



ISLE OF WIGHT ZOO

HOME OF THE WILDHEART TRUST

JOB DESCRIPTION

Facilities Manager

Job Title:	Facilities Manager
Department:	Operations
Location:	Isle of Wight Zoo, Sandown, Isle of Wight
Reports To:	Head of Zoological Operations
Supervisory Responsibilities:	Maintenance staff and contractors
Functional Relationship:	HOZO, HODS, Contractors, Visitors

General Function of the Position

You'll be responsible for the management of services and processes that support the core business of the organisation. You'll ensure that best practices are followed for maximum efficiency and that the most suitable working environment is attained for its employees and their activities.

This is a diverse field with a range of responsibilities, and you will be involved in both project planning and day-to-day operations, particularly in relation to buildings and premises. Likely areas of responsibility include:

- Building and grounds maintenance
- Cleaning
- Health and safety
- Environmental management and sustainability
- Procurement and contract management
- Security
- Space management
- Utilities and communications infrastructure
- Site presentation

Organisational Values

The Wildheart Trust has five values that form the core of how employees carry out their work at the Isle of Wight Zoo and across any future organisational developments it may have. The values shape the culture of the organisation and demonstrate what is important within The

Wildheart Trust. These values focus on how we do our job and how we conduct ourselves in the workplace, and as a Trust.	
Care	We treat every being with respect and compassion, and we care about maintaining high standards in all that we do.
Integrity	We are honest, responsible and accountable so that we can be trusted.
Commitment	We work hard to honour our mission and are devoted to the people and animals in our care.
Positivity	We need a special combination of pragmatism, passion and optimism to tackle really tough issues that sometimes seem insurmountable.
Learning	We never stop learning and together we share our knowledge to foster love for the natural world and for animals.

Key Tasks	
1. Staff and Contract Management	<p>Prepare documents to put out tenders for contractors</p> <p>Project manage, supervise and coordinate the work of contractors</p> <p>Check that agreed work by staff or contractors has been completed satisfactorily and follow up on any deficiencies</p> <p>Line manage maintenance staff and ensure all their training requirements are met</p> <p>Ensure maintenance workload is managed efficiently to ensure all tasks are prioritised correctly and completed in a timely manner</p> <p>Ensure staff training is in order and up to date</p>
2. Project Management	Project manage new builds including but not limited to animal enclosures, animal bedrooms, education and food or hospitality buildings.
3. Procurement and budgeting	<p>Calculate and compare costs for required goods or services to achieve maximum value for money</p> <p>Adhere to procurement policy</p> <p>Manage the annual budget to ensure the facilities operations run efficiently and on target throughout the year</p> <p>Help to build budgets and attain quotes for new projects, enabling any new builds or expansions to be planned in accurately</p>
4. Building and Grounds Maintenance & Security	<p>Direct, coordinate and plan essential services such as security, maintenance, mail, archiving, cleaning, waste disposal, pest control and recycling</p> <p>Plan the best allocation and utilisation of space and resources for new buildings and/or re-organising of current accommodation</p>

5. Health & Safety	<p>Ensure buildings meet health and safety requirements and that facilities comply with legislation</p> <p>Ensure essential daily health and safety checks are carried out and all necessary paperwork is in order</p> <p>Keep staff safe and ensure all staff are adequately trained in health and safety matters</p> <p>Ensure the site is safe for visitors, addressing any shortfalls promptly</p> <p>To comply with all health and safety requirements as per the Isle of Wight Zoo Health and Safety Manual.</p>
6. Maintain Service Levels	Use performance management techniques to monitor and demonstrate achievement of agreed service levels and to lead on improvement
7. Emergency Situations	Respond appropriately to emergencies or urgent issues as they arise and deal with the consequences
8. Planning	Prepare for and attend regular departmental meetings / undertake agreed actions.
9. Human Resources	Attend formal and informal training as required. Identify additional training with the Head of Zoological Operations
10. Compliance & Best Practice	Participate in Zoo Licence inspections and other audits as required.

Person Specification Details	
Qualifications	Level 4 or higher qualification in building services, building or facilities management or a technical trade qualification with relevant experience
	IOSH Managing Safely
	Application GCSE Grade C/Grade 4 or better in Maths & English
Experience	Experience in managing health and safety and statutory compliance
	Experience of budget management
	Understand physical risks to health and safety, financial risks, reputational and operational risks in relation to buildings and facilities services
	Demonstrate the capability to manage effectively, identifying training needs, motivating and mentoring individuals, setting and monitoring objectives and dealing with dissatisfaction and disputes. Project management experience
Skills and Abilities	
Customer Service	Demonstrate a deep commitment to customer service by always seeking to meet or exceed expectations

Teamwork	Actively participates as a member of a team to move the team toward the completion of goals. Contributes actively and fully to team projects by working with colleagues collaboratively, working towards consensual solutions that enhance the output of the team. Accepts share of workload.
Living the values	An understanding of the values and behaviour expected within the role
Charitable outputs	An understanding of how this role supports the delivery of our charitable outputs.

Signatures	
Signed: (Line Manager)	Date :
Signed: (Employee)	Date :