

## Assistant Manager, Facilities

### Role Description (purpose):

As an assistant facilities manager and experienced facilities management professional you'll be responsible for the services and processes that Carnival UK offices require, taking complete ownership of specific areas.

You'll ensure the most suitable and effective working environment for Carnival UK employees to enable the successful delivery of CUK goals.

You'll be involved in both planning and managing day-to-day operations, particularly in relation to buildings and premises.

<b>RUI:</b> (if updating existing JD)		<b>Grade:</b> 10		<b>DBS check required</b> Y/N: Y	
<b>Directorate:</b> (Operating Company where Applicable)	Shared Services	<b>Reports to:</b>	Facilities Manager		
<b>Function:</b>	SSO - Facilities	<b>Team:</b>	SSO - Facilities		
<b>Direct reports :</b>	<b>Job Titles &amp; Level</b> <ul style="list-style-type: none"> <li>N/A</li> </ul>				

### Accountabilities

#### Technical (including systems) and/or Professional Responsibilities

#### The Academy

- Complete ownership of all Facilities (soft and hard) and HESS elements for multi functional Academy property to create effective working environment for all users.
- Clear and concise communication with all property stakeholders using appropriate methods, chairing meetings if required.

#### All Properties

- Ownership of specific building service contracts; M&E, and cleaning including liaison with account managers ensuring applicable KPIs and other targets are met. Support on all other contracted services where required; including security and catering.
- Planning and supervision of maintenance, repairs and upgrades on-site to ensure compliance and that work adheres with reviewed risk assessments and method statements with relevant stakeholder communication made.
- Completion and review of all annual risk assessments for multiple properties and tasks, making recommendations for improvements.
- Oversight and maintenance of Facilities and HESS procedures and processes ensuring they remain relevant and applicable to the organisation in line with industry and government guidance. Highlighting any necessary changes to Manager, Facilities and Health & Safety to ensure compliance
- Record near misses and conceive and implement preventative actions to uphold health, environmental, security and safety standards.
- Identify workstation issues and develop individual solutions for various client groups (to include new joiners, home workers, New and Expectant Mothers and following churn), through the performing of DSE assessments.
  - Liaise with Occupational Health & People Support on certain cases, prioritise where required and complete higher level and more complex assessments
  - Updating of DSE assessment online system with employees notes alongside managed service with DSE partner.
  - Maintain relationships with specialist furniture and equipment providers
  - Ensuring that all new and existing employees have completed their online DSE training and self-assessment. Regularly reviewing outstanding issues and keeping employee records up to date.
  - Train and provide ongoing support to managers in meeting DSE responsibilities for their teams.

- High level of understanding of human anatomy and physiology with extensive product knowledge including assistive technology.
- Recommend and implement strategies/controls to achieve process changes that ensure safe working environments
- Perform thorough accident investigations, prepare reports and ensure preventative changes are implemented
- Act as the Safety Liaison for all company events and 'away days' requiring risk assessments and controls
- Review of office working environment, research of requirements, planning across multiple departments, preparation and implementation.
- Support or ownership of Facilities projects including creation of project plan, stakeholder communication and budget control.

#### **Budget Management / Financial Responsibilities / Revenue / Sales / Cost Management / Cost Control**

- Ownership of specific Facilities budgets
- Completion of continuing accruals for entire department ensuring accurate spend and budget control
- Drive efficiencies across facilities spend both opex and capex
- Process and record orders and code applicable invoices

#### **HESS Responsibilities**

- Review of ergonomic furniture requirements during churn & ensuring records are kept up to date
- Responsible for PEEP arrangements
- Performing of HESS Induction for all new starters to organisation. Ensure induction information is up to date by liaising with multiple stakeholders throughout business.
- Provision of utility readings and monthly analysis of energy use
- Completion and analysis of utility information in relation to ISO50001 compliance, producing reports where required
- Review of waste management information (Monthly)
- Organise and deliver staff training incl. safe manual handling, and evacuation chair use

#### **Customer Responsibilities (Internal & External Customers)**

- Support the management of the Facilities Department Business Continuity Plan

#### **Other Responsibilities**

- Out of hours responsibility for all CUK offices as part of rota
- Operational knowledge of building management systems (fire, BMS, lighting, CCTV, etc)
- Keeper of master keys and issue keys as required
- Review and update of master desk allocation records
- To co-ordinate deliveries of new furniture and the removal and recycling of old furniture
- Take ownership of meeting room queries
- Responsible for the allocation of project rooms
- **During COVID pandemic additional responsibilities are required:**
  - Ensure building safety and sensitisation controls are in place and up to date in line with most recent Government guidance
  - Oversee access requests to building ensuring correct levels of authorisation are in order.
  - Oversee implementation of essential returners to the properties, liaising with Occupational Health Services
  - Create task specific risk assessments ensuring relevant COVID secure controls are considered
  - Undertake any requests from the company as requested ensuring COVID safety is at the heart of all decisions.
  - Coordinating DSE home workers assessments and logistics in relation to required DSE equipment deliveries.
- Maintenance of DSE equipment asset record.

#### **Health, Environment, Safety, Security (HESS) Responsibilities**

- Lead by example by taking care of the health and safety of you and others
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager/supervisor/team leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks
- Appoint shore side risk assessment Subject Matter Experts as required to review and approve risk assessments
- Actively promote safe working within your team and encourage safe behaviours
- Demonstrate safety leadership in accordance with our safety leadership behaviours

#### **General Responsibilities**

Adheres to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).

To undertake ad hoc duties as required.

**Scope:**

Facilities are part of the broader Shared Services Operations (SSO) with this role focused on the UK property portfolio, predominantly in Southampton.

**Problem solving:**

Able to work independently with moderate guidance and support to identify challenges, solving many using your qualifications, training and experience and able to know when to seek support from line management

**Impact (what impact will the role holder have on the team/ department/ function/ stakeholders):**

The role has far reaching impact across the business and with each individual. Playing a key role in the Facilities department will ensure the most suitable working environment is attained for CUK employees and their activities.

**Leadership (what level of management is required, ie multiple teams, or small teams) :**

Although this role has no direct reports, the role holder will have an important role within the business including responsibility for the HESS and wellbeing of staff, ensuring timely management of issues, strong communication and influencing at all levels.

**Demonstrable Behaviours (what needs to be demonstrated in 'how' to be successful in the role) :**

- Complete focus on Health, Environment, Safety and Security
- Be able to manage high workload using good organisation and time management skills
- Strong communication, both written and verbal
- Perform well under pressure and in challenging circumstances
- High level of integrity
- Able to work to a set budget

**Knowledge, Experience and Qualifications required:**

**Qualifications – essential:**

BiFM Level 3  
IOSH Managing Safely  
Trained and experience DSE Workstation Assessor  
Manual Handling Trainer

**Knowledge/ Experience – essential:**

Thorough and relevant experience working within a Facilities department  
Strong and varied experience in risk assessment theory and practise  
  
High level of understanding of human anatomy and physiology

**Qualifications – desirable:**

NEBOSH  
BiFM Level 4

**Knowledge/ Experience – desirable:**

Working in complex, large organisation  
Strong presenting skills  
Use of CAD software (AutoCAD/Draftsight etc)

**Issue Date:**

**Issued by  
(name):**

**REWARD ONLY**

**Grade:**

**RUI:**

**Date Approved:**

**Initials:**