



**ADVERT**

## **Head of Facilities and Operations**

National Botanic Garden of Wales

This is an exciting and challenging opportunity for someone with a proven track record in facilities management to contribute to the success of one of the most iconic destinations in Wales. The National Botanic Garden of Wales is a charity dedicated to plant conservation and research, with a thriving education department. The Garden is also one of the leading visitor destinations in Wales, with a rapidly growing number of leisure visitors. Find out more by exploring our website <http://www.gardenofwales.org.uk/>.

As Head of Facilities and Operations you will be a key member of the Senior Management Team, lead a small and experienced maintenance team, manage an associated budget of around £500k per annum, and be closely involved in delivering significant capital investment projects. You will have high-level responsibility for ensuring the facilities standards and operational activities fully meet the demanding needs of this lean and lively organisation. This is both a strategic and a highly hands-on role which involves continuing to develop and improve organisational systems, policies, procedures and operational performance within tight resource constraints.

You are likely to have both background and practical qualifications in trade-skills and be educated to degree level equivalent, with evidence of excellent numeracy and literacy. A proven track record in the theory and practice of facilities management, budget implementation, and leading a team is essential. Analytical and proven organisational ability, with ability to multi-task and prioritise your own time and that of others is therefore essential. Together with generally strong IT skills, you will be confident in using diverse software packages and data management systems.

As a good communicator both interpersonally and in writing, you will be a competent people manager, who is able to manage, and motivate a small team and to influence others. Fluency and confidence in written and spoken Welsh will be an advantage. In addition an interest and enthusiasm for the core mission purposes and objectives of the National Botanic Garden of Wales and of sustainability is highly desirable.

### **OUTLINE DETAILS OF APPOINTMENT**

This is a full time permanent position starting from the soonest date which can be arranged. Hours of work are 37.5 on any five days out of seven as required to ensure team cover, with flexibility to ensure a smooth operation across the 568 acre site. Weekend work is expected on a rota basis. The salary is up to £35,000 per annum according to qualifications and experience.

Please explore our website for further information.

Informal enquiries are welcome and should be directed to Huw Francis, Director, at [huw.francis@gardenofwales.org.uk](mailto:huw.francis@gardenofwales.org.uk), or 07876 232848.

Applications, in the form of cover letter and CV clearly showing how you meet the criteria should be sent, preferably as electronic copy, to Huw Francis at [huw.francis@gardenofwales.org.uk](mailto:huw.francis@gardenofwales.org.uk) by 4<sup>th</sup> August 2019.

The contact details for two referees should also be provided.

Interviews are currently planned for August 8 & 9th 22nd 2019.

## **FURTHER PARTICULARS AND BACKGROUND OUTLINE**

### **THE GARDEN**

The 568 acre Garden opened in May 2000 and incorporates a combination of planted botanic garden, organic farm & NNR, woodlands and lakes, all set in a former Regency Parkland of heritage importance. The Garden's estate and capital assets consist of a diverse portfolio of facilities, buildings, structure and infrastructure. This includes Grade II listed buildings, many of which have been adapted to new purposes, the iconic Norman Foster designed Great Glasshouse, a visitor reception Gatehouse, a corporate function facility, restaurant, teaching buildings, office space, a Science Centre, workshops and horticultural glasshouses, and a number of farmhouses around the periphery.

The Garden is a registered charity that receives some financial support from the Welsh Government, but generates the majority of its income through commercial activities.

In 2016 the Garden developed an ambitious growth plan, which has seen visitor number increase by 42%, driven by a wide range of new events, construction of the British Bird of Prey Centre, renewal of the floral displays and collections of rare and endangered plants, and the launch of the Growing the Future (Tyfu'r Dyfodol) project. The Garden also runs a world-leading research programme.

### **THE ROLE**

The role has full responsibility for ensuring the facilities standards and operational activities fully meet the demanding and diverse needs of a leading visitor attraction, world class research organisation and a botanic garden that is host to some of the rarest plants in the world.

### **THE TEAM**

The team includes a Project Officer, a qualified Senior Engineer, a Deputy Engineer, a full-time general maintenance staff team member, and one further 60% fte general team member. The cleaning team consists of a Cleaning Supervisor (80% fte) and 4 cleaning staff with 3 fte between them. Caretaking is arranged in addition through part-time rota staff.

## **NATIONAL BOTANIC GARDEN OF WALES**

### **JOB DESCRIPTION**

Post Title	Head of Facilities and Operations
Grade	Head of Department
Department	Facilities and Operations
Reports to	Director
Responsible for	Project Officer, Maintenance Team (3.6 fte), Cleaning Team (4 fte), Caretakers, IT Support (post currently vacant)

#### **OUTLINE PURPOSE OF THE ROLE**

This senior role has full responsibility for ensuring the facilities standards and operational activities fully meet the demanding and diverse needs of a leading visitor attraction, world class research organisation and a botanic garden that is host to some of the rarest plants in the world.

It includes responsibility for organisational systems and processes, as well as monitoring and reporting extending to buildings and other capital assets, service and supply contracts and tenders, security arrangements, and related statutory and health and safety requirements. As a highly hands-on role it leads and manages a small and experienced facilities team as well as interacting extensively with others internal and external to the organisation.

#### **A. GENERAL RESPONSIBILITIES**

1. As a member of the Senior Management Team (SMT) contributing, to the strategic direction, objectives, ambition, and success of the organisation.
2. With the Director and Head of Finance, determine and manage the budgets for facilities and operations.
3. Plan and deliver facilities and operational services and systems that meet the needs, resources, and performance indicators of the organisation. Develop and implement a forward-looking planned maintenance strategy.
4. In consultation with the SMT devise and implement policies and processes to ensure all facilities and equipment are fit-for-purpose.
5. Manage facilities maintenance and support services in line with organisational needs and statutory requirements, ensuring day-to-day implementation, monitoring and reporting is in place to achieve agreed standards and objectives.
6. Specify, commission, and manage external facilities-related contracts and agreements as required. Procure services and supplies in accordance with the

Garden's financial procedures as well as with regard to best practice, whole-life value-for-money, and sustainability objectives. Ensure contract terms are diligently negotiated and met.

7. Take overall responsibility for the capital assets register, and work with colleagues to monitor equipment across departments.
8. Contribute to the development of major projects and grant applications, including reviewing costings and delivery plans. In close liaison with the Director and others, work to ensure projects are delivered on time, on budget, and to the specified standards and funding requirements.
9. Manage and review organisational health and safety. This includes making any statutory returns as well as developing processes for identification, assessment, monitoring, and reporting of risks. Working with all departments is an essential component of this, to ensure site-wide compliance.
10. In respect particularly (but not exclusively) of facilities and operations, lead the development and implementation of contingency planning and disaster recovery arrangements. In liaison with the Director and other senior staff keep the Risk Register under active review.
11. Lead and manage the facilities team. This includes, but is not limited to, setting objectives, performance management, recruitment and selection, guiding, training, and supporting the team so that individually and collectively members are clear of their objectives and are motivated to best meet the organisational needs.
12. Work collaboratively and effectively with colleagues across the organisation, providing a facilities and operations service that meets or exceeds targets and expectations for a growing and ambitious organisation, and builds on the existing reputation for reliability and dependability.
13. Work closely with others to meet operational needs, in relation to events and the forward planning and successful delivery of major events.
14. Co-ordinate arrangements for training in relation to facilities, operations, and health and safety. Support other managers in developing or implementing health and safety and facilities related training or protocols in their areas of responsibility.

15. Develop and implement high standards of record keeping and monitoring that are widely understood, accessible to those who need to share them, and provide a sound basis for monitoring, review, evaluation, and reporting.
16. Conduct facilities/operations audits of agreed facilities deliverables, services, organisation and standards are being met and provide reports to the Director, and others as necessary.
17. Proactively work towards improving standards and delivering best practice across the organisation.
18. Represent the Garden with key or specific visitors and/or when requested at external events.

## **B. SPECIFIC DUTIES**

19. Organise and oversee daily work prioritisation and delivery of the facilities team.
20. Manage site-wide security and Duty Manager (DM) arrangements. This includes, but is not limited to, rotas for caretaking and DM duty as well as liaison with emergency services, and oversight of equipment such as control barriers and CCTC Systems. The post-holder is the primary key holder for the organisation as well as a participating member of the DM duty rota, and default caretaker for contingencies.
21. Take lead responsibility for the IT and other digital systems. This includes the Garden network facilities, telecoms, wireless, and any related service level agreements. Liaise with the Director, IT Support, and external IT Service providers to support achievement of good service for the organisation.
22. Organise and manage environment and waste arrangements, efficiently and in line with Garden and any statutory requirements.
23. Act as Organisational licence holder ensuring renewals to meet the Gardens statutory and other needs. This includes, but is not limited to, licences relating to: water abstraction; waste disposal, discharge and environmental licences; public performance and performing rights, and temporary events.
24. Take leading responsibility for organisational insurance cover packages (including but not limited to public liability, professional indemnity, premises and property, vehicle,

etc) reviewing provisions on a regular basis, negotiating services and cost levels in liaison with the Head of Finance, and reviewing contracts.

25. Ensure all procured supplies, such as energy and utilities in particular, are provided at the best possible rate and liaise closely on such matters with the Head of Finance as well as keeping under review with the Curator and key horticultural staff any Environmental Management Systems linked with the living plant collections.

26. Achieve appropriate environmental exemplar standards for the organisation.

27. Maintain the Garden's vehicle fleet and liaise with other departments to ensure appropriate systems, insurance, compliance standards and licencing are in place for safe operation.

### **PERSON SPECIFICATION**

- Specified below are the criteria considered necessary to fulfil the role.
- This information is made openly available to applicants and will form the basis for the recruitment and selection process.
- Only those applicants who meet these criteria adequately will be considered.

#### **Criteria and evidence expected**

#### **Method of Assessment**

	Education/Qualifications Knowledge/Experience Competencies/Abilities	Paper Application	Interview	Occupational Assessment
	<b>Essential Criteria</b>			
1	Professional skills/qualification at degree level or equivalent with at least 5 years proven performance in a senior facilities management role (preferably coupled with trade skills / apprenticeship qualification, competence and background)	✓	✓	
2	Proven organisational ability and keen attention to detail, capable of working to a high level of individual responsibility and accountability with minimal supervision.	✓	✓	✓
3	High level of financial numeracy and managing large budgets, confident at reviewing and reporting on performance and figures.	✓	✓	✓
4	Excellent communication skills: oral, written and interpersonal with well-developed sense of customer focus.	✓	✓	✓

5	High level keyboard skills and IT competence, including word processing, email, Excel, data input and collation, and database management.	✓	✓	✓
6	Evidence of ability to co-ordinate well with others, e.g. cross-functionally both within and beyond the organisation.	✓	✓	✓
7	Proven and astute negotiator with keen awareness of business needs, pressures, imperatives, and goals of a small and lean organisation.	✓	✓	✓
8	Evidence of capability as an effective manager and team player with positive leadership skills, and “can-do” attitude.	✓	✓	✓
9	Physical capacity for working across a large site throughout the year contributing, on occasions required, to hands-on practical tasks	✓	✓	✓
10	IOSH/NEBOSH Health & Safety Certification Qualification or equivalent.	✓	✓	
<b>Desirable Criteria</b>				
11	Genuine interest in the mission and purpose of the Garden and enthusiasm for contributing to its development	✓	✓	
12	Ability and willingness to work flexibly in relation to working times/days	✓	✓	
13	Knowledge of, and interest in, the Tourism sector	✓	✓	
14	Fluency in written and spoken Welsh is highly desirable	✓	✓	

### **C. OTHER GENERAL DUTIES**

28. Undertake any other reasonable duties as and when required.

29. Contribute as a member of the Garden’s staff team to events and activities, as occasions require, providing general assistance, guidance, and cover, in collaboration with the Director and others.

30. Support and promote the ethos, activities, culture, reputation and success of the National Botanic Garden of Wales.

This description sets out the current duties which may be varied from time to time in line with organisational needs.