Job description – Facilities Manager

Grade:	C
Salary:	Standard Terms, National Pay Range £40,852 - £44,164 (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:	Dover Castle

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 role is based at Dover Castle, with responsibility extending across nearby English Heritage sites, including Walmer Castle and Gardens and Deal Castle. While Dover Castle will be the primary place of work, where you will be expected to work from 3 days a week, the role requires flexibility to provide support and oversight across these additional locations and other sites within the local area as required,

ensuring a consistent and high-quality approach to facilities management and maintenance across the portfolio.

What you'll achieve with us

You will deliver a high-quality, conservation-led, maintenance and facilities management service across one of English Heritage's most iconic sites, with responsibility also extending to Walmer Castle and Gardens and Deal Castle. Dover Castle is a complex, multi-layered historic site, requiring robust operational delivery alongside sensitive conservation. You will ensure these nationally significant properties remain safe, secure, accessible and well-maintained, while supporting their long-term preservation. Working closely with the Operations, Experience and Engagement Team and wider Estates colleagues, you will play a key role in ensuring the effective day-to-day operation of the sites, contributing to the achievement of organisational objectives through excellent estate management.

What you'll be doing as part of the team

1. Supervise and manage cyclical and reactive maintenance across Dover Castle, Walmer Castle and Deal Castle, prioritising and coordinating works to minimise disruption.

2. Oversee day-to-day building services and maintenance, including mechanical and electrical systems, ensuring assets are maintained to required standards.

3. Work with Estates colleagues and site teams to ensure maintenance and facilities services run smoothly across the sites.

4. Support the procurement and management of measured term maintenance and specialist contracts, including specifications, instructions, performance and monitoring payments.

5. Manage contractor and site activity, including inductions, RAMS reviews and compliance with Health & Safety and CDM requirements.

6. Support Technical Managers and the Estate Manager in delivering planned preventative maintenance across Dover Castle and the local sites, setting priorities and planning budgets.

7. Manage delegated maintenance budgets, including financial control, forecasting and timely reporting.

8. Ensure works meet statutory, corporate, financial and health and safety requirements and that sites remain safe and secure.

9. Support projects and manage minor works and remedial packages from specification and quotation through to completion and handover.

10. Maintain accurate asset, maintenance and project records in the English Heritage Asset Management System.

11. Participate in the Dover Castle Duty Manager rota and support the wider operational management of the site.

12. Build effective relationships with internal teams and external partners, contributing to continuous improvement and best practice.

As the role develops, opportunities to expand the team through the introduction of a direct labour force and maintenance volunteers will be explored, which may require the postholder to take on line management responsibilities.

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
• Demonstrable experience of administering Mechanical & Electrical or Building & Civil Engineering term maintenance contracts, including schedules of rates (e.g. JCT or equivalent forms of contract). • Proven experience of operating in a technical client-side role on large-scale projects (circa £1m+), with responsibility for oversight, coordination and delivery.

- Significant experience working within complex, high-use environments, with responsibility for the maintenance and management of building services and systems, including electrical systems, Building Management Systems, heat pumps, sewerage treatment and specialist installations.
- Strong track record of managing contractors, including monitoring performance against a range of technical and compliance standards, and maintaining accurate, auditable records.

Essential skills / Knowledge / Qualifications

- Educated to HNC/HND level (or equivalent) in Mechanical, Electrical or Building/Construction disciplines, or able to demonstrate equivalent relevant experience.
- Working towards or holding a relevant professional membership (e.g. IWFM, CIOB or similar).
- Sound working knowledge of current legislation and statutory regulations relating to building services and health and safety, including fire safety, gas systems, pressure systems, legionella control and security systems.
- Strong stakeholder management and communication skills, with the ability to build effective working relationships.
- Proven ability to manage budgets, resources and the work of others effectively.
- Experience of planning and delivering projects, with strong organisational and coordination skills.
- Commercially aware, with a strong focus on customer service and value for money.
- Good level of IT literacy, including effective use of the Microsoft Office suite.

Essential behaviours

- English Heritage core behaviours, which are:
  - Collaboration
  - Innovation
  - Empowerment

Additional circumstance to consider

We are happy to discuss this in more detail to support your work-life balance –

This role requires frequent travel to sites that are often in remote locations and so a full driving licence is essential. Occasional overnight stays away from home will also be required. There may be ad-hoc out of hours working to manage delivery of work on site.