

# MCARTHURGLEN

GROUP

<b>Job Title</b>	<b>Facilities Executive</b>	<b>Function/Region</b>	Facilities
<b>Reports To</b>	Facilities Manager	<b>Band</b>	3
<b>Location</b>	Ashford		

### Our Mission

'To create the finest retail experiences'

### Our Purpose

'Making the extraordinary possible.'

### Purpose of Position

To assist the Facilities team in providing a pro-active, efficient and effective Facilities Management and health, safety and security service for the centre, to ensure that customer satisfaction is maximised and high standards for the Centre are set and maintained at all times.

### Key Accountabilities

- Act as the first point of contact for facilities issues within the centre and centre grounds, resolving them quickly and effectively, escalating complex problems as appropriate to ensure the smooth running of the service and maintain a safe and pleasant environment for all stakeholders.
- Act as the main point of contact for shopfit contractor enquiries, coordinating communication throughout. Support Facilities Manager with pre-start meetings and monitor works to ensure compliance with McArthurGlen shopfit standards, escalating issues to the Facilities Manager as required.
- Establish and maintain good relationship with the local authorities e.g. police and the fire and rescue services to share best practice and form joint ventures on process related to business continuity, safety and security relevant to the centre.
- Organize and set up emergency response plan and organize structural trainings in the Centre. Ensure all Duty Managers and staff specifically involved in the evacuation process receives adequate training. Ensure that sufficient exercises are completed annually.
- Monitor the Brand Access Permit and the Permit to work Processes and encourage tenants to carry out their maintenance requirements so protecting McArthurGlen's asset.
- Initiate and manage a fault reporting system (CAFM) for the Landlord common areas to protect the asset. Manage the process in a priority fashion and report unresolved issues to the Facilities Manager to minimise operational disruptions.
- Structure, plan and execute all yearly audits within the Centre, with regards to Health, Safety and Security.

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- In collaboration with the Facilities Team monitoring risk management and the development and review of the centre's Crisis Management Plan to ensure the continuing safety and protection of the centre and its stakeholders
- Ensure the Centre's HSMS and EMS processes are managed to ensure compliance. Further ensure all staff (internal as well as external) understand and comply with health, safety, security processes, like ISO 14001/ISO 45001.
- Effectively monitor the utilities services at the centre to produce cost savings. Use data collection to analyse results and provide monthly reports to the Facilities Manager. Look for innovative ways to save energy by sharing of best practice with the wider FM team.
- Management of the claims process by consistently investigating accidents and near misses and producing trend analysis of the results for use in accident prevention and cost savings processes going forward. Review all risk assessments as a minimum of annually (or following an accident).
- Keep up to date with changes in relevant health and safety, fire and building rules and regulations, ensuring implementation and monitoring of regulations.

## Knowledge and Skills

- Legislative local knowledge
- Risk/Security Management knowledge/experience
- Facilities Management Qualification (Desirable)
- ISO14001 knowledge/experience
- Evidence of results/success
- Environmental/Sustainability experience
- Relevant Health and Safety qualifications
- Excellent communication skills
- Analytical/Budgeting/Forecasting skills
- IT skills: Intermediate Word, Excel, Outlook, AutoCAD and PowerPoint

## 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.