



JOB DESCRIPTION.

JOB TITLE	Building Operations Hard Services Support Officer (Maternity Cover)
REPORTS TO	Head of Facilities
DEPARTMENT	Building Operations

BACKGROUND

We celebrate Shakespeare's transformative impact on the world by conducting a radical theatrical experiment. Inspired and informed by the unique historic playing conditions of two beautiful iconic theatres, our diverse programme of work harnesses the power of performance, cultivates intellectual curiosity and excites learning to make Shakespeare accessible for all.

PURPOSE OF JOB

The Building Operations Hard Services Support Officer role has oversight of all external maintenance contractors ensuring all periodical compliance checks are completed, and that onsite contractors are fully inducted and are equipped with the necessary permits to work.

The role ensures that Shakespeare's Globe buildings are appropriately maintained and in good condition and working order; and will assist the Acting Head of Building Operations with the implementation of Health and Safety Policy across the Globe Estate. This role will form an integral part of the Building Operations Emergency Response and 24/7 Call Out Team.

PRINCIPAL RESPONSIBILITIES

General

- Provide oversight of all Hard service providers (e.g. builders, plumbers, electricians etc).
- Assist with the financial management of the fixed facilities management budget: reporting, forecasting, paying service providers, and ensuring value.
- Maintain and organise all works required for statutory compliance as well as maintaining appropriate records, bringing any concerns to the attention of the Acting Head of Department.
- Manage fire safety inspections and ensuring that all annual fire risk assessments and associated works are completed in a compliant and timely manner.
- Act as one of the Fire Officers and First Aiders for the building.
- Provide site inductions to the wider Globe team when necessary.
- Be part of Shakespeare's Globe emergency on-call rota 24/7, which may require out of hours attendance.
- Willingness to undertake other duties as required

Hard Facilities

- Maintain and oversee a planned preventative maintenance programme: organising and arranging works, overseeing the contractors on site, and maintaining all permits and maintenance records.
- Oversight of an audited reactive repairs service: ensuring repair requests are logged and allocated to the correct resource, and that all works are completed within agreed time frames.
- Resolve Hard services FM issues across the estate, escalating to the Acting Head of Building Operations as required.
- Ensure that all Life Safety Systems, ensuring that they are in good repair and that all documentation and maintenance reports are up to date and in order.

Health & Safety (H&S)

- Assist the Acting Head of Building Operations in encouraging a strong health and safety culture within the business and be responsible for facilitating continuous improvement in all aspects of the sites as required.
- Working with the Acting Head of Building Operations and team to ensure all emergency procedures are reviewed in line with operational needs and changes.
- Be an active member of the Emergency Response, Fire Safety team.
- To be proactive in ensuring all security and H&S systems (such as CCTV, fire and intruder alarm systems) are effectively maintained.
- Undertake contractor site inductions, ensuring all permits to work are administered.
- Provide the third line for out of hours emergency contact point, to assess the situation and call the appropriate resources to address the problem, including liaison with senior management where required

Finance

- Financial administration of all hard service contracts, and including processing invoices and purchase orders, and running reports.
- Assisting the Acting Head of Building Operations with annual planned property maintenance budgeting.

PERSON SPECIFICATION

- Significant experience in an operations and/or facilities management role.
- Able to prepare reports, documents and schedules and communicate them effectively with others.
- Proven ability to plan and prioritise a varied workload.
- An ability to work as part of a team as well as on own initiative, unsupervised.
- Demonstrable understanding of health and safety issues in the workplace. A willingness to commit to CPD and training, including those directly related to Facilities Management.

Embodies these essential Globe ways of working:

- Committed to the principles of equality, diversity and anti-racism and able to implement these within all areas of work.
- Supportiveness to others.
- Thoughtfulness, reflecting, and problem solving.
- Influencing and communicating with others.

The post holder must at all times carry out their responsibilities with due regard to Shakespeare's Globe's Policies and Procedures.

RECRUITMENT INFORMATION AND TERMS AND CONDITIONS

Full-time, fixed-term for 1 year (with potential to extend)

[A full set of terms and conditions will be supplied with a contract of employment]

Hours: **36 hours per week**, exclusive of meal breaks, Monday to Friday. Additional hours at evenings and weekends may be required for which time in lieu may be granted. There are no extra payments for additional hours worked.

Salary: **£26,000 to £28,000 per annum (depending on experience)**

Holiday: The annual holiday leave is 25 days per calendar year plus Bank Holidays.

Benefits: Discount in the Globe shop and onsite restaurants/cafes; free entry to selected shows, events and activities, access to our free employee assistance programme via phone line and website; family friendly policies including enhanced maternity and shared parental leave pay; season ticket loans available; eye test scheme; flu vaccination scheme; cycle to work scheme; Littlebird exclusive discount; enhanced employer pension contributions after 12 months service.

This job description is not a contract but is provided for an employee's guidance on the way in which the duties of the post are to be carried out. The content of the job description may change from time to time and the employee will be consulted over any substantial changes.

As a term of employment you may be required to perform work not specifically mentioned above commensurate with the scope of your role within Shakespeare Globe Trust.