

MCARTHURGLEN

GROUP

Job Title	Facilities Executive	Function	Facilities
Reports To	Facilities Manager	Band	3
Location	West Midlands		

Our Mission

'To create the finest retail experiences'

Our Purpose

'Making the extraordinary possible.'

Purpose

To support the Facilities team in maintaining a safe, compliant and well-managed centre. The role coordinates day-to-day facilities activity, supports key compliance processes and contributes to a high-quality experience for customers, brand partners, colleagues and contractors.

Key Accountabilities

Facilities Management

Act as the first point of contact for centre and grounds facilities issues. Coordinate planned and reactive maintenance, Brand Access Permits and Permit to Work processes, resolving or escalating matters as appropriate.

Health & Safety

Coordinate audits, risk assessments, incident investigations and follow-up actions. Maintain accurate records and support compliance with the centre's management systems and relevant legislation.

Security & Crisis Management

Support security activity and the review and testing of emergency and crisis management plans, including training and exercises for Duty Managers and colleagues. Liaise with local authorities and emergency services as required.

Tenant & Contractor Management

Coordinate activity and share relevant information with tenants and contractors to ensure requirements are completed and service standards maintained.

Environment & Sustainability

Monitor utilities, analyse trends and prepare reports, identifying opportunities to increase efficiency, reduce environmental impact and optimise cost.

Skills and Experience

Insight & Judgement

- Assess facilities issues objectively, using technical knowledge and sound judgement to identify practical solutions and take responsibility for outcomes.
- Interpret operational and utilities data to identify trends, risks and opportunities, and communicate clear insights.

Delivery & Performance

- Plan and prioritise competing operational, compliance and reporting activities, focusing on what matters most and following through on commitments.
- Use standard digital tools effectively to maintain accurate information, coordinate activity and support timely delivery.

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Collaboration & Inclusion

- Build trusted relationships with tenants, contractors, colleagues and external partners through open, clear and respectful communication.
- Work cooperatively with others, sharing relevant information and considering different priorities to support effective outcomes.

Learning & Future Readiness

- Take initiative to resolve issues, learn from challenges and adapt quickly to changing operational needs.
- Identify and suggest practical improvements to facilities processes and ways of working.

Technical Requirements

- Facilities management experience in a commercial, retail, hospitality or similarly customer-facing environment.
- Knowledge of building operations, contractor controls, maintenance standards and permit-to-work processes.
- Knowledge of relevant local health and safety, fire, security, environmental and food hygiene legislation and standards.
- IOSH qualification or equivalent relevant country-specific qualification; a recognised facilities qualification is desirable.
- Knowledge of ISO 45001 and, preferably, ISO 14001 management systems.
- Experience supporting compliance audits, emergency planning and facilities-related projects.
- Fluent written and spoken English; an additional European language is advantageous.

Our Success Framework



McArthurGlen, an Extraordinary Experience for Everyone.

At McArthurGlen we value the diversity of our people.
We celebrate difference and believe that everyone is extraordinary.
We are committed to building a culture where our opinions and contributions are listened to and respected and anyone can be themselves.
We learn and grow together, we all belong.