



Role Profile

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| Job Title | Premises Manager |
| Position | Fixed Term contract (Two-years) |
| Hours | Full-time 35 hours per week (including regular weekends) |
| Salary | £33,000 - £35,000 per annum |
| Holidays | 33 days including 8 public holidays |
| Manager | Deputy Director(Visitor Experience) |
| Responsible for | Site Caretaker 0.4FTE; Contractors |
| Location | Chelsea Physic Garden, 66 Royal Hospital Road, London SW3 4HS |

1. Equal Opportunities

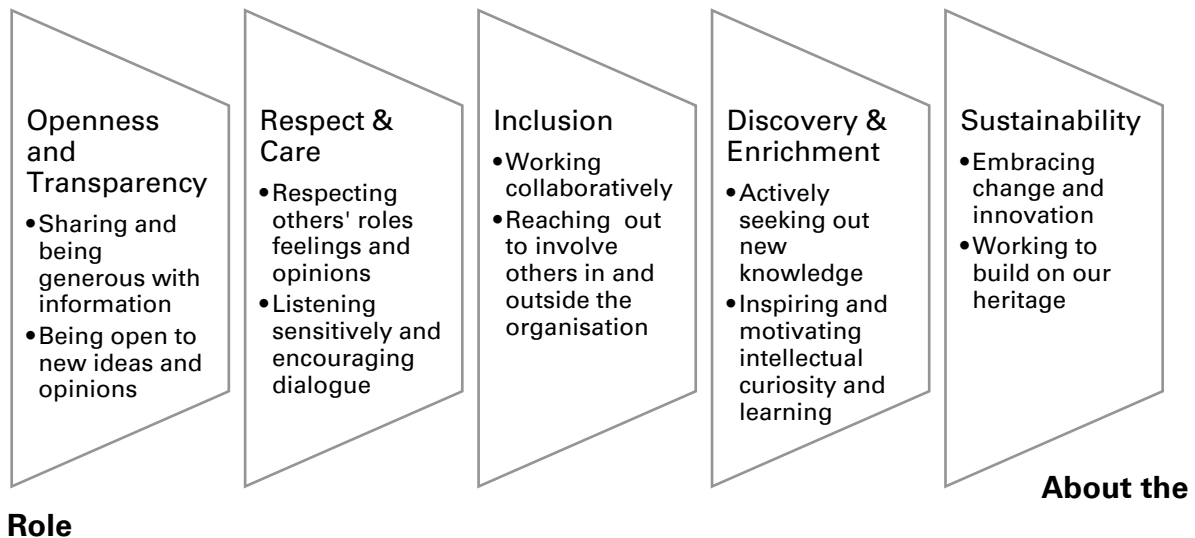
Chelsea Physic Garden is a place for everyone. As an equal opportunities' employer, Chelsea Physic Garden is committed to championing equality, diversity, and inclusion in our workplace. If you are a suitably qualified applicant, we encourage your application whatever your age, disability, gender, gender identity, race, religion or belief, sexual orientation or socio-economic background.

2. About Chelsea Physic Garden

Chelsea Physic Garden (CPG) is an independent charity set up in 1983 to promote and preserve the four-acre garden of the same name. The charity's mission is to demonstrate the medicinal, economic, cultural and environmental importance of plants to the survival and wellbeing of humankind. There has been a teaching Garden on our site since 1673. Today we are on a journey to become a Garden for All.

3. Our Values

We have a set of five inter linked reinforcing values that support each other.



The Premises Manager (PM) is responsible for ensuring that all built structures and their supporting infrastructure is maintained and cared for. The PM is responsible for preparing and maintaining a comprehensive Maintenance Schedule for the site. They are responsible for contracting third party supplier to undertake routine and one off maintenance work, they agree and schedule work for the on site caretaker.

The operational priority of the PM is focused on the building fabric, public spaces, cleaning provision, plant maintenance, site equipment and core services, including, but not limited to, drainage, water, electrical and gas supply. They will be responsible for ensuring the annual and cyclical testing schedule such as PAT, emergency lighting, gas safety and legionella. The PM ensures that works are delivered in a manner that ensures CPG is health and safety compliant.

The PM will develop an understanding of the built structures and their supporting facilities, they will map these and prepare a comprehensive Manual of Services and facilities that is available for all users. They will develop relationships with contractors so that there are comprehensive on call services available for emergencies. They will ensure that on site staff are trained and know where key isolators for things like water, electricity and gas in an emergency.

The PM will support organisational planning currently being undertaken of the CPG Masterplan. The Masterplan sets the organisational vision for the next 50yrs and will, when implemented (in stages subject to funding) improve physical infrastructure and facilities for all users, in order to create a "Garden for All". As part of the project team the PM will contribute to the technical improvement of CPG's premises, and plan large scale maintenance projects to be incorporated into the Masterplan.

The role will include some out of hours on call responsibilities, and regular Sunday working (approximately 1 in 5) as part of the Duty Management Team.

4. Key areas of responsibility

i. Facilities & Maintenance Management

- Prepare a Manual of Services in which maps all pipes wires and cables are identified, all isolators are clearly marked and utility contacts set out and emergency contractors information available
- Prepare, maintain and implement an annual and 5-yearly schedule of planned maintenance, repairs and decorations, and as part of the annual budgeting process propose budgets to facilitate these works
- Work with the Caretaker to ensure unplanned maintenance and repair request are investigated and handled promptly. Book contractors for larger and more specialist works required, such as plant maintenance
- Complete regular site checks, with support from colleagues, to identify existing and potential maintenance works required across the premises and arrange for works to be undertaken within budget constraints
- Manage the 'Helpdesk' reporting facility and prioritise requests
- Prepare and maintain a list of approved contractors and on a cyclical (and at least annual basis) collate and check insurance validity, review model risk assessment paperwork and undertake site inductions.
- Together with the Deputy Director (Visitor Experience) and IT Consultant, manage the overall service provision and support for the Garden's information technology requirements working closely with external contractors and service providers to ensure that the Garden's IT and telephony requirements are maintained and highlighting any issues escalating when necessary.
- Oversee annual statutory compliance checks for operational activities such as Legionella and COSHH assessments.
- Oversee project works, including capital works relating to building fabric and mechanical service changes. For example, installation/ reallocation of electrical power supplies in the Garden.

ii. Contractor and Third Party Management

- Act as the interface between CPG and contractors/ third parties delivering works. Review risk assessments and method statements prior to any work commencing monitor all contractor activity on site ensuring that safe working practices are maintained at all times
- Review and if appropriate issue any Hot Work Permit and monitor its implementation and final sign off.
- Ensure contractors/ third parties perform to required standards in designated service areas
- Manage performance of long-term contractors including the site Cleaning Contract, and procure new service providers at the end of contract

iii. Working safely

- Participate in the 'Fire, Health & Safety and Sustainability Committee', and work with the committee members to ensure that the health and safety of visitors, staff, volunteers and contractors are met, and records are kept up to date

- Ensure that any dangerous or urgent matters are escalated and take such action to stop dangerous or potentially dangerous actions for the wellbeing of all
- Support the compilation and maintenance of systems and produce and keep such records relating to fire, security and COSHH regimes as are required or appropriate
- Carry out risk assessments and complete incident reports and follow up actions as required
- Support the onboarding of new staff in how to submit maintenance requests
- Oversee the annual programme of compliance checks including fixed wire testing, gas safety, PAT testing and emergency lighting testing to ensure CPG is compliant as a site
- As part of the Duty Management Team, take a role in fire drills and liaising with the emergency services as required

iv. Strategic development

- Contribute to the Project Team and take ownership of the strategic development of the premises in relation to the Masterplan. Support the planning of longer term improvements to the site to make CPG infrastructure capable of 100,000 visits a year (including 80,000 visits, 10,000 learners, and 10,000 venue hire guests), and the behind-the-scenes infrastructure for staff to make this happen
- Liaise with colleagues to understand current and future requirements of the premises, and what services are needed to support these ambitions
- Keep up to date with developments in relation to Facilities, Maintenance and Premises to inform the future vision for the site
- Support with the development and writing of proposals to support the project, for example technical information for local authority planning applications

v. Line Management & Volunteer Lead

- Manage the Caretaker to develop and nurture their skills. Have regular one to ones with them, annual appraisals, and support them to identify training and development needs
- Support the Volunteer Manager to create role overviews and support the recruitment of volunteers interested in supporting the CPG premises through appropriate tasks

vi. Budget & Asset Management

- Manage and control delegated budget
- Support setting of the annual budget for the site premises, facilities and maintenance works
- Ensure works are delivered within budget, and identify if this is not possible
- Contribute to departmental business planning

- Support the Finance Director with the Asset Management List, and plan budgets to replace equipment as required

vii. Working Sustainably during the Climate Crisis

- Lead the Gardens commitment to reduce energy use, and to report on reduced utilities consumption across the premises, in relation to agreed targets
- Support the removal of fossil fuel use onsite as part of the Masterplan works

5. Person Specification

| Skills and Experience | Essential (E)/ Desirable (D) |
|--|---|
| Experience of premises management, and building maintenance | E |
| Proactive and organised | E |
| A need to be both systematic and flexible in approach to premises management | E |
| Awareness of health and safety, and compliance | E |
| Experience of developing service level agreements, procurement processes and managing contractors/ third parties | D |
| Commitment to creating a Garden for All and improving access to the site | E |
| Ability to work proactively with colleagues through teamwork and collaboration | E |
| Excellent communication and interpersonal skills | E |
| Proficiency in service measurement and monitoring techniques | D |
| Knowledge and experience of statutory requirements including Legionella, asbestos, etc. | D |
| Experience of managing facilities, maintenance and contracts (such as cleaning contract) | D |
| NEBOSH or IOSH qualification at management level | D |
| Ability to balance complex stakeholder interests in a constrained site, and to work as part of a small team | E |
| Knowledge of IT networks, hardware, software, till systems, etc. | D |
| Ability to motivate and inspire peers and volunteers | E |
| Experience of monitoring and evaluating projects | D |
| An interest in working sustainably in a time of climate emergency | E |

6. Competency Framework

We have a set of eight competencies that are common to all employees. Within the framework each competency has four levels. These relate to the level at which individual roles need to operate. The competency assessment for this role is set out below and more information will be provided upon interview.

| | Competency | Descriptor | Level for this role |
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|---|-------------------------------------|---|---|
| 1 | Leadership | Responsible for reinforcing good teamwork and work performance in the team by own example | 2 |
| 2 | People Management | Works closely with other staff members and volunteers to deliver shared goals. | 1 |
| 3 | Analysis and use of Evidence | Handles more complex information and data; takes action to resolve more difficult problems for others; takes routine decisions | 2 |
| 4 | Communication | Communicating with staff at all levels including more senior staff both internally and externally; written work may include discussion papers, project documentation and more complex technical documentation | 3 |
| 5 | Collaborative Working | Dealings with a wide range of internal and external contacts; developing a network of contacts; working level negotiations | 3 |
| 6 | Delivering Results | Responsible for delivering own work to time and standard; takes responsibility for the work of others; manages routine risks | 2 |
| 7 | Using and Managing Resources | Responsible for limited resources, mainly own time; contributes to business planning process | 1 |
| 8 | Know How | Has specialist expertise in own work area and understanding of related fields. Can advise and coach others in own specialism. | 2 |

7. Additional Information

Terms and Conditions:

This is a fixed-term full time post. The post holder will be required to work an average of five days per week but the nature of the role means that flexibility over the days and hours worked is required to meet the needs of the business. There is a requirement to work regular weekends and bank holidays as part of a roster, for which time off in lieu will be provided.

The on-call requirements mean that the postholder must live within a reasonable travel distance of CPG <45minutes and be in a position to be called out to attend out of hours in an emergency (call out payment and time off in lieu applies).

The Garden operates a salary exchange pension scheme with Royal London. The equivalent contribution rates are 5% employer and 3% employee at the end of the probationary period.

33 days holiday including statutory holidays

The role is based at Chelsea Physic Garden, 66 Royal Hospital Road, London SW3 4HS. There is an option for flexible working.

8. Returning your application:

Please complete the job application form and equal opportunities form and email them to jobs@chelseaphysicgarden.co.uk

Dates:

Closing date for applications: 25 February 2024

1st Interview (on-site or online) 05 March 2024

2nd Interview (on-site) 13 March 2024