

FOOD AND DRINK FORUM

Job Description Title:	Facilities Manager (LFP) (Maternity Cover)
Line Managed By:	Facilities & Marketing Manager (or Operations Director)
Line Manager For:	None
Department / Work Area:	Varied
Hours:	Full Time, Office Based, 37.5 hrs per week (Mon –Fri)
Annual Leave:	25 in addition to 8 statutory

Documents Attached	Completed Date	Advertised Date
Part 1 - Specific Job Description Role Requirements Part 2 - General Duties, Responsibilities and Accountability Part 3 – Person Specification Part 4 – Advert & Application Process		

Job Purpose: To effectively manage activity within the Leicester Food Park regarding support to the Main Contractor (EMC) with facilities management and ensuring management systems are adequately documented, recorded and updated. To provide daily on-site presence, general administration, database (MIS) updates and support to site tenants. To ensure that Leicester Food Park is viewed as a centre of excellence for the industry.

Role Requirements

The role holder will be required to manage daily and routine maintenance, security, regulatory compliance and safety checks across the site. Care must be taken to ensure that operational practices, processes, and deadlines are in line with all legal, statutory and regulatory duties, contractual obligations and any funding requirements.

The role holder is required to act as the day-to-day contact for all tenant enquiries whilst supporting the team with all aspects of administrative and facilities support for the site, including providing hospitality to tenant businesses and managing room hire bookings. The role also provides support to business support activities regarding administration and engagement with businesses on an ad hoc basis and as required by the Facilities and Marketing Manager (or Operations Director).



SECTION 1 - PRINCIPLE AND SPECIFIC DUTIES, RESPONSIBILITIES AND ACCOUNTABILITY:

Duties	Responsibilities
Facilities Coordination	<ul style="list-style-type: none"> • Site maintenance activities, including site and facilities checks • Site maintenance schedule, ensuring all maintenance is undertaken in a timely and cost efficient manner • Gather quotes from suppliers/contractors, liaising with East Midlands Chamber, and manage all work being undertaken onsite • To assist with the management and reporting of; maintenance schedules, annual tenant surveys, and annual facilities evaluations and other surveys as required. • Co-ordination of service contracts and liaison with service contractors • Assisting with onsite operations including facilities management, health, safety and welfare management, risk assessments, accidents and incidents [conducting routine maintenance and H&S checks, logging activity and updating records]. • Monitor the facilities on a day-to-day basis ensuring it meets legislative standards • Ensuring systems and facilities are maintained and the effective running of the Leicester Food Park is at the highest level to ensure compliance with all policies, operating procedures and maintenance schedules, logs/records for the hub and site in terms of H&S, risk assessment, fire and evacuation, alarms, CCTV, IT, general maintenance, key/security codes, key holders, tenants commencing and exit leases • Manage, update and control all Standard Operating Procedures relating to LFP; • Managing LFP contract detailing all contract information and evidence; • Liaising with auditors to ensure annual monitoring is conducting and all documents/data are supplied; • Helping East Midlands Chamber to manage site budgets and expenditure • Support the Facilities and Marketing Manager (or Operations Director/Finance Manager) to manage budgets and expenditure of Leicester Food Park; • Monitoring and maintenance of the Management Hub systems including CCTV and entry system • Being a site key holder and notifying and or responding to site security issues as required; • Ensuring the management hub remains tidy and cleaned as required in liaison with service contractors. Whilst ensuring the building, offices, meeting rooms and development kitchens are clean and remain tidy for staff, visitors and clients including room set up and clear down • Manage meeting room bookings • Ensure the site is staffed at all times and ensure a day to day office presence and management regards tenant support, telephone answering and security. • Liaising with the Forum team and security in the event of absence due to statutory holidays and or team days; • Managing staff and their training and appraisals, to support the delivery of outcomes;
Tenant Support	<ul style="list-style-type: none"> • Tenant liaison over building and facilities matters • To be the main point of contact for all visitors and tenants • Handle business / user enquiries professionally, with confidence and to support the enquirer including recording details on the Forum’s business database • To facilitate unit handovers, issuing Tenant Welcome Packs and keys and conducting formal inductions, compliance activity and support with subcontractors on site • To carry out tenant/unit inspections as required • To deal effectively with tenant/unit/site enquiries or complaints • To manage tenant surveys and evaluations.



	<ul style="list-style-type: none"> • Develop and deliver opportunities to promote The Forum’s services and services of partner organisations; • Promote utilisation of the site facilities including the business units and meeting room to all prospective users • Promote services and ensure the Forum, the Food Park and partners are promoted regularly; • Co-ordinating and managing the room hire. Supporting clients as required with equipment needs. Monitoring condition and use of the facilities.
Technical Team Support	<p>Handling client enquiries regarding commercial and funded Technical Support in the East Midlands:</p> <ul style="list-style-type: none"> • Ensure customers are responded within the defined timeframes • Engage with customers to obtain details about the required support, whether funded or commercial, to enable to the Technical Team to follow up • Communicate customer information to the Technical Team immediately after receipt • Chase Tech Team follow ups to ensure completion • Log all enquiries, date/times and statuses etc.

PART 2 - GENERAL DUTIES, RESPONSIBILITIES AND ACCOUNTABILITY

Duties	Responsibilities
Administration	<ul style="list-style-type: none"> • The completion, recording, updating, auditing and performance of all operating procedures, maintenance schedules, activity logs (MIS) for the office and site in terms of, but not limited to, H&S, risk assessments, fire and evacuation, alarms, CCTV, IT, general maintenance, key holders, tenants commencing & exiting leases as examples • To maintain and update ‘Standard Operating Procedures’ for all allocated tasks • General project filing, shredding, typing, diary management and other administrative duties in addition to call answering • Ensure ALL documents include file names, versions, and directories on footers for traceability and version control • Project management and administration/filing • Ensure all marketing materials have the correct logos i.e.; FDF/EU/Leicester Food Park/Partners/Funded project; • Support EU / funded projects where applicable; • Documenting and reporting all activity such as accidents, issues, complaints and H&S concerns, as an example, to Senior and Line Managers of the Forum • Complete timesheets, project sheets and administration by required deadlines and support auditing • Administration of the Site obligations (as part of contract with East Midlands Chamber) and ISO audit of systems • Providing office cover when staff are away from the office • Customer liaison and acting as receptionist with telephone answering • Assist with membership processing and marketing of Leicester Food Park through events and PR campaigns as appropriate in conjunction with the Partners and the Forum’s marketing team. This includes support with the creation of videos, online mailing lists, marketing materials (i.e. floor plans & information packs), event support, adding to the existing mailing list and sending out mail merges that have been created by marketing.



	<p>NOTE: Administration maintenance is required in both hard copy format as well as updating either or both the Management Information System and the FDF Database.</p>
Reporting and recording	<ul style="list-style-type: none"> • Updating all MIS information systems and files with activity conducted • Monitoring and reporting of own targets and diary management • Documenting and reporting all activity such as accidents, issues, complaints and health and safety concerns, as an example, to Senior and Line Managers of the Forum, and to other bodies as may be identified within your role
Health, Safety and Welfare	<ul style="list-style-type: none"> • Be responsible for the health and safety of self and others, ensuring work areas are clean, tidy, and free from obstruction and to contribute to assessment and reporting of risks in/on the premises and participating in regular systems testing, reviews and audits • Relevant H&S and risk assessment training to be conducted and updated regularly • Reporting and documenting all activity such as accidents, incidents and complaints • Continual professional development of self and others as required within H&S • NEBOSH, IOSH qualification to be held and or H&S awareness tests completed annually • To complete risk assessments in your department and ensure safe systems of work.
Legal compliance of statutory requirements	<ul style="list-style-type: none"> • Adhering to all legal compliance and statutory requirements including, but not limited to, evidence of insurances, undertaking and adhering to risk assessments and signage, as well as updating, maintaining and promoting to others of the Company's standard operating procedures, data protection regulations, health, safety and welfare responsibilities and Company policies and procedures and familiarisation of all security and fire alarms including testing. <p>Care must be taken to ensure that operational practices, processes and deadlines are in line with all legal, statutory and EU legislation and regulations and other funding requirements.</p>
Personal Development	<ul style="list-style-type: none"> • Monitor and report on targets and own performance as required • Participate fully in annual appraisals
Other Specific Duties	<ul style="list-style-type: none"> • To manage the input of data into the Forum's central business support information system and Growth Hub systems where applicable; • Administration of funded projects; • Timesheets, project sheets and administration by required deadlines; • To be accountable for delivering all areas of the job role whilst being flexible to support others and to undertake any commensurate tasks, other duties, or role, as appropriate, that may be required from time-to-time to support the organisation; • To comply with DATA PROTECTION REGULATIONS ensuring work areas are clean, tidy, and free from confidential information Demonstrate action toward the Forum's equality, sustainability, and health and wellbeing policies and actively promote and adhere to all policies; • To play a full part in the life of the Forum and its community, to support its distinctive aim and ethos and to encourage staff to follow this example and work well with others, following the guidelines on the staff charter; • To work towards objectives and targets, as identified in the Performance Management process, completing the cycle annually; • Completion of diaries, calendars, timesheets, and administration by required deadlines; • Monitor and report on targets and own performance as required; • To maintain and update 'Standard Operating Procedures' for all allocated tasks; • To show a record of excellent attendance and punctuality.
<p>Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified and you may be required to perform other duties as required. Employees will be expected to comply with any</p>	



reasonable request from a manager to undertake work of a similar level that is not specified in this job description. The Food and drink Forum will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition. All employees who are in contact with children will be required to apply for a Disclosure.

Confirmation of Acceptance	
Signature:	Date of Signing:
Name of Appointee:	Date of Appointment:

PART 3 – PERSON SPECIFICATION

Job Description Title:	Facilities Manager (LFP) (Maternity Cover)
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QUALIFICATION REQUIREMENTS	Essential / Desirable / N/A
Food science degree	N/A
Specialist / other degree or higher standard	Desirable
Management qualification	Desirable
Health and safety certification (iosh/nebosh/fire marshall first aid)	Essential
GCSE or Equivalent English and Maths	Essential
Other:	N/A
SKILLS, KNOWLEDGE & EXPERIENCE	Essential / Desirable / N/A
Food Manufacturing:	
Food or drink manufacturing, operations or equivalent	Desirable
SME's Business engagement	Essential
Facilities and Health & Safety:	
Facilities management, maintenance checks/scheduling, environmental/energy monitoring,	Essential
Knowledge of operating a food facility or other large facility	Essential
Security, CCTV, alarms, Key management	Essential
H&S, emergency, fire safety, testing, risk assessments, incident reporting	Essential
Procurement, contract management, suppliers / tenders	Desirable
Relationship Management:	
Partnership, stakeholders, senior management working, networking	Desirable
Surveys, research, data collection, LMS analysis/validation, client contact	Desirable
Business engagement, client account management, contract & project management, sales, cold calling	Desirable
Income generation / commercialization	Desirable
Administration:	
Reception, telephone answering, customer service, hospitality, stock taking, managing post, shredding; kitchen, office & site cleaning	Essential
Time / diary management, room booking, inventory & hygiene checks,	Essential



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Customer account management, project documentation and file management, minute taking, reporting	Essential
Membership systems, marketing & presentation, event coordination	Desirable
Proficiency in IT, Databases, e-learning, All MS office [Excel, Word, Outlook etc], Directory paths, Video conferencing, Document Storage,	Essential
Legal: terms & conditions, employment, HR, contracts, DATA PROTECTION REGULATIONS, confidentiality, regulations,	Desirable
Quality systems, audit, standard operating procedures and policies	Desirable
Personal Qualities	Essential / Desirable / N/A
High standard of English grammar, accuracy, attention to detail & admin High level of IT knowledge covering a variety of applications/packages, typing at 60+ words per minute, document control & security, Positive attitude, clear communication, smart appearance, Reliable, punctual, flexible, can work on own initiative	Essential

