

INSTITUTE OF CONTEMPORARY ARTS

JOB DESCRIPTION

Title:	Building Operations & Facilities Manager
Salary:	£35,000 – £38,000
Department:	Operations & Visitor Services
Reports to:	Head of Visitor Operations
Responsible for:	Reception & Operations Co-ordinator, Casual Maintenance Technician

PURPOSE OF JOB ROLE

This role is responsible for delivering the operational backbone of the ICA including the maintenance and upkeep of our grade one listed premises on the Mall.

Overseeing a range of building management and operational duties, this person will ensure the facilities are fit for purpose, safe and secure, comfortable and in good state of repair. They will ensure operational policies and procedures are compliant with relevant legislation and our premises licence. They will also ensure IT and office management processes are effectively delivered.

To succeed, the postholder must work closely with all ICA staff and deeply understand the needs of curatorial, private hires, café bar and front of house departments to provide the best possible premises conditions for the ICA's needs. They must also ensure positive relationships with external stakeholders.

Responsibilities

- Oversee planned preventative maintenance, testing/inspections, and reactive repairs across all building services including but not limited to plumbing, electric wiring, HVAC, lifts, fire alarm, emergency lighting, fire extinguishers and suppression systems, intruder alarm, CCTV, access control, pest control, etc, within budget.

- Project manage an iterative programme of redecorating and more substantial upgrades and repairs in accordance with the Premises Strategy and capex allowances; contribute to funding applications for additional capital funding.
- Ensure the ICA building is always well-presented, clean and aesthetically in a good state of repair, ensuring the front of house, backstage/dressing rooms, offices and storage areas are maintained in a tidy and well organised condition.
- Responsible for Health and Safety including health and safety policy, fire strategy, risk assessments covering all areas of the building and specific RAs for each event, safe systems of work, accident/incident reports and compliant filing, attend safeguarding committee.
- Ensure ICA activity is planned in accordance with the terms of our lease, premises licence and other licences.
- Working with our third party IT support provider, oversee IT and telephone systems including laptops, company mobile phones and tablets, cloud/physical infrastructure, fibre internet, wifi, photocopiers, maintaining our cyber essentials certification, leading on projects and upgrades.
- Ensure appropriate insurance packages are in place and managed.
- Ensure disabled access provisions across the Premises are in good working order and continuously improved in line with current best practice.
- Responsible for building security systems, keys and fobs, alarm monitoring and keyholding services, and alongside Head of Visitor Operations oversee emergency procedures & act as a fire warden.
- Responsible for premises cleaning (currently provided by a third party contractor) and associated services such as waste management and sanitary collections.
- Ensure Carlton House Terrace reception services are provided efficiently to the extent they are required for visitors, tenants and events, including greeting guests, sign-in procedures, contractor inductions, switchboard, post and couriers through delegation to Reception & Operations Coordinator.
- Oversee that stationery, janitorial and staff tea points are well stocked through delegation to Reception and Operations Coordinator.
- Oversee all contracts and health and safety paperwork. Ensure service reports and other filing is well managed.
- Lead the relationships with office rental subtenants. Responsible for ensuring rental tenants have a day-to-day point of contact.
- Support the ICAs Environmental Policy and consider the environment within all new and existing suppliers. Responsible for carbon footprint reporting to Julie's Bicycle and to ICA SMT.
- Responsible for the overhead budgets and negotiating the best possible value across utilities, contracts and service level agreements.
- Responsible for weekly fire panel testing.

- Maintain good relationships with building stakeholders including the Café Bar operator, the Royal Parks, Neighbours, Westminster Council, The Crown Estate, the police and fire service, representing ICA at external meetings where necessary, and submitting applications and permits.
- Line management of Reception & Operations Coordinator and Casual Maintenance Technician with the ability to delegate tasks to OVMS where reasonable and necessary.
- Work closely alongside the Curators, Music Programme Manager, Events Managers, Exhibitions Project Manager, Technical Manager and Senior Projectionist to ensure premises is fit for purpose for all operations, attend weekly building activity meetings
- Personal Licence Holder and Designated Premises Supervisor.
- Other duties reasonable requested by Head of Visitor Operations and the Senior Management Team.
- Unlocks building when Reception & Operations Coordinators are absent or on leave.

Essential criteria

- IOSH Managing Safety at a minimum
- Personal Licence Holder (or be prepared to enrol other course immediately)
- Experience managing heritage building(s)
- Experience leading on Health and Safety
- Understanding of the needs of diverse ICA visitors including those with additional accessibility requirements

Desirable

- NEBOSH General Certificate
- BIFM qualification
- First Aid
- Line management experience
- Arts Organisation experience
- Knowledge of cinema and theatre/music venue technical systems
- Experience leading on IT systems
- Access to facilities management networks