Job description – Building Maintenance Officer

Grade:	D
Salary:	Standard Terms, National Pay Range £26,166 - £28,287 (Pay ranges for work locations in Greater London or Hot Spots will be approximately 5% higher than the National pay range. Pay ranges for Inner London are 10% higher than the National pay range. Pay ranges for those on TUPE terms will be approximately 6.8% lower than the equivalent Standard Terms pay range.)
Reports to:	Estate Manager
Location:	West region – covering the Midlands area

Everyone's welcome

Everyone is welcome at English Heritage. We are passionate about ensuring we are an organisation where everyone is valued, respected and supported for their unique contributions, this is why we put Equality, Diversity and Inclusion at the heart of how we innovate, inspire and involve the diverse communities we serve. We all work together to build an inclusive culture that encourages the diverse voices of our people.

Who we are

English Heritage cares for over 400 historic monuments, buildings and places. Through these, we bring the story of England to life for over 10 million visitors each year.
No matter what you do or where you do it, by joining us you'll be playing a vital role in looking after some of the greatest places in England so that they can be enjoyed today and for generations to come. You'll find it's a workplace like no other – taking you behind the scenes of these extraordinary sites and supporting you to share your ideas, inspire others and make a difference.

Where you'll be working

The Estates Department is made up of four Regions with our teams providing professional expertise to conserve and maintain a range of properties from country houses, ruined castles to hill forts and Roman temples. You will predominately cover a portfolio of properties across the West Midlands area but will support other

properties across the West region as needed. You can be based in one of our regional office locations (Bristol or Swindon) or be a homeworker.

What you'll achieve with us

As Building Maintenance Officer, you will play a key role in supporting the care and maintenance of a diverse portfolio of properties, from country houses and ruined castles to monuments and modern visitor centres.

Working closely with colleagues, you will help deliver a high-quality, conservation-led maintenance and facilities management service. You will ensure sites are maintained to both organisational and statutory standards, remaining safe, secure and accessible, while supporting their long-term preservation.

You will work collaboratively with Estates, Operations, Experience and Engagement and Curatorial teams to balance operational needs with conservation priorities, helping to ensure the charity's wider aims are achieved through the effective stewardship of its historic sites.

What you'll be doing as part of the team

1. Procure and manage measured term maintenance contracts, including preparing and reviewing schedules, specifications and asset data, maintaining accurate records in K2, administering contracts, ensuring delivery on site, and agreeing payments within approved budgets.

2. Develop and implement Planned Preventative Maintenance (PPM) programmes using the Asset Management Planning System, working with BCMs and BSMs to identify priorities and support maintenance budget planning.

3. Plan, prioritise and oversee maintenance activities delivered by BCMs and BSMs, ensuring work schedules are clear, aligned to site needs and delivered to the required standards.

4. Manage cyclical and reactive maintenance through K2, ensuring works are prioritised and completed in line with Help Desk procedures, agreed timescales, and with minimal disruption to visitors and staff.

5. Oversee and monitor delegated maintenance budgets, ensuring accurate financial control, forecasting and timely reporting.

6. Ensure all mechanical and electrical works, including testing and inspection, comply with statutory, corporate, financial, procurement and health and safety requirements.

7. Provide quality assurance and technical oversight of maintenance activities, particularly M&E works, identifying issues early and escalating risks or concerns appropriately.

8. Support project delivery by providing technical advice to Project Managers and teams, reviewing handover documentation to ensure accuracy and completeness, and addressing any deficiencies.

9. Procure and manage minor works packages, including preparing specifications and drawings, obtaining quotations, instructing contractors, monitoring delivery and agreeing payments.

10. Maintain accurate and up-to-date asset, condition and maintenance records in K2, ensuring compliance with record management standards.

11. Contribute to the development and sharing of best practice across the organisation, supporting continuous improvement in maintenance and asset management processes.

12. Build and maintain effective working relationships with internal colleagues and external partners to support the successful delivery of estate management activities.

Occasionally we may need to review a job description to incorporate any changes or other duties needed for the role as identified by the line manager.

We're flexible

We are dedicated to the wellbeing of our employees and will actively support you to find the balance which enables you to thrive. We have flexible working policies, we recognise that people might have different needs to enable themselves to work at their best and balance both their life and work. We are happy to talk about how best we can accommodate your needs.

We're Disability Confident

We are positive about disability, committed to providing equality of opportunity and are proud to be part of the Disability Confidence Scheme, so if you have a disability, we would be happy to discuss reasonable adjustments that you might need, either as part of the application process, or the job itself.

Who we're looking for

Essential experience
• Experience of maintaining a diverse range of properties • Experience of maintenance contracts • Experience in Construction/Facilities Management • Experience within the historic and conservation environment
Essential skills / Knowledge / Qualifications
• Hold, or work towards HNC/HND or equivalent in an M&E related, construction management, building conservation or similar relevant discipline. • Working knowledge of current legislation and regulations covering building and civil engineering works and other relevant statutory regulations and bylaws, including Health and Safety at Work regulations. Working knowledge of The Construction (Design and Management) Regulations 2015 • Knowledge of MS office suite • Ability to keep clear and effective records
Essential behaviours

• English Heritage core behaviours, which are:
  ○ Collaboration
  ○ Innovation
  ○ Empowerment
• Able to work effectively in a multi-disciplinary team.
• Able to build positive working relationships internally and externally.
• Able to communicate clearly and effectively.

Additional circumstance to consider
We are happy to discuss this in more detail to support your work-life balance – This role requires travel to sites that are often in remote locations and so a full driving licence is advantageous. Occasional overnight stays away from home will also be required.