

Cotswold Farm Park - Facilities Manager

Role Description and Responsibilities

1. Line Manager: Kate Lord, Farm Park Manager

2. Staff: You will be the line manager for:
1x full time Maintenance Manager
1x full time Maintenance Supervisor
2x seasonal Cleaning Staff
Agency cleaners and contractors

3. Purpose of the Role

- To provide maintenance services across all departments within Cotswold Farm Park Ltd.
- To ensure that all aspects of the site are safe, clean and tidy.
- To optimise resources to ensure effective cost control and budgetary compliance.

4. Objectives

- **Communication.** Communicate regularly with department managers and supervisors to ensure that work requests are prioritised effectively across the site and expectations are managed accordingly.
- **Inspection & Repairs Program.** Plan and implement a proactive inspection and repairs program to ensure that machinery, equipment, play equipment and buildings are cleaned and maintained to high standards.
- **Improving Efficiency.** Review and make recommendations to improve efficiencies across the site, including utilities/services, labour resources and energy usage.
- **Cost control.** Manage the maintenance budget to ensure that internal and external labour and resources are effectively
- **Delivery.** Ensure routine, reactive and planned maintenance requirements (including event build and break) are completed within the required timescales and budget, to agreed standards.

5. Responsibilities:

5.1 Staff Management

- Line manage team members, including recruitment and selection, setting performance targets in line with business objectives, implementing development plans including coaching/training programs, rota and holiday planning, sickness and absence management.
- Oversee the work and standards of team members on an on-going basis and provide the required coaching/training, working with and alongside staff as required.
- Manage temporary and seasonal cleaning staff, including the setting of work schedules, monitoring of standards, and managing staff levels in accordance with budget and visitor demands.
- Ensure a 7 day cover is provided for the Cotswold Farm Park, and ensure that duty staff are appropriately trained and equipped to deal with issues as they arise. Ensure a robust handover system is in place so that team members are working to a plan and other managers on site are aware of the status of work requests.

5.2 Facilities Management

- To ensure that all aspects of the companies buildings, structures and associated infrastructure are managed to an agreed standard (Including the main visitor attraction, agricultural buildings and fixed equipment, play equipment, all offices, fences, gates, houses and outbuildings)
- To manage the companies security systems, including locks, keys and security infrastructure.
- Ensuring that site plans and records are updated, including creating and implementing processes and procedures, along with their associated documentation and instruction/training for those using/completing them.
- Manage stock levels including parts and repair materials, cleaning materials and consumables.
- Stock level management and ordering of facilities services including chemicals, cleaning materials and equipment, firewood and fuel,
- Manage maintenance related back of house and store areas, including waste management areas, workshops and stock rooms and seasonal equipment/prop storage facilities.
- Manage contracts and supplier relationships including cleaning chemical suppliers, waste services and utilities, pest control.
- Manage routine service schedules including PAT Testing, Gas Safety Checks, Septic Tanks, Chimney Sweeping, Refrigeration Servicing, Alarm servicing, and machinery and equipment servicing.
- Maintain service schedules with owned and leased equipment using internal and external resources, including but not limited to:
 - Air source heat pumps
 - Electric and gas hot water systems
 - Borehole and water treatment
 - Tractor, ride on lawn mower, hand held groundcare equipment
 - Company vehicles including road registered 4x4, and unregistered off road vehicles
 - Tractor and passenger trailer
 - Fridges and Freezers
 - Catering equipment (Rationale Oven, gas oven, coffee machines)
 - Electrical (fixed equipment and PAT)
 - Solar panels
 - Security, fire detection, CCTV.
 - Comms on site (Radio's, computer network, wifi).
 - & others as required.

5.3 Hands On

Hands on assistance either working alone or alongside the team to deliver:

- Ground care, routine and emergency maintenance work (carpentry, plumbing, basic electrical, groundwork, fencing)
- Prioritise and resolve issues in a challenging environment, in a timely manner and to achieve high levels of customer satisfaction.
- Working with the senior management team as required to assist with the delivery of visitor activities or events.

5.4 Managing Contractors

- Working with external contractors to deliver one off or routine assistance as required.
- Price work using contractors to obtain a number of quotes/methodologies and provide your recommendations to the Farm Park Manager for approval.
- Manage approved contractor schemes, including ensuring that contractor's induction and RAMS are completed accordingly.
- Oversee contractors work, ensuring a job is delivered on target to the required standards.

5.5 Project Management

- Project costing and proposals for works for all department managers
- Oversee maintenance, improvement and building works projects.

5.6 Health and Safety Management

- Ensuring that all Health and Safety regulations are followed and that all risk assessments policies and procedures are up to date and communicated to staff across all departments.
- Provide department managers with advice and/or templates to improve H&S management across their areas of the business.
- Provide H&S management services across the business, reviewing and improving SOP's, Risk Assessments, working practices and policies.

6. Operations:

- Daily discussion with team members to ensure work plan for the day is communicated and understood.
- Daily discussion with Duty Manager to ensure that maintenance priorities are agreed and maintenance team members are aware of visitor/operational activities.
- Weekly meeting with Farm Park Manager to review work schedules, priorities and H&S matters.
- Weekly meeting at the farm office to ensure Farm Park and farm maintenance and operational work is aligned to ensure resources are used most efficiently Weekly team meeting with maintenance team members
- Monthly team Management Meeting with Farm Park Managers to review operations, finance, HR, H&S and other matters as required.
- Meetings as required with the company directors regarding larger scale projects or more complex/higher budget maintenance/building requirements.
- Pre-start meetings with contractors or internal team members to agree RAMS, material use, access, safety requirements, working policies and timescales.
- Planning meetings with managers to ensure maintenance considerations and advice is taken into account when planning events or activities.

7. Financial Management

- Managing the Facilities budget, including preparation of annual expenditure and labour budget for approval, and providing project and service provision costings for other department managers.
- Managing labour allocation in line with labour and sub-contractor budget
- Plan and manage expenditure to ensure budget compliance.
- Price small scale projects for other departments.
- Managing ordering, delivery and invoice reconciliation for all maintenance department expenditure.
- Contract management with external providers e.g. waste, energy, etc, ensuring that contracts are regularly reviewed and are competitively priced.
- Service arrangements with providers for installed equipment, ensuring that SLA (Service Level Agreements) and pricing levels are agreed competitively.
- Price reviews and arrangements with regular suppliers

9. Skills and Experience Required:

ATTRIBUTES	ESSENTIAL	DESIRABLE
Experience	<ul style="list-style-type: none"> • 5 years' experience of building and grounds maintenance work • A minimum of 3 years' experience of managing teams • Substantial experience of Health and Safety management • Proven financial and budgetary experience in managing maintenance projects and delivering on time and on budget • Procurement experience including achieving best value and reducing costs 	<ul style="list-style-type: none"> • Experience in a customer facing environment
Knowledge/skills	<ul style="list-style-type: none"> • Management and Organisation Skills • Good communication skills • Ability to develop working relationships with a wide range of people • Knowledge of building construction and maintenance • Microsoft Office suite including Outlook, Excel and Word. • Maintain commitment and stable performance under pressure 	<ul style="list-style-type: none"> • Mechanical and Electrical systems knowledge and experience • Knowledge of Health and Safety legislation
Qualifications and training		<ul style="list-style-type: none"> • Telehandler certificate • NEBOSH qualification (National Examination Board in Occupational Safety and Health) • Recognised Health and Safety qualification such as IOSH (Institution of Occupational Safety and Health)

11. Contract Requirements

This is a full time, permanent position. The contract of employment will include a 3 month probationary period from the commencement of the role.

Working hours are from 8am to 5pm with additional hours where required during busy periods. Working pattern is 5 days per week including 30-50% of weekend days and bank holidays during the open season on a rota basis. Time off in lieu will be given for full or half weekend days or bank holidays worked.

This is a physically demanding role, working in an outdoor environment and covering a large physical area on foot. Regular manual handling will be required. Some practical skills and/or experience using groundcare equipment or with routine maintenance tasks will be required in order to fulfil the practical aspects of role.

You must be able to provide proof of eligibility to work in the UK and a full driving license is required and will be checked using the DVLA check code system.

11. Application Process

Please send CV and covering letter stating current position, salary and notice period in confidence to:

kate.lord@cotswoldfarmpark.co.uk

Interviews will commence as soon as we have a number of suitable candidates, therefore early applications are encouraged. The interview process will include an interview with the Farm Park manager and a company director, and the second stage will include a paid trial day working alongside the other managers within the business and with the team members of the maintenance department. The position will commence as soon as possible once a suitable candidate has been appointed.

Cotswold Farm Park – Our Professional Standards

All staff are expected to lead by example and create a positive and inspiring working environment. The standards set by staff are reflected in all areas of the business and it is expected that the following professional standards will be demonstrated by all staff at all times:

Customer Focus:

- Be friendly, smiley, sociable and welcoming to our customers, generating a great atmosphere.
- Remain calm, patient and polite when receiving customer feedback, good or bad.
- Be enthusiastic and helpful and go out of your way to help our customers.

Drive

- Be confident and self-motivated.
- Demonstrate a passionate commitment to the business.
- Welcome and embrace change, with a positive attitude.
- Be able to work unsupervised in a busy environment.
- Be able to prioritise duties.

Personal Integrity

- Be honest, reliable, trustworthy and respectful.
- Use professional language - no swearing, slang or over familiarisation.
- Be immaculately dressed and clean in public areas.
- Maintain excellent time-keeping and attendance.
- Be professional at all times.

Team Work

- Always be a good team player.
- Build and maintain good relationships with all team members.
- Work together with the team to ensure that the business is the best it can be.
- Be willing to take on jobs to balance the team workload.
- Be able to communicate well with people of all levels.
- Be motivated to learn and develop self.
- Seek feedback and invest time in personal development.
- Supervise, train and develop others.
- Support, encourage and motivate others.
- Coach, guide and give feedback to others.

Managing Change

- Welcome and embrace change, with a positive attitude.
- Understand the need for change.
- Look for opportunity to improve areas of the business.

Gaining Commitment

- Communicate clearly to colleagues and customers.
- Gain commitment of others by using own knowledge and experience.
- Act as a role model.

Analysing and Decision Making

- Understand information quickly and accurately
- Resolve problems using current guidelines and management framework.
- Understand when to work independently or when to escalate issues to your manager.