



Job Opportunity

Facilities Manager

TB17-49

CONTRACT:	Permanent Full Time
HOURS:	40 per working week <i>(flexibility to work evening / weekends occasionally when required)</i>
LOCATION:	Titanic Belfast
REPORTING TO:	Venue Manager

General Purpose

To be responsible to the Venue Manager for the delivery of the internal and external services necessary to maintain the fabric, fixtures and fittings of Titanic Belfast and SS Nomadic. To ensure the development and implementation of a planned building maintenance programme, in the key areas of fabric, plant, ventilation, electrical and mechanical systems.

The Facilities Manager will be responsible for development and implementation of a full systems maintenance programme for the Visitor Experience including the Ship Yard Ride. To manage the Facilities Team in the delivery of a quick response reactive maintenance service which ensures the building and its facilities and services have minimum down time in line with visitor opening hours.

To carry out research projects in the area of responsibilities and keep under review new developments in this field, and to make recommendations to Directorate and other senior managers. To be responsible for the management and administration of all service contracts.

Main Job Tasks and Responsibilities

- To be responsible for the work and conduct of all maintenance technicians and team leaders, contractors and others whilst in the venue or their environs and to ensure they conform to current health and safety legislation concerning safe working practices.
 - To be responsible for the safe condition and continued operational effectiveness of equipment and facilities including arranging repair, maintenance and replacement as required.
-
-



- To maintain awareness of new technical developments within the industry particularly relating to technical support for facilities management and general utilities and to make recommendations regarding the adoption and acquisition of such developments to the venue.
 - To provide the Directorate Team with accurate and up-to-date statistics and management information with regard to the section's performance and monitor and maintain such records and information.
 - To manage and implement the introduction of any new technology and systems or services within the Titanic Belfast portfolio of companies.
 - To assist in the financial planning (capital and revenue), budgeting and financial control for the venue and their facilities, with particular regard to the areas of technical support (facilities management and general utilities).
 - To assist in the development and management of capital projects as directed by the Directorate.
 - To act as a nominated key holder for Titanic Belfast, and to be available on call out of normal office hours.
 - To carry out research projects in the area of industry standards and best practice and keep under review new developments, and to make recommendations to the Directorate.
 - To develop and ensure the effectiveness of the building's energy management policy and oversee the continued monitoring of energy usage at the venue with a view to maximising efficiency and promoting energy conservation.
 - To act as the venue's representative in meetings with public bodies, for example, Police Service for Northern Ireland (PSNI), and Northern Ireland Fire and Rescue Service (NIFRS) as directed by the Venue Manager .
 - To act as the Health and Safety Officer for Titanic Belfast and, design, implement and monitor a health and safety policy specific to the venue's environment so as to ensure the safety of staff, clients and members of the public.
 - To manage the section, in accordance with the principles of performance management, and Titanic Belfast's policies concerning a total quality approach, so as to ensure that the required standards of service quality are maintained.
 - To ensure the timely and effective recruitment, training and development of the venue's facilities team, to ensure the delivery of services of the highest possible quality.
 - To source and manage the provision of economic, efficient and effective services for the day to day maintenance of the venue and its facilities including the preparation and implementation of a detailed pre-planned maintenance (PPM) programme for both the building and the exhibition.
 - To assist in the delivery of Emergency Evacuation Strategy and associated training programmes.
 - To be responsible for the preparation and implementation of standard operating procedures for the Facilities Management Section.
 - To fully understand and be able to operate all systems in relation to Facilities Management across the venue including the AV within the Exhibition.
 - To participate as directed in the recruitment, selection and interviewing of staff and to be responsible for the training and development of the facilities staff.
-



- To undertake the duties in such a way as to enhance and protect the reputation and public profile of Titanic Belfast.
- To undertake such other relevant duties as may from time to time be required.

The above reflects the main elements associated with this position. It is not intended to be exclusive or exhaustive.

Essential Criteria

- A third level qualification in a relevant discipline such as Facilities management or equivalent **or** be able to demonstrate, by providing personal and specific examples on the application form, four or five years' experience of leading a cross disciplinary project team.
- Technical Knowledge – knowledge and experience in the application of hard and soft services with a sound M&E engineering skill base both practical and technical.

Candidates must also be able to demonstrate, by providing personal and specific examples on the application form, at least two years' experience in four of the following six areas:

- **PPM** - developing and implementing a planned building maintenance programme;
- **Contract Management** - preparing tender specifications for service contracts and daily management of service contracts;
- **Compliance & H&S Management** - managing health and safety issues in a facility to ensure safety of staff, contractors and members of the public;
- **Financial Management** - managing budgets and providing performance information;
- **Energy Management** - developing energy management policy to ensure effective energy usage (or implementing measures to ensure effective energy usage); and/or
- **People Management** - managing staff and contractors on a daily basis;

Core competencies

Applicants must be able to demonstrate that they possess the following core competencies which may be tested at interview:

- A clear understanding of the pivotal role and responsibilities of a manager for a high risk operational area and knowledge of the systems and procedures necessary for protecting employees and the public
 - Responsibility for managing a section of an operation with differing subordinate levels and contributing to the development of service plans and delegating effectively whilst retaining accountability
 - The ability to make decisions which will have an effect on the service section and which will affect how resources are used and will contribute to successful outcomes
 - An in-depth knowledge of performance standards and an ability to set sectional targets and monitor performance against targets
 - Effective planning skills including the prioritisation of work, depending upon demand and available resources, the ability to identify joint goals and determine forward plans
-
-



- Possesses a full knowledge of budget preparation and accounting procedures and an ability to monitor expenditure across several budgets and contribute to departmental budget preparation

Key competencies

Applicants should be able to demonstrate that they possess each of the following key competencies which may also be tested at interview:

- Possession of sound leadership qualities and the ability to motivate and control a team, encouraging, motivating and leading through example
- The ability to respond appropriately to internal and external customers and experience of dealing with customers in sensitive situations
- The ability to operate specialist software packages and understand how computer programmes and new technology generally can increase business efficiency
- Possesses a personal determination to succeed, working as part of a team to exceed targets and improve standards or performance
- The ability to engage with continuous improvements in working practices and organisational change and can motivate others to meet changes effectively
- An ability to compile reports and letters on service issues and write with clarity, putting complex issues into clear, simple language

NB: Titanic Belfast reserves the right to enhance the selection criteria if necessary to assist with shortlisting.

Closing date for receipt of applications is **Monday 25th September 2017 at 9am**. Applications will only be accepted via company application forms. Applications received after the closing date and time will not be considered. If you wish to apply for the position please contact us via careers@tblinternational.com and we will send an application pack out to you, the last date for requesting application packs is **Friday 22nd September 2017 @3pm**

Applications received after the closing date and time will not be considered.

Please note for applicants successful at the shortlisting stage and each stage thereafter the following dates will apply for interview and assessment:

- Stage 1 – Wednesday 27th September 2017
- Stage 2 – Monday 2nd October 2017
- Stage 3 – Thursday 5th October 2017

Titanic Belfast Limited is an Equal Opportunities Employer.
