



## Job Description / Person Specification

**Job Title:** Facilities Manager

**Reporting To:** Director of Park Operations

**Benefits:** Free ticket allocation  
Staff discounts in outlets and restaurants  
Employee Assistance Programme  
Free Onsite Parking  
Subsidised Lunch

### Job Summary

Drayton Manor Theme Park (DMP) Ltd has operated as a nationally recognised visitor attraction since 1950, hosting now in excess of a million visitors per year to enjoy its range of over 30 rides and attractions, its accredited zoo and its 4-star hotel, all based in 280 acres of historical grounds and woodland of Drayton Manor, the formal ancestral home of Sir Robert Peel.

The purpose of this role is to be responsible and accountable for the efficient management of services, people and processes which ensure that the main park estate (excluding hotel), its buildings, services and infrastructure are safe and compliant, and that they meet the needs of the people that work in them or visit them.

To ensure we fulfil our legal obligation with regard to maintaining the estate, as well as being the focal point for all on park construction related project activities, applying effective leadership skills to ensure in-house trades deliver to the highest standards – Carpentry, Electrical, Grounds keeping, Plumbing, Painting, General Park Maintenance and Park Stores.

The role is split across a number of areas which cover projects, planned and reactive maintenance and will require the post holder to ensure we satisfy our regulatory/legislative requirements as well as demonstrating value for money through tendering/benchmarking and improving life cycle costs when maintaining our assets.

Of importance is the management of the estate assets as part of an integrated and themed guest experience, being sensitive to its historical features, and balancing this against compliance with benchmark operational and regulatory requirements.

## **Key Duties & Responsibilities**

### **Service Delivery and Operating Standards**

- Ensure all building services systems/equipment are fully maintained and operational at all times. This covers mains electrical systems, gas supply, water supply and sewerage systems etc.
- Ensure statutory testing programmes are carried out to meet legislative requirements across the estate. This covers portable appliance testing, legionella testing, fixed wiring, tree surveys, etc.
- Produce, plan and control the preventative maintenance programme, and prioritise/complete any reactive maintenance works on a risk and impact basis.
- Periodically audit/review and ensure all tasks, activities and works undertaken are compliant with Drayton Manor site and statutory regulatory standards.
- Manage and report on progress of projects ensuring they meet business needs in terms of time, cost and quality.
- To provide or procure detailed technical knowledge and ensure design reviews are conducted where required on maintenance, refurbishment or construction projects to ensure ease of build/future maintenance and reduce life cycle costs.
- Promote continuous improvement in service to maximise return on the company's investment by reducing costs; reducing waste and improving the service provided for the benefit of the company.
- Benchmark industry Best Practice to enable continuous improvement of the team and the quality of service we offer to the business.

### **Leadership and Direction**

- Translate organisational strategy into operational delivery plans and develop key objectives in partnership with the Director of Park Operations to drive successful department and staff performance.
- Set clear goals for your respective teams, regularly measure and review performance against an agreed framework, and communicate progress against these to your team in support of employee engagement, and to the Director of Park Operations as part of business reporting.
- At all times, manage business risks across your area of responsibility, providing recommendations and taking measured action to mitigate or remove any present or emerging risks, contributing to the formulation and management of a business risk register within Park Operations.
- Promote effective communication and relations between other departments and the trade teams.

### **Health and Safety**

- Manage the health and safety of the team ensuring all relevant/applicable processes and procedures are assessed, developed, implemented and trained with the support and guidance of the DMP Health and Safety Department.
- Ensure all Health and Safety rules and regulations are followed at all times including use of PPE (Personal Protection Equipment) where necessary
- Plan, review, analyse and implement any inspection programs with regard to legislative or regulatory compliance taking reasonable actions required to reduce risk to the business and demonstrate compliance.

- Ensure risk assessment and hazard analysis is carried out within your assigned area and liaise with other departments to ensure that areas for improvement are communicated, actioned and implemented; developing a culture of preventive action within your assigned area and the department.
- Oversee the investigation and corrective action of any reported H and S incidents within your assigned area, ensuring these are documented and satisfactorily resolved in consultation with the H and S Department.
- Review equipment history files ensuring compliance with applicable regulations taking appropriate actions to rectify as required.
- Ensure necessary checks are undertaken on tasks/projects and contractor activity to ensure compliance with site and statutory standards.

### **People Management**

- Ensure all members of your team across your area of responsibility understand the goals of the business, the key targets and deliverables for Ride Operations, and are serviced and supported through your management leadership to deliver these expectations.
- Clarify roles, lines of responsibility and accountability, and establish, manage and maintain clear lines of communication which support effective individual and team performance.
- Manage and coach your teams to maximise performance and demonstrate compliance with HR and wider company policies.
- Coordinate and sponsor training and development plans for your assigned team which develops their personal as well as technical skills, ensuring operational standards and customer satisfaction are protected and promoted.
- Manage formal levels of absence, capability, discipline and grievance matters within your assigned areas in line with company policies and procedures.
- Co-operate with internal and external contacts to create effective working relationships.

### **Financial Management**

- Review, set and manage the Estates budget (Circa £2M per annum)
- Procure, recommend and manage the day-to-day activities of all contractors used to undertake maintenance/project-based tasks ensuring works are delivered to a high standard, within timescales set and provide overall value for money.
- Produce budget estimates for projects ensuring they are delivered within approved levels.
- Minimise risk, cost variance and ensure projects are delivered as per agreed programs.
- Provide Business Cases where applicable for projects, new equipment or changes to process that demonstrate ROI to the business.

### **Administration and Project Management**

- Build and maintain an asset list to develop a schedule of compliance and prioritise against impact to the business.

- Review and implement maintenance schedules, processes and procedures taking necessary action to mitigate risks and improve asset performance.
- Develop and manage systems of work to capture and log performance data and develop reporting measures as necessary to track the effective and efficient performance management of services.
- Source, negotiate and manage the procurement and supply of goods and services in line with agreed departmental activity and budgeted spend for your assigned area of responsibility and expertise.
- Remain up to date with issues which affect the company and present recommendations to the Director of Park Operations as appropriate and necessary to ensure effective administration and governance within the department and wider organisation.

### **General**

- Liaise with external bodies, legal representatives, auditors, regulators etc.as required, providing liaison, informational and decisional links between these third parties and in consultation with the Director of Park Operations.
- Provide management support during seasonal shutdown periods to the scheduled maintenance and development work of the rides and attractions within park, personally assisting other management colleagues in the effective and efficient delivery of the winter maintenance plans.
- Perform tasks as directed by the Directorate in pursuit of the achievement of business goals.

## **Competencies**

Communicating	Develops and implements effective systems of communication and information sharing within a team environment. Personally able to make formal presentations to groups of people both internally and externally on role subject matters.
Taking Responsibility and Achieving Results	Able to drive performance at individual and team level through the design and implementation of a performance management system and ensures that targets are SMART and aligned with departmental and business aims. Effectively manages any deviations from acceptable performance and ensures results are maintained, achieved and where possible exceeded.
Leadership and Working with Others	Sets the standards of leadership for staff by pursuing continuous improvement in our products and services with particular focus on positively shaping attitudes, values and behaviours of our staff. A principle networker who fosters and creates positive working relationships across all levels and departments within the business.
Developing Self and Others	Takes primary responsibility for own development and sets up a programme of training and development for own staff using internal and external resources, ensuring that both technical and personal skills for staff are identified, maintained and enhanced to perform all duties competently.
Build and Maintain Relationships	Build a management service and support culture across the workforce which motivates staff and drives high levels of staff satisfaction and welfare. Solicits and utilises feedback from own direct customers and other stakeholders to continuously strengthen working relationships and departmental culture.

Skills and Qualifications	Essential	Desirable
Accredited Qualifications	Degree/HND or equivalent in Facilities Management or Construction.	<ul style="list-style-type: none"> <li>• Knowledge and application of Change Management</li> <li>• Member of relevant Professional body e.g. British Institute of Facilities Management (BIFM).</li> <li>• IOSH/NEBOSH Qualification, SMSTS</li> <li>• Recognised project management qualification e.g.: PRINCE2 or APMP</li> </ul>
Non-Accredited Skills, Knowledge & Experience	<ul style="list-style-type: none"> <li>• Up-to-date experience of the Facilities legislative, regulatory and compliance 'landscape'</li> <li>• Leadership/managerial experience</li> <li>• Knowledge of best practice in buildings maintenance, asset management systems, financially aware.</li> <li>• Experience in dealing with third party suppliers and contractors</li> </ul>	<ul style="list-style-type: none"> <li>• Hands on experience from a trade background</li> <li>• Coaching skills</li> <li>• Working at Height</li> </ul>

Responsibilities	Extent
People	Direct responsibility for up to 20 trades staff via a team leader framework across the key facilities functions of estates electrical, grounds-keeping, plumbing, carpentry, general estates repairs and park stores.
Financial	Direct budget responsibility for an estates budget of circa £2.2M. Primary focus on efficient deployment of budgeted resources and operational spends against budget targets.
Use & Care of Equipment	Leadership responsibility in the development of systems and procedures which protect and enhance the presentation and standards of product presentation within the park. Responsibility for ensuring the safe and effective usage of all operational equipment assigned to staff.
Health & Safety	Primary responsibility for own Health and Safety plus that of all departmental staff. Safe operation of equipment and staff practices across the department in accordance with Health and Safety regulations including the safety monitoring of contract resource under departmental control.

General Conditions
<ul style="list-style-type: none"> <li>• Flexible working which will include occasional weekend and bank holiday working as workload and management needs dictate.</li> <li>• Rotational contribution to the park duty manager coverage during the operating season. Expected coverage of 1 to 2 days per month.</li> <li>• Hours of work are variable and typically over 5 days per week (working partly in an outside environment and all types of weather across the season.)</li> <li>• Occasional travel</li> </ul>