

JOB DESCRIPTION

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| JOB TITLE | Facilities Manager |
| TYPE OF CONTRACT | Permanent, full-time |
| RESPONSIBLE TO | Director of Finance & Estates |
| RESPONSIBLE FOR | Assistant Estates Manager, Box Office and FoH Officer, Customer Service Officer, Space Management Officer, Facilities Assistants and Apprentice |
| COUNTERSIGNING MANAGER | N/A |
| GROSS ANNUAL SALARY | £40,000 - £45,000 |
| HOURS OF WORK | 35 hours per week; Monday to Friday (9.30am – 5.30pm) plus evening and weekend work as and when necessary |
| KEY WORKING RELATIONSHIPS | All departmental staff (including visiting professionals from the Creative Industry), LAMDA Students as well as LAMDA staff running Examinations which are held on Sundays |
| INTERNAL | |
| EXTERNAL | External Suppliers/Contractors to maintain the fabric of the campus, hirers of the facilities (which cover a multitude of organisations) as well as professionals from the Creative Industry |
| PROBATIONARY PERIOD | Your employment will be subject to a probationary period of 6 months |
| HOLIDAY ENTITLEMENT | 28 days per year plus bank holidays; (This is inclusive of any days when LAMDA may be closed i.e. towards Christmas closure) |
| PENSION | After 3 months of continuous service you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations |
| BENEFITS | After six months of continuous service and on successful completion of the probationary period, you will become eligible for the following benefits: |
| (1) GROUP LIFE ASSURANCE | LAMDA offers a death in service benefit where the nominated beneficiary could receive approximately 4 x annual salary payment if death occurs whilst in service |

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| (2) SEASON TICKET LOAN | LAMDA offers an interest free loan for the purchase of an annual season ticket |
| (3) EMPLOYEE ASSISTANCE PROGRAMME | LAMDA offers an employee assistance programme (EAP) which is confidential and easy to access. This service is available to staff 24 hours a day, 7 days a week. |

JOB PURPOSE

This role oversees the operation of the LAMDA building, which combines three theatres together with the teaching facilities. This is a fast paced, customer focused, multifaceted role.

- To be responsible for all aspects of the day-to-day buildings and facilities management across the Academy.
- To drive the sustainability agenda in all aspects of the operation of the facilities, and to be sustainability champion.
- To ensure the whole campus is safe, clean and cared for by the Facilities team, is ready for use and well maintained.
- To schedule and oversee the facilities and fabric of the buildings and grounds and to ensure that the buildings, facilities and site are maintained to a consistently high standard.
- To promote Health, Safety and Wellbeing (physical and mental) to staff, students and visitors.
- To ensure the efficient and effective allocation of space between departments, including the planned timetabling of shared space.
- To be responsible for the effective co-ordination of planned and reactive repair and maintenance of ICT through liaison with third party providers and acting as an interface between staff/students with these providers when necessary. This includes day-to-day management of LAMDA's VOIP system.

DUTIES AND RESPONSIBILITIES

- Work closely with:
 - Senior Management Team; in particular, The Director and Director of Finance and Estates
 - Assistant Estates Manager
 - Customer Service Officers
 - Space Management Officer
 - Maintenance Supervisor
 - Box Office and FoH Officer
 - Facilities Assistants

Facilities Management

- Act as the 'Building Manager' for all the facilities (Talgarth Road site and the scenic workshop based at London Bridge as well as railway arches at Stamford Book) ensuring statutory compliance as well as responsibility for maintenance and upkeep of buildings, grounds, equipment, plant, fixtures and fittings, working alongside key staff members based in those facilities.
- To ensure that day-to-day requirements in respect of electrical and gas supplies, heating, ventilation, alarm, fire-fighting equipment are maintained.
- Responsible for preparation and delivery of the annual preventative maintenance programme, together with reactive maintenance repairs
- Produce condition reports for the Academy's buildings identifying priorities.
- Ensure orders for supplies and consumables are best value and procured in good time using

framework agreements that are in place via the London Universities Purchasing Consortium.

- To manage all contractors, ensuring that Health and Safety requirements are met, security passes are inspected, performance is monitored and completed work is delivered on time to budget.

Health and Safety

- You will act as the ‘Competent Person’ for the Academy and take full responsibility for general supervision, control and related documentation, paying particular attention to legislative compliance, including the Health and Safety, Fire safety, welfare of staff, students and teachers, the safety of the Academy's assets and licensing requirements. This includes completing the necessary risk and fire risk assessments.
- Ensure there is a strategy in place for the continuous improvement and development of Mental Health and Wellbeing in LAMDA, which takes account of all staff, students and visitors.
- Take a strategic role to ensure that the ongoing and future needs of the Academy are met in terms of site, facilities and Health & safety.
- Chair the Health and Safety Committee, advising and making recommendations to run the campus more effectively.

Fire & Security

- To lead all aspects of fire and security safety. Ensure that all fire and security systems are regularly maintained and tested with appropriate records kept.
- Ensure that all sites are secure and comply with Safeguarding Regulations.
- Carry out regular checks of fire equipment for damage or expiration, arranging for servicing, repairs and replacements as required.

Space Management

- To support the business objectives of LAMDA in delivering space as required and in line with the Space Management Policy
- To take on a strategic initiative of measuring the required space for all the departments, performed in terms of teaching, operations, examinations, development & communications, etc. whilst adhering to best practices, including space audits.
- Lead the annual timetabling exercise, ensuring advance planning of detailed timetables for the coming year and their accessibility for students and staff through the exploitation of Celcat timetabling software and other systems.
- Support the Space Management Officer to make day-to-day room change decisions, whilst at the same time improving systems and process to reduce the incidence of such changes, and thereby improve the experience of students, learners, staff, external hire clients and all other users of LAMDA space.
- Chair the Space Management Group.

Customer Service Desk

- To ensure that the Service Desk is operational between 08:00 & 20:00 (and, exceptionally, outside these times for special events) and that it operates effectively and efficiently and is responsible for all business support requests e.g. absences, access control, building faults, directions, equipment distribution and support, general configurations, guest welcoming, printing and printers, room bookings, room changes, room layouts and furniture, room support, teaching equipment, welfare facilities,

ICT

- Provide a day-to-day link to ICT service providers, ensuring that any issues with systems are communicated to students and staff as necessary.

- Manage ICT and copier (MFP) contracts
- Configure the VOIP system and allocate numbers and devices in accordance with Academy priorities.

Events, Hospitality and Front of House

- To support the Box Office and FoH Officer in the delivery of exceptional service to all customers
- To coordinate all LAMDA events to ensure they run efficiently and effectively. To oversee external hirers of LAMDA space, and lead on income generation.

Budget Management

- Proactive management of all premises and utilities budgets

Line Management

- To line manage and oversee:
 - Assistant Estates Manager, Customer Service Officers and Facilities Assistants to provide guidance and support both in their day to day work and in their longer-term career development.
 - Space Management Officer, providing help and support through the annual timetabling process as well as the management of day-to-day changes and requests.

Other

- Up keep of risk register for LAMDA
- Oversee up keep of first aid register
- To undertake any other duties that may reasonably be requested by the Director of Finance & Estates

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

The successful applicant will be required to go through a DBS 'Enhanced Disclosure' check. Expenses will be met by the Academy.

PERSON SPECIFICATION

| | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|---------------------------|---|--|----------------------------------|
| SKILLS / ABILITIES | <p>Proactive approach to ensuring team operates efficiently and effectively, being able to demonstrate a strong customer service focus and instilling an ethos within the Facilities team</p> <p>Sensitive to all staff and students including all visitors so everyone is treated equally and fairly</p> <p>Ability to communicate to all levels of the business and contractors</p> <p>Ability to communicate new ideas in a manner appropriate to the audience</p> <p>The ability to manage workload to ensure deadlines are consistently met</p> <p>Ability to delegate</p> <p>Ability to deal with contentious/difficult situations that may arise</p> <p>Strong leadership and team management skills with the ability to motivate and develop the department</p> | <p>Strong organisational and negotiation skills</p> <p>Good IT skills such as word processing, knowledge of spreadsheet applications and email</p> | CV/Covering letter / Interview |
| KNOWLEDGE | <p>To have some experience of working with a timetabling system and room booking system, security (access) system, ticketing (jobs) system</p> <p>Good working knowledge and in depth understanding of Health & Safety requirements within a work place setting, including knowledge of undertaking and actioning risk assessments</p> <p>Effective line management and resource management</p> | Experience of Estate data returns to the OfS | CV / Covering letter / Interview |

| | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|-----------------------|--|---|----------------------------------|
| EXPERIENCE | <p>Understand quickly what the requirements are for setting up a space for internal/external use</p> <p>Previous experience in a management role with proven levels of competence in facilities management</p> <p>Experience of managing a team of employees with varying roles and responsibilities</p> <p>Experience of planning and managing a budget</p> <p>Experience of managing external contractors</p> <p>Experience of the management of services with a strong customer focus</p> | <p>Experience of working in the higher education/charitable/ not for profit sector</p> <p>Experience of running an arts venue</p> | CV / Covering letter / Interview |
| QUALIFICATIONS | <p>You must possess a first aid certification</p> <p>Full understanding of COSHH regulations</p> <p>Fire warden / marshal certification</p> | Facilities management qualifications | Certificates (if applicable) |
| QUALITIES | <p>Resourcefulness</p> <p>Empathy with and commitment to the aims and ethos of the Academy</p> <p>Self-motivated, flexible and adaptive working approach and commitment to achieving the very highest standards</p> <p>You should also have a customer focused approach</p> <p>Proven ability to plan, organise and prioritise your work</p> | <p>An interest in the arts</p> <p>Have or willing to be adaptable, such as being the “Stage-Door Keeper” with some knowledge of what this role will require and be comfortable with training their team to take on new challenges</p> | CV/Covering letter/Interview |

ABOUT LAMDA

As the oldest drama school in the UK, founded in 1861 as the London Academy of Music and Dramatic Art, LAMDA is a world-leading conservatoire based in the heart of London, offering exceptional vocational training to actors, stage managers, technicians, directors and designers, regardless of their background or socio-economic circumstances. In 1965, LAMDA became the first drama school to introduce technical training and quickly became a prototype for other institutions branching into this area.

LAMDA is also an Ofqual-registered awarding body, offering world renowned qualifications in communication and performance and inspiring the next generation of confident communicators through qualifications in performance and communication.

LAMDA has been registered with the Office for Students as a stand-alone Higher Education Provider since 2019, and was granted full degree awarding powers in 2021. We believe drama has the power to transform lives. Our students graduate as authentic, confident and independent artists or technicians, capable of shaping their own careers.

Conservatoire training is, by its nature, selective, training only the best; course numbers are limited and LAMDA teaches in small groups. There is a core cohort of just under 400 UK and international students a year across six degree courses and other HE courses. The school also welcomes around 360 students onto other courses during the year, including short courses run during Spring and Summer vacations. LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. LAMDA now operates independently from the Conservatoire of Dance and Drama, receiving funding directly from the Office for Students. LAMDA was granted full degree awarding powers in 2021.

At the heart of LAMDA's approach is a commitment to the ensemble, stressing the importance of collaboration to achieve excellence. LAMDA nurtures every student's unique talents to give them the tools they need to become independent, creative artists and technicians, along with all the help and guidance they need to transition and make their mark within the creative and performing arts industry. Alongside this, LAMDA is committed to ensuring that its training is accessible to all. LAMDA has several substantial measures in place to widen access to Higher Education and is committed to the creation of pathways to our training for those from the Global Majority, those from low socio-economic backgrounds and care leavers.

The work of the Academy is complemented by that of LAMDA Examinations, through which LAMDA offers a drama and communications-based syllabus leading to accredited and non-accredited awards in the UK and overseas.

In 2017, LAMDA moved into its new £28.2m centre for world-leading drama training. LAMDA's new home features ten large training and rehearsal studios, three theatres - the 200 seat Sainsbury Theatre, 120-seat the Carne Studio Theatre and the Linbury Studio, and a fully equipped digital and audio suite. In January 2018, LAMDA alumni Benedict Cumberbatch was appointed the Academy's President.

LAMDA Alumni include Nikki Amuka-Bird, Patricia Hodge, Janet Suzman, Chiwetel Ejiofor, Jeremy Irvine, Rory Kinnear, Harriet Walter, Rose Leslie, Paterson Joseph, David Oyelowo, Katherine Parkinson, Toby Stephens, David Suchet, Sam Claflin, Leah Harvey, and Ruth Wilson, among many others.