Job Profile

Job title: Head of Property and Facilities

Hours: 35 hours a week

Remuneration: Band C £60,000 - £65,000, plus benefits

Reporting to: Director of Finance & Operations

Relationships: Responsible for property, facilities management, health and safety and security. Manages Health and Safety Manager.

Location: 1 Wimpole Street, London W1 / remotely

BACKGROUND

The Royal Society of Medicine (RSM - www.rsm.ac.uk) is a charity whose mission is to share learning and support innovation across all areas of healthcare. We are a leading provider of continuing learning for healthcare professionals and a membership organisation.

With a staff of c145 people, we are based at 1 Wimpole Street, London W1G 0AE. Our building houses our education and conferencing facilities, Library and members’ facilities including a 47-bedroom hotel (Domus Medica) and our restaurant, bar and meeting rooms as well as staff offices.

PURPOSE OF ROLE

The Head of Property and Facilities is responsible for managing all aspects of the RSM’s property at 1 Wimpole Street, London W1. This involves responsibility for property maintenance and development, facilities management, health and safety and security.

The buildings are in use 24/7, and it is expected that this role is carried out mostly on-site across the week and will involve hands-on work.

SPECIFIC RESPONSIBILITIES

Property maintenance and development

• Work across the Society to ensure that Wimpole Street meets the needs of stakeholders including members, visitors and staff;
• Agree long term and annual capital expenditure budgets;
• Take responsibility for the delivery of planned capital expenditure and necessary reactive capital expenditure ensuring value for money and quality control; and
• Support the Society in any planned development of its property.

Facilities management

• Take a proactive responsibility for all aspects of facilities operations including maintenance, cleaning, security, post, waste management and pest control;
• Manage the Society’s outsourced FM contracts to ensure delivery meets specified service level agreements;
• Take the lead on procurement and renewals of contracts ensuring the Society achieves value for money;
• Lead and manage all office moves, including staff and equipment moves, procuring furniture, liaising with the IT Department and the Health and Safety Manager; and
• Main point of contact with Westminster City Council, London fire brigade, Metropolitan police, utilities companies.
• To source appropriate, best value external contractors for works excluded from FM contracts.

Health and Safety
• Ensure that the Society’s Health and Safety Policy and its implementation comply with all relevant and current legislation;
• Take responsibility for the delivery of the Society’s Health and Safety Implementation Plan; and
• Act as Safeguarding Lead for the Society ensuring an appropriate safeguarding policy is in place and that appropriate assessments, reporting measures and actions are undertaken.
• Take responsibility as Chief fire warden.

Security
• Lead on the Society’s day to day security operations;
• Act as the main point of contact for the Metropolitan Police and respond to any issues arising in an efficient and timely manner; and
• Lead on security planning for all major events.

Other
• Ensure that the Society has an up-to-date Business Continuity Plan and that relevant staff are fully trained in its implementation;
• Ensure accurate reporting on all relevant matters to Council and appropriate Council Committees; and
• Ensure that sustainability is embedded across all areas of operations and lead on internal initiatives.

Stakeholder management
• Collaborate and work with the senior volunteers at the RSM (President, Council members and members of the Society), other members of the SMT and staff;
• Work directly with external property consultants and associated advisers;
• Assist with relationships with potential and existing philanthropists;
• Lead on RSM relationships with Landlords and neighbourly matters / party wall /Rights of light matters etc; and
• Understand the requirements of stakeholders, influencing and negotiating where required, and ensuring a high level of communication to and consultation with all stakeholders.

Financial management
• Work with the Director of Finance & Operations on relevant annual and project financial budgets;
• Work with the Director of Finance & Operations on procurement of contracts, including utilities;
• Manage monthly management accounts, forecasts and CAPEX spend; and
• Work with external advisers on any development project costs, project financial reporting and forecast updates and any challenges to cost plans.

PERSON SPECIFICATION

Qualifications, knowledge, and experience

• Degree in a relevant discipline advantageous but not essential (construction, architecture, etc);
• Significant experience in property maintenance, facilities management and statutory compliance - essential;
• Minimum 10 years’ experience in hospitality construction and refurbishment projects - essential;
• Significant project development and leadership experience within a quality hospitality setting - essential;
• Project management qualifications (eg PRINCE2);
• Relevant NEBOSH qualifications;
• Complete understanding of CDM Regulations;
• Significant procurement experience;
• Experience of preparing and managing budgets, developing performance indicators and in monitoring and reporting; and
• Excellent communication skills, problem solving, great attention to detail and a robust mindset.

Competencies
Strategic thinking/visioning
Project management
Negotiating skills
Leadership
People management and development
Stakeholder management
Collaboration
External awareness
Flexibility/adaptability
Able to work at pace
Able to work independently
Trade skill preferable

Organisational values and behaviours

The post holder must always when conducting responsibilities and interacting with others:

a) Uphold the RSM values. Specifically treating others with RESPECT, INVESTING in people to help them develop and grow, striving to continuously IMPROVE what we do by setting ourselves and others stretching objectives and measuring outcomes, LISTENING to
colleagues, customers and COLLABORATING to achieve more new ideas, DELIVERING our intentions.

b) Adhere to the Society’s Health and Safety regulations and ensure the safety of oneself and others engaged in the RSM premises and work by reporting hazards to a senior manager for address or taking actions (where possible) to remove safety hazards.

c) Adhere to the Society’s GDPR regulations and only use data as required to undertake their role and handle it in an appropriate and confidential manner.

d) Fully subscribe to the spirit of and adhere to the Society’s people policies and the RSM’s Code of Conduct.