THE BOWES MUSEUM

Job Title:	**Facilities Coordinator**
Responsible to:	The Estate & Operations Manager
Responsible For:	Contractors, volunteers, cleaning team
Hours per week:	37 hours per week (including some weekends and evenings) Monday to Sunday as required.
Salary:	£27,128.40 per annum
Place of Work:	The Bowes Museum
Closing Date:	6th November, 12pm

Benefits:

- 25 days holidays in addition to Bank Holidays.
- 5% employers pension contribution.
- Discount in the museum's café and our shop.
- Free staff parking.
- Employee Assistance Programme – providing a 24/7 free helpline.
- Training and development opportunities.
- Free entry for your immediate family to the museum.
- Some mutual free entry arrangements with other partnership attractions.
- Cycle to work scheme

Organisational Relationships

- Reporting to the Estate & Operations Manager
- Working across departments alongside staff, Trustees, stakeholders, and volunteers
- Working particularly closely with the Welcome Team and the Collections teams.
- External authorities and contractors and stakeholders eg the Bowls and Tennis clubs.

The Role

The Facilities Coordinator will support all aspects of the care, maintenance and compliance of the Bowes Museum buildings and grounds including planned and reactive works. The post holder will also help ensure the Museum always maintains legal compliance, including the testing and implementation of procedures to meet Health and Safety requirements, while also supporting with fire safety and museum security provision. The post holder will help ensure the delivery of relevant training and support the wider museum teams in the delivery of their own compliance obligations. The Facilities Coordinator will also be involved in the delivery of projects and will manage some key operational budgets.

The post holder will help ensure the museum works within the law at all times and remains abreast of changing legislation and trends to help plan successful and timely implementation of changes as required.

The Person

We are looking for an enthusiastic, methodical and well organised person who has an eye for detail and a passion for caring for heritage assets and environments. The person will be working with teams across all areas of the museum as well as external authorities and contractors so will be good with people and have strong communication skills – a self-starter in a fast paced, dynamic and ever changing environment.

To be successful in the role you will have skills and knowledge required to be able to carry out a broad range of maintenance and service tasks required for the museum operation along with experience of allocating tasks and overseeing standards. You will be able to prioritise a busy workload while maintaining a strong attention to detail. You will possess a positive approach and a 'can do' attitude with a willingness to be flexible and 'get stuck in' as needed.

Specific Responsibilities and Duties

- To support the management of all aspects of Facilities provision for the museum ensuring due care is given to the heritage assets and designations, ensuring all work is delivered in a legally appropriate way eg relevant permissions attained etc
- To be pertinent to and actively manage risks in all its forms keeping the museum, grounds, our people, contactors and our visitors safe at all times.
- To support the day-to-day fire and security procedures in force at the Museum, ensuring that the entire system remains fit for purpose at all times and that requirements under object loan agreements are met.
- Manage any delegated departmental budgets carefully and in line with museum procurement policies, assisting in annual budget planning and reforecasting as requested.
- To ensure that all routine and legislatory inspections and checks are carried out and duly recorded in a timely manner and up to date at all times.
- Ensure all compliance and building maintenance information is adequately stored and accessible if required at any time.
- To maintain an up-to-date list of service contractors and all relevant service documentation, and to contract and oversee contractors when on site.
- To plan and implement short- and long-term maintenance regimes and plans for the site in liaison with the Estate & Operations Manager and Collections Manager.
- To act as a main key holder for the museum, familiar with the alarm systems. Be overnight contact for third party Key Holders or action the emergency call out tree when required.

- To manage the Cleaning team, including recruitment and selection, delivering annual appraisals, setting objectives, regularly reviewing performance and delivering team meetings to ensure effective communication.
- To assist in the organisation of in-house or external compliance training for the museum team, delivering relevant, identified training as required.
- Liaising with the Conservation team to co-ordinate and implement the Museum cleaning schedules to be delivered by the Cleaning team.
- To ensure the building is cleaned according to the laid down standards.
- To ensure that there are frequent inspections of the premises and structures in the park and organise repairs as necessary.
- To assist the Estate & Operations Manager in the management of the Grounds and Garden Volunteers.
- To maintain the Fob keyless security system ensuring all records are up to date and lost Fobs are cancelled or lost on the database.
- Work with the conservation team to ensure that the building environmental conditions within galleries and stores are maintained within appropriate tolerances.
- To ensure Health and Safety arrangements are communicated to the wider team and actively contribute to developments that help provide a safer environment for staff and visitors.
- Along with the Estate & Operations Manager, to actively work with and foster relation with stakeholders in particular the Bowls and Tennis clubs.
- To support in the moving collections for exhibitions, re-display or storage purposes, and to assist in the implementation of outdoor events as required.
- To deliver reports for the Extended Management Team and Senior Leadership Team as requested.
- To be willing and able to undertake any other duties as might be reasonably requested which are commensurate to the role of Facilities Coordinator.

General Responsibilities and Duties

- Contribute effectively to the success and culture of The Bowes Museum.
- Interact and cooperate proactively with all employees, trustees and volunteers, ensuring good teamwork, inclusive practices, and interdisciplinary activities across work strands, projects and programmes.
- Support effective communications and promotion of The Bowes Museum and our activities.
- Work flexibly at times and on occasions that connect with the needs of our audiences and communities.
- Take ownership of your professional and personal development, working with your line manager to identify and address gaps in skills and competencies.
- To advocate for environmentally friendly solutions in our daily work, actively taking steps to reduce energy consumption and work in a more sustainable manner.
- Participate in wider projects through the museum alongside colleagues. Work outside of normal hours including evenings and weekends when required.
- Ensure all compliance with all policies and procedures through your department, including GDPR, Health and Safety at Work Act 1974, and financial policies.

Person Specification for Facilities Coordinator

Essential

- Experience of buildings maintenance, work scheduling and ability to develop short, medium and long-term maintenance plans
- Experience of managing sites, maintaining and presenting buildings and equipment to be fit and safe for public use
- Practical working knowledge of Health & Safety and wider compliance legislation and its implementation in a visitor-focused heritage environment
- Highly organised, able to prioritise and work to tight deadlines
- Excellent communication and interpersonal skills, both written and verbal
- Experience and ability in navigating challenges proactively and effectively
- Experience of managing budgets
- Display high levels of enthusiasm, flexibility and commitment; an excellent team player
- Strong IT skills: Microsoft Word, Excel, Outlook and PowerPoint
- Experience of working with contractors and statutory bodies, e.g. planning departments and local conservation officers
- Proven experience of managing projects effectively
- Adaptable and flexible, able to manage multiple strands of work and responsibilities proactively
- Willingness to be accountable for personal performance

Desirable

- Experience of working within a visitor attraction or heritage site environment
- Experience of duty and incident management, leading emergency procedures in a public environment while remaining calm and confident under pressure, including fire protocols
- Experience of working with and leading volunteers
- Successfully managed a team and implemented employee performance management
- An interest in museums and art galleries
- Experience of stakeholder management

Reviewed: DwB Jul 26