRINCIPAL RESPONSIBILITIES:

1. Lead and manage a Facilities Officer's day-to-day duties and assess workload to ensure support of a consistent, effective and efficient facilities service.

Operational and Building Management

2. Oversee the general upkeep and maintenance of the office premises, ensuring that all systems (HVAC, lighting, plumbing, etc.) are functioning optimally.
3. Manage planned preventative maintenance (PPM) schedules and reactive repairs.
4. Liaise with external contractors and service providers to ensure high-quality service delivery.
5. Collate and present monthly reports and provide management and key performance indicator (KPI) information.

Health & Safety Compliance and Management

6. Ensure ISHA Health and safety policies and procedures are adhered to, and local safety rules are observed. The post holder will be a key member of ISHA's health and safety forum.

7. Ensure the office building is compliant with UK building safety regulations, including fire safety, water hygiene (Legionella), electrical safety, and asbestos management.
8. Maintain and regularly update risk assessments, method statements, and safety documentation, including employee PEEPs.
9. Conduct regular building inspections and audits to identify and mitigate risks.
10. Serve as the primary point of contact for emergency procedures and office related business continuity planning.
11. Coordinate and support the Office Fire Wardens and First Aid officers, including ensuring regular appropriate training.

Space & Workplace Management

12. Manage office layout, space planning, and desk allocation to support homeworking and better team collaboration.
13. Ensure the office environment is clean, well-organised, compliant with workplace regulations and aligned with ISHA's culture and values.
14. Lead on sustainability initiatives and energy efficiency improvements.
15. Develop and deliver an office improvement programme to modernise and refresh our office space, providing a welcoming and energised office environment for colleagues, residents and visitors.

Budgeting & Procurement

16. Manage the facilities budget, including forecasting, cost control, and procurement of services and supplies.
17. Competitively procure contracts and service agreements with vendors and suppliers in line with our financial and procurement requirements.

Employee Support

18. Collaborate with internal teams (People and Culture, IT, Communications) to support employee safety, wellbeing, reasonable adjustments and overall workplace experience.
19. Communicate clearly with colleagues regarding building updates, safety procedures, and facilities-related changes.

ESSENTIALS: In addition to the principal accountabilities of the role, there are several significant elements that we deem essential for every role at ISHA:

20. To ensure you comply with ISHA's procedures for promoting and safeguarding the welfare of children and vulnerable adults appropriate to your role.
21. To comply with ISHA's EDI Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, residents, and other members of the community.
22. To comply with ISHA's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
23. To work flexibly as required by the needs of the team or directorate and carry out any other reasonable duties as required.
24. To lead by example and demonstrate ISHA's values in your work, behaviour and professional relationships with colleagues, partners, and residents.

PERSON SPECIFICATION – Facilities Manager		Essential	Desirable
Right to work in the UK			
1.	Proof of eligibility to currently work in the UK.	x	
Education and Qualifications			
2.	Good general education with excellent literacy and numeracy skills.	x	
3.	Qualification(s) relevant to the role (i.e. IWFM Level 4, or above, qualification from the Institute of Workplace and Facilities Management or equivalent).	x	
4.	IOSH or NEBOSH certification.	x	
5.	Member status of a relevant professional body such as the Institute of Workplace and Facilities Management or equivalent experience.		x
Experience			
6.	Proven experience in facilities management, ideally within a London office environment.	x	
7.	Practical experience of space planning and managing accommodation issues.	x	
8.	Proven line management experience with an ability to develop and motivate team members and prioritise workloads appropriately and provide ongoing career development to others.	x	
9.	Experience achieving quality and demonstrated successful track record of obtaining value for money in a building operations environment.		x
Knowledge & Skills			
10.	Strong working knowledge of UK building safety legislation and compliance requirements.	x	
11.	Demonstrable understanding of regulations and regulated practices and the required compliance management, including for building safety, health and safety, environment and while leading and delivering sustainability and net zero commitments.	x	
12.	Customer-focused, with the ability to communicate clearly and effectively at all levels, including colleagues, contractors, consultants.	x	
13.	Specialist knowledge and understanding of Facilities Management practices	x	
14.	Ability to effectively scope, plan and implement maintenance programmes and minor works/projects in line with ISHA policies and procedures, while ensuring minimal disruption to colleagues and visitors	x	
15.	Forward thinking, innovative and able to anticipate and resolve problems, embracing continuous improvement and prioritising workloads to meet deadlines	x	
16.	Numerate, with the ability to prepare and manage budgets effectively, as well as familiarity with financial software and the purchase order process.	x	

17.	Ability to build effective relationships, including managing contractors and service providers, and to take a proactive role in communication and consultation.	x	
18.	Strong interpersonal and communication skills.	x	
19.	Proven ability to work under pressure and to meet targets and deadlines.	x	
20.	Excellent organisational and project management skills	x	
21.	Commitment to continuous professional development of self and others.	x	
22.	Competent with MS Office package and other relevant IT applications, including specialist facilities management tools	x	
23.	Good working knowledge of heating, ventilation and air conditioning and other building systems.		x
Values			
24.	Able to always demonstrate and evidence ISHA's values: <ul style="list-style-type: none"> • Pride in team ISHA • Passionate commitment to customers • Trusted to make the difference • Respect for everyone 	x	