

# MCARTHURGLEN

GROUP

<b>Job Title</b>	<b>Facilities Manager</b>	<b>Function/Region</b>	Facilities
<b>Reports To</b>	Centre Manager	<b>Band</b>	4
<b>Location</b>	Ashford		

## **Our Mission**

'To create the finest retail experiences.'

## **Our Purpose**

'Making the extraordinary possible'

## **Purpose of Position**

To provide a proactive, efficient and effective facilities management and health, safety, cleaning, landscaping and security service in the centre, ensuring high standards are maintained to enhance the customer experience. Responsible for ensuring the smooth transition of tenants entering and exiting the centre and store refurbishments as necessary.

## **Responsibilities**

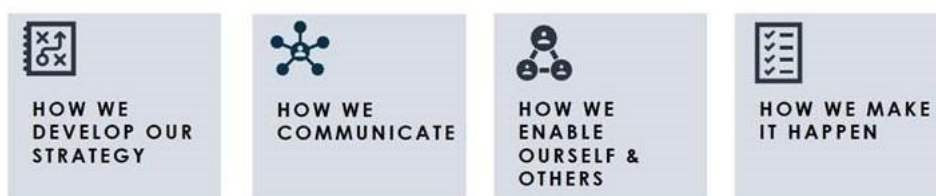
- Responsible for the facilities management of the centre, ensuring the smooth running of day-to-day activities and resolution of issues quickly and effectively, in a customer centric way, to maintain a safe and pleasant environment for internal and external customers all under the guidance of the Centre Manager
- Manage service charge costs efficiently, ensuring spend remains within budget and delivers good value for brand partners
- Lead CAPEX projects, ensuring planning and completion on time, to specification and within approved budgets
- Provide proposals for all existing and new facilities contracts, in order that consistency is achieved, and budget and expenditure is managed
- Develop and communicate facilities management "best practice" and continue to look for new initiatives and changes to develop the business, protect the asset and optimise costs
- Support the development, implementation and monitoring of risk management and disaster recovery policies and procedures to ensure the continuing safety and protection of the centre and its occupants
- Responsible for all non-maintenance related contracts such as cleaning, security and landscaping, to ensure standards are maintained and all tenants carry out their maintenance requirements to protect McArthurGlen's assets. This also includes liaising with the respective security, cleaning and landscaping contractors to ensure the smooth running of the day to day operations, developing and implementing processes and coordinating risk management

- Develop and maintain close working relations with tenants to facilitate the flow of information and ensure that maintenance requirements and store fittings/refittings/build-backs are managed proactively and effectively, particularly when tenants are introduced to the centre or exiting the centre
- Manage the facilities budget and contribute to the annual and 3-year business plans for the centre to ensure cost optimisation
- Complete duty management training and be part of the duty management team on a rota basis, including evenings and weekends
- Awareness and identification of risks and dangers in the centre
- Together with the Facilities Team, organise fire training, drill practice and first aid requirements for the centre, to ensure staff are fully conversant with procedures and that health and safety and environmental issues are managed correctly
- To increase sustainability within the business support Centre Manager in managing all utilities services at the centre, such as electricity, gas and water, to ensure quality of service, cost-optimisation and best practice implementation
- Keep up to date with changes in relevant health and safety, fire and building regulations, ensuring implementation and monitoring of regulations.

### Knowledge and Skills

- Fluent English: written & spoken
- Relevant legislative knowledge and qualifications (health and safety, security etc.)
- Proven property services management experience, within a customer facing environment is essential. Retail or hospitality experience is preferred
- Knowledge of risk and security management
- Environmental/sustainability experience
- Excellent communication skills
- Confident working with numbers, including budgeting
- MS Office skills: Intermediate Word, Excel, Outlook and PowerPoint
- Additional European languages an advantage

### 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.