

Job Profile
Facilities Manager

Job Purpose: To coordinate the effective operation and support of BALTIC's Building and IT infrastructure, including the provision of a user support help desk.

Key Outputs and Accountabilities

To understand building systems including Building Management System, life safety, emergency lighting and building lighting control, plus other systems integral to the operation of the building.

To coordinate and document a programme of maintenance to ensure that all life safety systems are tested and maintained, and that all tests and records are in line with relevant legislation, regulations and British Standards as programmed by Head of Facilities and Building Services Supervisor.

To ensure procurement, financial protocols and cost effectively maintained.

To regularly supervise contractors and staff to ensure maintenance is carried out to a high standard and all relevant permits, risk assessments and method statements are correctly provided and filed.

To liaise and support colleagues and contracted service providers (e.g. maintenance, caterers and cleaners) to ensure the proper and safe utilisation of building systems, plants etc.

To maintain inventories of fixtures and fittings, carry out inspections and record maintenance.

To provide help desk facilities to ensure the day-to-day operations of servers, desktops, printers, networks, telephones and other IT services.

To work closely with our external IT company providing IaaS, Cyber security and core network support.

To support staff, artists and other users with the effective use of the building and IT services.

To work with named competent persons on the H&S of all aspects of Facilities

To coordinate the maintenance schedules, having regard for all programmed events and activities.

To assist in providing relevant data to assist managers with monitoring and reporting.

To assist with meeting Environmental targets.

To assist with the procurement of hardware, software and consumables.

Person Specification

Essential

2 years previous experience in a similar role.

Knowledge of Health and Safety regulations and practices.

Experience of complex hard and soft building management systems.

Ability to manage multiple priorities and work to deadlines paired with an ability to work under own initiative.

Up to date knowledge current regulations; legislation and codes of practice pertaining to building systems and maintenance.

Excellent communication and team working skills.

Desirable

Experience supporting Outlook, Office and Internet applications.

In-depth knowledge of Windows and Apple servers and desktop operating systems, directory services and exchange 365.

Understanding switches, routers and firewall management, web monitoring, TCP/IP, Voip, VPNs, antivirus and web filtering.

Experience of working with audio and video.

Assist with Facilities training provision.

To assist with the effective development of the Facilities function. Including policies, standards and operator guidelines.

To assist with and coordinate the Facilities, AV and content in exhibitions, education and public programme, live events and activities, including 3rd party events and activities at BALTIC.

To provide any other support to the Head of Facilities.

Understanding of the Data Protection Act and PCI-DSS regulations.

Experience of working with EPOS and e-commerce.

Experience of working with command line systems.

Reports to: Head of Facilities

Direct reports: Facilities Supervisor, Facilities Technician

Pay Band: D