

**Job Title:** Facilities Manager

**Reporting to:** Chief Operating Officer

**Direct reports:** 5 staff (3 Full time equivalent)

**Location:** Norton Park Business Centre, 57 Albion Road, Edinburgh

**Role Purpose**

The Facilities Manager is responsible for the effective day-to-day management of facilities and operations across Norton Park’s Business Centre and Conference Centre. This is a hands-on management role, with the postholder expected to participate directly in maintenance, event support, and operational tasks as required.

The role demands a high level of responsiveness and the ability to step in to support team members as needed. The postholder will provide senior leadership to the Facilities Team, Business Centre Assistants, and Cleaners, ensuring that all operational areas – from preventative maintenance to event delivery – meet high standards of service, safety, and presentation. The Facilities Manager is a core member of the Senior Management Team and is expected to promote a collaborative and inclusive leadership culture that supports team growth, operational excellence, and upholds Norton Park’s values (currently under review).

**Key Responsibilities**

## 1. Building and Grounds Maintenance

* Oversee all planned and reactive maintenance activity, ensuring tasks are delivered by staff and contractors in line with required standards.
* Provide occasional hands-on support during urgent issues, staff absence, or specialist problem-solving.
* Act as lead contact for maintenance contractors and suppliers, ensuring schedules are maintained and value for money achieved.
* Conduct regular inspections to identify improvement opportunities.
* Ensure grounds and external areas (e.g. car park, drainage, garden) are well maintained.

## 2. Facilities Operations

* Ensure smooth day-to-day running of building services, cleaning, room setups, and maintenance.
* Oversee and manage relationships with cleaning and other service contractors, acting as primary point of contact and ensuring best value and compliance.
* Ensure stock control systems are in place and the Facilities Team maintains adequate supplies.
* Oversee opening/closing of facilities and provide emergency response when required.
* Ensure cleanliness, tidiness, and high standards across all communal and event spaces.

## 3. Health & Safety Compliance

* Act as the main liaison with Norton Park’s external Health & Safety provider to ensure operational requirements are implemented effectively.
* Ensure operational staff follow agreed risk assessments and safety procedures.
* Coordinate and monitor the completion of H&S training for relevant team members.
* Ensure records (e.g. staff training, drills, PPE use) are accurate and up to date.
* Promote a safety-first culture and ensure team members understand their responsibilities.

## 4. Event and Meeting Room Management

## Ensure smooth and professional delivery of meetings and events, including room setups, AV, and refreshments.

## Support hands-on delivery during busy periods or when issues arise.

## Monitor room standards and ensure AV equipment is functional and well used.

## 5. People Management

* Line manages the Senior Facilities Officer, Facilities Assistant, Business Centre Assistants, and Cleaning staff, supporting a well-coordinated, motivated team that delivers consistently high standards.
* Provide supervision, support, and regular performance reviews for direct reports.
* Develop training and development plans to enhance team skills and service delivery.
* Foster a respectful, collaborative culture with clear expectations and open communication.

## 6. Administrative & Financial

* Keep accurate records of contractors, maintenance logs, and compliance documentation.
* Monitor spend against budget lines related to property, cleaning, and maintenance.
* Support budget planning and procurement related to facilities services.

## 7. Service Development & Improvement

* Identify and implement opportunities to improve operational practices and facilities services.
* Work with colleagues to test and implement improvements aligned with organisational priorities.
* Stay informed about trends and best practices in facilities and property management.
* Produce reports and updates for senior management, and the Board as required.
* Attend Board meetings and external stakeholder meetings when required.

# Terms and Conditions

* Place of Work: Norton Park offices, 57 Albion Road, Edinburgh, EH7 5QY.
* Hours of Work: 36.25 hours per week, with an on-site presence required from the start of the working day (8/8.30am). Occasional evening or weekend work may be required to support events or operational needs — this will be infrequent.
* Salary: £ 37,000
* Pension: Employer contribution 7%, employee contribution 4%
* Leave: 25 days annual leave plus 10 public holidays
* Benenden Health Cover
* 2 volunteering days per year

# Person Specification

## Essential Experience

## Experience in a facilities, property, operations or building services role — this could be in an office, venue, estates, hospitality, or similar environment

## Confidence in managing and supporting a team, ideally with some experience of setting goals, giving feedback, or supervising daily tasks.

## Comfortable coordinating contractors, suppliers or maintenance work, with a good understanding of how buildings and services are run

## Familiarity with health & safety processes and the ability to ensure others follow safe working practices.

## Skills and Attributes

* Organised and reliable, able to manage competing priorities and keep things running smoothly.
* A team player and good communicator — able to work well with colleagues, tenants, contractors, and visitors.
* Practical and proactive — ready to step in and help with hands-on tasks like room setups or urgent maintenance when needed.
* Calm under pressure and happy to solve problems as they arise.
* Confident using IT systems (e.g. Outlook, Word, Excel); willing to learn building management or booking software.
* Flexible and responsive — this role suits someone who enjoys variety and being part of a small, supportive team.

## Desirable

* Experience in a similar venue, business centre, or customer-facing environment.
* Knowledge of AV/room setup or events support.
* Health & Safety training (e.g. IOSH or NEBOSH) — or willingness to complete it.
* Understanding of building systems or experience working with cleaning or maintenance contractors.
* Experience supporting small projects or service improvements.