

## Building Operations Manager

### Job Description

<b>Role:</b> Building Operations Manager	<b>Department:</b> Buildings Operations
<b>Reports to:</b> CEO	<b>Salary:</b> £38,100 (pro – rata)
<b>Location:</b> The Eric Liddell Community	<b>Type of contract:</b> 4 days/Full Time, permanent
<b>Working hours and pattern:</b> 4 days (30 hrs) or 5 days (37.5hrs) Monday to Friday – working pattern during office hours with some occasional times out with business hours if required.	

### About The Eric Liddell Community

The Eric Liddell Community is a local care charity and community hub founded in 1980 in memory of the 1924 Olympic gold medallist, Eric Liddell.

Our vision is a community where no one feels lonely or isolated and we are on a mission to bring people together in their local community, to enhance their health and well-being. We are doing this by: providing a sector leading Dementia Day Service alongside a programme of community-based activities for people living with dementia; a programme of well-being activities, courses and classes for unpaid carers, developing our vibrant community hub, at the heart of Edinburgh and working to secure the legacy of Eric Liddell, via The Eric Liddell 100.

### About the Job

The Eric Liddell Community is undergoing a period of growth/expansion with a new vision for the delivery of caring services, alongside exciting capital development plans for the future.

The post holder will a key member of the Senior Management Team (SMT) and works closely with the CEO, Head of Fundraising & Community Services and Finance Manager in providing advice at a strategic level, for the Chair of the Board, Office Bearers, Trustees, and members of the SMT, to ensure the smooth running and operations of our charity and building.

As a member of the Senior Management Team the postholder will:-

- Promote the charity as an attractive, affordable and socially responsible venue for the community, including room bookings and office hire for registered charities/not for profit organisations.
- Work closely with the CEO, Strategy, Policy & Programme Manager and Head of Fundraising & Community Services, taking a lead role in coordinating the work flowing from the completed capital feasibility plan, liaising with our appointed architect and other building specialists in the lead up to the launch of a multi-million pound capital programme.
- Be responsible for retaining and where possible, increasing building based income levels.
- Work closely with the CEO in updating and advising the Board of Trustees/Committees in all building related matters
- Ensure the Community Hub continues to be a welcoming, vibrant, fit for purpose facility that meets all Health & Safety requirements.

## Key Responsibilities and Accountabilities

- You will report to the CEO and will provide updates on progress and developments to him and the Board of Trustees.
- Work closely with the CEO and SMT to implement the Strategic Vision 2022 – 2027.
- Take the lead role in developing our Community Hub which supports the needs of our local community – one of our strategic objectives.
- Engage with the Board, SMT and staff teams to support the ongoing prioritisation, planning and implementation of our building related vision, maintenance and repair programmes.
- Be responsible for leading, managing, planning, coordinating and motivating the Buildings Team to realise targets, enable the growth of services and to cover all required areas of responsibility – reception, caretaking, Chef and supervisory staff.
- Recruit, train staff and coordinate the Team to ensure that cover is in place during periods of leave/absence.
- Take the lead role in liaising with our Tenants and maximising the use of our rented office space and accommodation.
- Provide high quality support and supervision for all Buildings Team staff.
- Ensure that The Eric Liddell Community meets all health and safety requirements as a public building.
- Complete Fire Risk Assessments and share these with CEO, Day Care Manager and SMT.
- Ensure annual inspections are carried out where necessary - roof inspections, boiler maintenance, emergency lighting, heat detectors and fire extinguishers.
- Consider and develop a business case for future social enterprise developments.
- Consider the further development of a Leisure/Adult Education Programme to enhance community engagement and income.

In addition to the above, the following specific responsibilities are key elements of the role: -

### 1. Health and Safety

- Liaise with contractors re building work
- Oversee full wiring inspections due in 2026 and every 5 years thereafter
- Coordinate PAT electrical equipment reviews
- Coordination of annual fire drills and alarm testing

### 2. Staff/Volunteers

Line management of all staff and volunteers in the Buildings Team in line with The Eric Liddell Community policies and procedures.

### 3. Customer Service

Ensure members of the public, customers and tenants receive a high level of customer service. Record and handle any complaints from customers and members of the public. Record any accidents and ensure first aid is administered if necessary.

### 4. Facilitates Management

- Liaise with external IT and telephone companies approve tickets and help trouble shoot problems for staff, tenants and volunteers.

- Be the main contact for the telecoms providers who rent space in the tower regarding access, surveys or work requirements and ensuring H&S standards are met.
- Manage/oversee the cleaning regime for the Community Hub
- Work with external partners to achieve best value for contracted services
- Attend quarterly facilities network meetings run by Social Enterprise Edinburgh and the Community Building Network. Visit similar venues across Edinburgh sharing best practice.
- Key holder and responsible for the allocation of keys to staff when required.
- Ensure all available office space is maximised and tenants feel valued members of The Eric Liddell Community.

## Key Outcomes

- Capital development plans are supported via key SMT colleagues.
- The Board of Trustees receive high quality professional advice and updates.
- Building Team's Action Plan developed, implemented and reviewed.
- Annual building income generation targets are met.
- Use of the Community Hub is maximised with room bookings & office leases increasing.
- The Community Hub is clean, tidy, fit for purpose and meets H&S requirements.
- Customers, tenants and members of the public receive an excellent level of customer service.
- Customer feedback is recorded and positive
- The Building Services Team receive high quality management support, direction and supervision.
- Accurate room booking/tenant's invoices are received, produced and paid on time.

This is by no means an exhaustive list and the Building Operations Manager may be called upon to work in a flexible manner to meet other appropriate duties from time to time.

## Required Knowledge, Skills and Experience

### Essential

- Proven excellent track-record in delivering facility management and administration support.
- Demonstrable experience of managing relationships with external partners/providers.
- Experience of organising staff teams and work programmes.
- Excellent communication skills with the ability to summarise complex information with clarity, brevity, and speed.
- Experience in preparing/presenting Board and Committee reports for Trustees.
- Proactive, self-motivated, and organised – experienced at working independently, managing multiple priorities simultaneously and achieving success within a target driven environment.
- Educated to degree level.
- Excellent IT skills including MS Office.

### Desirable

- A keen interest in and understanding of The Eric Liddell Community and a passionate belief in our vision and mission.
- Experience/qualification in facility management.

- Knowledge of Hall Master and/or other facility management booking systems
- A good understanding of financial systems.
- A current driving licence valid for driving in the UK.
- Knowledge/experience of project management approaches.
- Staff management experience.

## Dimensions and Scope of Job

### Scale:

- This role plays a key role in strategic management of our facility, associated staff and reporting to the Board of Trustees.

### People Management:

You will have line management responsibility for the Building Team.

### Internal Relationships:

- You will work closely with the CEO, SMT, staff, Trustees and volunteers and will ensure a co-ordinated and consistent approach to all organisational activity.

### External Relationships:

- You will be the key contact with our external building contractors and suppliers.

### Financial Management:

- You will ensure that building income targets are achieved and associated invoices are circulated timeously.

## Terms and Conditions

The Key Responsibilities, Required Knowledge Skills and Experience reflect the requirements of the job at the time of issue. The Eric Liddell Community reserves the right to amend these with appropriate consultation and/or request of the post-holder to undertake activities believed to be reasonable within the scope of the job or abilities.

Salary: £38,100 (pro-rata)

Working Hours: 30 or 37.5 hours per week with scope for some of this work to be undertaken from home.

Annual leave entitlement: 6 weeks inclusive of public holidays

Notice period: 3 months

Probation period: 3 months normally

### Other benefits:

Company contributory pension scheme

Occupational sick pay

Death in service cover

40% off food at our Community Hub Café, Café Connect

Edinburgh Leisure Community Access Programme Card – classes, gym, pool etc. membership

Flexible TOIL approach

(Updated June 2025)