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:	Senior Estate Manager
Location:	Stonehenge
Responsible for:	Facilities Coordinator, Maintenance Engineer, Electrical Engineer, Facilities Assistant, contractors and specialist service providers.

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 Stonehenge, one of the world's most iconic prehistoric monuments and a UNESCO World Heritage Site. Located on Salisbury Plain in Wiltshire, Stonehenge welcomes over one million visitors each year, offering a

unique opportunity to connect with the lives, ingenuity and beliefs of the people who built it. Today, Stonehenge is much more than the stone circle itself. The site includes a modern visitor centre, world-class exhibitions, reconstructed Neolithic houses, educational activities and a vibrant programme of events, all set within an internationally important prehistoric landscape.

What you'll achieve with us

You will lead the delivery of a high-quality, customer-focused and technically complex facilities management service across the Stonehenge estate and wider landscape. The Visitor Centre incorporates modern, environmentally sustainable and technically complex infrastructure, including specialist mechanical and electrical systems, renewable energy technology, wastewater treatment facilities and visitor interpretation installations. Working with a range of internal teams, statutory bodies and external stakeholders you will ensure assets, infrastructure and facilities are safe, compliant, reliable and fit for purpose. You will provide leadership to the Facilities Team and specialist contractors, oversee planned and reactive maintenance programmes, support capital investment projects and ensure English Heritage assets continue to meet operational, environmental and statutory requirements.

What you'll be doing as part of the team

1. Lead and manage the Stonehenge Facilities Team, creating a positive, inclusive and high-performing culture that supports excellent service delivery and continuous improvement.

2. Lead the safe, compliant and efficient management of the Stonehenge Visitor Centre and associated estate infrastructure, ensuring assets are maintained to support exceptional visitor experiences, operational effectiveness and conservation outcomes.

3. Develop and oversee planned and reactive maintenance programmes to maximise asset performance, reliability and operational resilience.

4. Manage specialist building services and infrastructure, including Building Management Systems (BMS), renewable energy systems, wastewater treatment facilities, vacuum toilet systems, electrical installations and visitor interpretation equipment.

5. Support the delivery of capital investment projects and estate enhancements, ensuring new assets are seamlessly transitioned into operational maintenance and management arrangements.

6. Procure and manage maintenance contracts, service agreements and minor works projects, ensuring quality, compliance and value for money.

7. Ensure facilities management activities comply with all relevant legal, regulatory and organisational requirements, including health and safety, environmental and fire safety and contractor management obligations.

8. Manage delegated maintenance budgets and resources to ensure effective financial control and delivery of agreed targets.

9. Maintain accurate asset, maintenance and project records within the corporate Asset Management System to support effective planning and decision-making.

10. Work collaboratively with colleagues and stakeholders to develop maintenance priorities, improve asset performance and support long-term estate objectives.

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

12. Support operational resilience by leading facilities responses to incidents and ensuring appropriate out-of-hours support arrangements are maintained.

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 and industry standard forms of contract. • Operating in a client-side role on significant capital projects (circa £1m+) with responsibility for oversight, coordination and delivery. • Managing facilities within a complex operational environment, visitor attraction or multi-site estate. • Managing specialist building services and infrastructure. • Contractor and supplier management. • Leading, managing and developing teams. • Managing budgets and financial resources. • Managing complex building systems and infrastructure.
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. • Relevant professional membership, or working towards membership, such as IWFM, CIOB or equivalent. • 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. • Strong organisational skills, able to plan and deliver projects successfully. • 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
• Enthusiastic with a passion for English Heritage, visible to colleagues and stakeholders and able to lead by example.

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 advantageous. 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.