



Managing and Developing the Forum for our visitors and tenants

We are looking to make an appointment to the following position:

Head of Property and Facilities
£42,000 - £45,000 per annum
(Dependent on experience)

INFORMATION PACK

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COMPANY OVERVIEW

The Forum is managed by The Forum Trust, an independent, self-financing charity. We have a broad brief which emphasises lifelong learning, and includes celebrating technology, discovery, history, heritage, creativity and culture.

We are responsible for the main Forum building, 2 Millennium Plain, and the outside spaces in front of The Forum. We manage a large underground car park, and are landlords to a range of tenants including BBC East and Radio Norfolk, Pizza Express and Café Bar Marzano, the Tourist Information Centre and the Millennium Library.

This business model enables the Trust to support the management and maintenance of the building, and provides an opportunity to create and deliver a diverse and varied programme of community events and activities, most of them free of charge, for people of all ages to enjoy.

Recent projects and partnership events include: the Norwich Science Festival; Run Norwich; Makers' Month; the Norwich Gaming Festival and Heritage Open Days.

We could not achieve any of that on our own and the popularity of The Forum is the result of working with a wide range of partners.

Further information about the building's facilities and the events that can be enjoyed here can be found on our website: www.theforumnorwich.co.uk.

The Forum has a team of approximately 30 permanent staff, and we also employ a team of casual staff to help us deliver events and public activities.

FACILITIES: WHAT WE DO

CUSTOMER SERVICE

Management and maintenance of The Forum complex is a considerable task as it is visited by more than two and a half million people annually, all with different needs, requirements and questions. The tenant organisations which have space in the building also require assistance on a day to day basis.

Both The Forum and the underground multi-storey car park are open from 7am until midnight for 363 days a year, and must be actively managed at all times.

A dedicated team of staff performs this valuable role without which the building could not function as it does. The team is based in the Building Control Room on the ground floor of The Forum, which is staffed 24 hours a day.

The Facilities team are usually the first port of call for the public who may have questions about the building, the car park and other facilities and also for tenants who may have maintenance issues or problems. They are all qualified first aiders and able to give medical assistance if required.

BUILDING MAINTENANCE

Facilities staff provide 'in-house' repairs and maintenance services for The Forum building and for the businesses opposite in 2 Millennium Plain. They also carry out planned maintenance inspections and testing.

The Forum's tenants are responsible for carrying out their own repairs and maintenance; however Facilities Services staff assist where necessary. Close liaison with tenants ensures minimum disruption, for example during planned maintenance.

An external contractor provides cleaning services for The Forum and their staff are on site 7 days a week. Facilities are responsible for monitoring the cleanliness of the building and ensuring that any problems are dealt with.

SECURITY AND EMERGENCY OPERATIONS

Facilities staff deal with security, safety and emergency operations. This includes ensuring a swift and safe evacuation from the building during any emergency, for example following a fire alarm.

Testing of emergency procedures and equipment is carried out on a regular basis.

The building is protected by CCTV cameras which are monitored from the control room and regular patrols are also carried out in the building, car park and spaces around the building to ensure that all is well.

THE FACILITIES TEAM

Head of Property and Facilities –

Facilities Manager

Facilities Supervisors – Four full time employees

Facilities Assistants – Two full time employees, two part-time employees and two bank staff.

JOB DESCRIPTION

POST: Head of Property and Facilities

Scope of the Post:

To manage The Forum building and any other Forum Trust properties dealing with all issues with tenants and potential tenants and initiating and running property related contracts and projects.

Reports to the Chief Executive; operates as part of The Forum Trust management team, responsible for the Facilities Manager; and as part of management prepares and presents reports to the Board on property matters.

Key Objectives:

- To develop the offer at the building in line with changing standards and the Forum Trust's Project Purposes
- To manage and develop The Forum to the high standard expected of an iconic building
- To foster positive relationships with all tenants and to constantly look for appropriate new occupiers
- To drive value for money and high standards of service across all related contracts

Key Activities:

Leadership and Management

- To be an active member of The Forum Trust Management team leading strategic development of the Trust and managing the Trust efficiently
- With the Facilities Manager, recruit a team to operate the building 7am to midnight seven days a week ensuring high standards are maintained and that all testing and maintenance goes ahead and is appropriately documented
- Assisting other members of The Forum team in the pursuit of their objectives
- Foster good team spirit and actively participating in training initiatives
- Any other activities in line with The Forum Trust's business needs which are at a similar level of responsibility

Property Management

- To represent The Forum Trust in all tenant related issues ensuring tenants operate their businesses in accordance with the terms of their lease and relevant legislation
- Manage all relevant procurement and contracts to comply with The Forum Trust's policies and deliver value for money while ensuring a high level of service
- Responsible for all estate management matters including rent reviews, lease variations and new lease negotiations and Health and Safety on the site
- Ensure the buildings are maintained to a high standard and the agreed levels laid down in the Property Management Policy and constantly looking to improve the working of the building and reduce their environmental impact
- Prepare and maintain service charge, Sinking Fund, Car park and any other relevant budgets
- Liaise with Tenants on a regular basis and chair the Occupiers' Association
- Lead key building projects from procurement through to completion
- Manage The Forum car park continually looking to maintain high standards and to drive increased revenue within The Forum Trust's policies and charitable status
- Responsible for all facilities contracts in line with The Forum Trust's policies; to be the holder of Statutory and other Licences and ensure we operate accordingly
- Be on call for property related issues
- Maintain and develop external involvement and contacts to assist with The Forum Trust's role and keeping up property and facilities issues

Strategic Thinking

- Advise the Board on the best way to tackle any legal, political, industry and other changes and trends to keep The Forum as a safe, modern public building

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	<p>A levels Grade A-C or equivalent</p> <p>Up-to-date appropriate Health and Safety and relevant building management training</p>	<p>Further/ Higher Education</p> <p>Property Management Qualification</p>
Experience	<p>Recent experience of managing a facilities team</p> <p>Knowledge of Health and Safety legislation and risk management including preparation and review of risk assessments</p> <p>Experience of managing building contracts</p> <p>Management of a Leasehold estate</p> <p>Contract procurement and management experience including procuring and managing external contractors and professional services</p>	<p>Experience of working in a large public building</p> <p>Experience of working with CCTV and knowledge of data protection</p> <p>Previous experience of reporting at Board level</p>
Skills	<p>Understanding of property law including leases, dilapidations and service charges</p> <p>Good communication skills, both written and verbal</p> <p>Strong IT skills</p> <p>Excellent planning and organisational skills</p> <p>Monitoring skills to ensure high quality of service and compliance in all areas</p> <p>Strong customer service skills</p> <p>Problem solving skills</p> <p>Management of service and maintenance budgets and long-term planning for renewal and replacement</p>	<p>Recent use of a building management system</p> <p>Management of an IT supplier contract</p>
Team Leading	<p>Experience of managing change</p> <p>Ability to delegate effectively</p>	

Professional Relationships	<p>Ability to deal with real and sometimes difficult issues in a confident, fair and consistent way</p> <p>Ability to deal effectively with contractors/staff in negotiation in a reasonable manner</p> <p>Ability to build positive relationships with a wide range of people</p>	
Personal Attributes	<p>Ability to work on own initiative</p> <p>Demonstration of a strong drive to secure sustainable improvements plus the skills to turn high aspirations into realities</p> <p>Adaptability and resilience</p>	

MAIN TERMS AND CONDITIONS

Detailed below are the main terms and conditions of employment:

Hours

Your core hours of work will be 9am to 5.30pm, Monday to Friday. However, from time to time your role may require you to work outside of the normal working hours set out above. This can include weekends, bank holidays, evenings and/or nights. For working any additional hours outside of your normal working week, time off in lieu will be granted, generally in the week before or after the event in line with operational needs.

Payment of Salary

Monthly Bank Transfer on the 20th of each month.

Annual Leave

Leave allowance is 25 days per annum plus bank and public holidays.

Pension Arrangements

The Forum Trust will make a contribution of up to 7.5% of salary matched by an employee contribution, once the probation period has been successfully completed.

Probation

There is a three-month probationary period for all new starters.

Equal Opportunities Policy

We are committed to equal opportunity in employment and recruitment. Applications are considered on the basis of their suitability for the post regardless of sex, race, ethnic origin, disability, age, marital status, domestic responsibilities, sexual orientation or religious affiliation. Suitability will be assessed on the basis of factual information provided by candidates. Give as much information as possible, including information about experience gained outside employment and any other factors or circumstances which you would like to be taken into account.

THE APPLICATION PROCESS

If you would like to apply for this position please forward a completed application form with a covering letter explaining why you feel you are a suitable candidate to:

info@tmssearch.co.uk

Application Forms can be obtained from: www.theforumnorwich.co.uk

To discuss this role in more detail, please contact:

TMS Search on 0333 0110840

Or via email at: info@tmssearch.co.uk

CLOSING DATE FOR APPLICATIONS: 5pm, January 26th, 2018

The successful candidate will be subject to an enhanced DBS check.

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