

Job Title:	Head of Property and Facilities (HPF)- maternity cover
Accountable to:	Director of Finance and Resources
Accountable for:	Multi-skilled Technician, Front of House and Building Coordinator
Location:	Albemarle St, London
Contract type:	Fixed Term Contract, maternity cover of approx. 12 months 35 hours per week, Monday to Friday with some flexibility as required
Salary:	c. £55,000 per annum

Context

The Royal Institution's (Ri's) large Grade I listed premises on Albemarle Street is a multi-purpose public building with a high footfall. A busy events venue, we are also a museum, have a café on site, as well as office space for Ri staff and commercial tenants.

Job Purpose

The Head of Property and Facilities will lead the management and maintenance of our Grade I listed building. This role covers all hard services, security, front-of-house management, and the management of tenants' contracts. and ensures the smooth and safe operation of the building, including the museum, public areas, and tenant spaces. A crucial aspect of the role will be building strong internal relationships within the Ri to ensure smooth operations and alignment with the organisation's mission and values.

The HPF will lead on developing a long-term plan for the refurbishment and improvement of the building to support delivery of the Ri's strategy.

Main responsibilities of the role

Building Management & Maintenance

- Oversee all hard services (electrical, mechanical, structural) for the Grade I listed building, ensuring compliance with conservation and safety regulations.
- Manage day-to-day building functionality, ensuring timely and effective resolution of any maintenance or repair issues.
- Ensure public areas are maintained to high standards, with appropriate security and safety measures in place for visitors, staff and tenants.
- Manage the front-of-house operations, ensuring a welcoming and efficient service for visitors and tenants.
- Liaise with contractors and vendors, ensuring quality standards and contractual obligations are met.

Budget Management

- Manage the facilities budget, which includes £1 million in operational spend and £1 million in tenant income.
- Ensure financial efficiency by monitoring expenses, following procurement process, undertaking tenders as required, and identifying cost-saving opportunities while maintaining service quality.
- Manage the insurance renewals process to ensure adequate coverage for the building and its operations.

Team Leadership

- Manage and support direct reports, including the Multi-skilled Maintenance Technician and the Front of House and Building Coordinator (along with the Front of House Assistants), ensuring efficient and effective operations.
- Foster a collaborative working environment, promoting high performance and professional development within the team.

Tenant & Stakeholder Management

- Serve as the primary point of contact for tenants, managing contracts, addressing any building-related concerns, and maintaining positive relationships.
- Collaborate closely with all departments across the Ri, particularly the event operations teams (venue hire and programmes) to align facilities management with requirements and goals of wider teams.
- Build and maintain strong relationships with internal teams, understanding their requirements and ensuring facilities support is provided effectively.

Project FootpRint

- Ensure a smooth handover from the Project FootpRint team to the property and facilities team, integrating the project's interventions into daily operations.
- Help to manage any impacts of Project FootpRint on building operations, minimising disruption to tenants, staff, and visitors.

Compliance & Safety

- Ensure the building meets all health and safety regulations, particularly in relation to its Grade I listed status and public access areas.
- Prepare operational information and reports on health and safety, for trustees and Ri Leadership.
- Be the named Health and Safety Officer (including chemical safety) for the Ri and to comply with all legislation and guidance.
- Manage fire safety, emergency procedures, and risk assessments, regularly updating protocols as required.
- To act as the internal expert on building safety, regulatory and legal compliance, working across the organisation to ensure that risks are managed effectively, and the highest standards of safety are met. Create and maintain relevant policies and procedures, including the Business Continuity Plan, to support the effective operations of the Ri.
- To act as the main point of contact for all health and safety matters including training; to communicate and consult with staff, including chairing the committee, in order to fulfil the Ri's responsibilities under the Health and Safety at Work legislation.

Strategic Development & Long-term Planning

- Work with senior leadership to develop and implement broader strategies for the efficient management of the building ensuring alignment with strategic objectives.

- Collaborate with key stakeholders, including the Head of Heritage and Collections, to develop a long-term plan for the refurbishment and improvement of the building.
- Ensure that this plan aligns with the conservation needs of the Grade I listed status while enhancing the functionality and visitor experience of the institution.
- Work closely with senior leadership to develop and implement broader strategies for the efficient management of the building.
- Identify opportunities for enhancing facilities services, improving sustainability, and implementing best practices in facilities management.
- Monitor industry trends and innovations to ensure the Royal Institution remains at the forefront of facilities management.

General responsibilities applicable to all staff

- Understand and support the Ri strategy including the Ri vision, mission and aims.
- Promote the Ri values and encourage team working and effective communication with colleagues.
- Help achieve EDIA goals across the organisation and as a people manager promote diversity and inclusion at the Ri.
- Act as a representative of the Ri and deal with Ri customers, stakeholders and the public in a professional manner.
- Maintain awareness of your own and others' Health and Safety, and comply with the Ri's Health and Safety policy.
- Comply with and champion the Ri financial and other policies and practices including Health & Safety, Safeguarding and GDPR.
- Undertake other responsibilities as may be reasonably requested of your post.

Skills, experience and knowledge

Essential (E) Desirable (D)

• Proven experience in facilities management, ideally in managing heritage or listed buildings.	E
• Strong leadership and team management experience.	E
• Extensive knowledge of hard services (mechanical, electrical, plumbing) and building systems	E
• Familiarity with health and safety regulations, particularly in listed buildings, museums, or public spaces.	E
• Experience working with tenants and managing building operations for multi-use spaces.	E
• Experience managing a budget, including operational spend and tenant income.	E
• Excellent communication and interpersonal skills, with the ability to build strong internal relationships.	E
• Ability to manage multiple tasks in a fast-paced environment.	E
• Experience working in or managing spaces with museums or cultural significance	D
• Experience in supporting event or venue hire operations.	D

Qualifications	
• Relevant qualifications, e.g., IWFM, IOSH/NEBOSH, or equivalent experience	E
• Qualified first aider	E
Personal Attributes	
• Positive attitude and ability to motivate others	E
• Ability to see the big picture, but with an eye for detail	E
• Ability to seek improvements and embrace change	E
• Ability to make quick and effective decisions	E
• Excellent interpersonal skills with proven ability to work collaboratively.	E
• Able to find pragmatic solutions, seek improvements, and adapt to changing situations.	E
• Able to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail.	E
• Positive "can do" attitude and willingness to support others where needed.	E
• Ability to multi-task and work in a fast-paced environment.	E
• Working knowledge of Microsoft Office, with a willingness to learn and use new systems.	E
• Willingness to work occasional evenings and weekends, if required.	E

Notes:

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible but should be regarded as providing guidelines and accountabilities within which the individual works.