

Job Title:	Facilities & Reception Manager
Reporting to:	Head of Operations
Responsible for:	Reception team, contractors
Hours:	7hrs per day flexible – with occasional evening and weekend work
Contract:	4 days per week (28hrs / 0.8FTE) Permanent
Salary:	£34,000 FTE
Location:	The offices of The House of St Barnabas, 1 Greek Street, W1D 4NQ

About us

Our mission is to break the cycle of homelessness.

House of St Barnabas is a charity and private members club in the heart of Soho. We deliver our mission through our Employment Academy, through which participants experience a holistic programme of long-term support, helping them secure good work, a good home and a good network.

Underpinning our Employment Academy is our vibrant member's club based in our Grade 1 listed building, right in the heart of Soho.

We fund our work through the profit we make from our club alongside innovation in fundraising.

We have exciting plans. For our model to work, we aim to run an outstanding private members club; bringing together a diverse community of creative people who care about social change. We want them to experience an engaging offer of culture and events that entertain and enlighten, a vibrant atmosphere and high-quality food and drink.

Commitment to inclusion

We're an equal opportunities employer. And proud of it. Every applicant and employee is afforded the same opportunities regardless of race, colour, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender, gender identity or expression. This will never change.

“Enter The House of St Barnabas - A public-minded private members' club in London is demolishing stereotypes” – Dazed

Job description

This is an incredible opportunity to manage a Grade I listed building in the heart of Soho. You will be responsible for all aspects of the charity's facilities management to ensure the safety and stewardship of our wonderful buildings at all times. You have three key areas of responsibility – Facilities management, House experience and Health & Safety.

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With Members, their guests, private hire clients and our own staff frequenting the buildings, Chapel and Soho's largest private courtyard, you will have a varied and interesting workload. You will make sure that people coming into our building have a welcoming, safe, exciting and memorable visit.

Responsibilities:

Facilities & Building Management

- Oversee strategic planned preventative maintenance & building improvement scheduling providing clear timescales and budgeting
- Manage contractor relationships for hard and soft services
- Coordinate action plans from weekly & monthly building inspections
- Coordinate an environmental sustainability plan for the organisation, taking into consideration the Grade I listed nature of the estate
- Manage day to day IT infrastructure with outsourced IT support service
- Support Private Hire & Events teams to ensure our spaces and their equipment meet the needs of the business
- Support & lead on capital works projects as appropriate
- Implement a developing cyclical decoration programme
- Engaging services of retained architects & structural surveyors as necessary
- Intruder alarm and keyholder oversight

House Experience & Reception Management

- Manage the Reception Team with all aspects of service delivery, online booking portal, customer service protocols, rotas & shift patterns
- Manage the experience of visitors to the building to a set of pre-agreed standards
- Support the Head of Operations to ensure we're using our spaces effectively and that they create the desired environment

Health & Safety

- Lead on H&S implementation
- Carry out, record and action Risk Assessments as required
- Manage and maintain Health & Safety, Fire Response & Intruder Alarm contracts
- Be an active member of the Health & Safety Working Group, prepare reports/briefs/minutes for quarterly meetings
- Advise on compliance & legislation and update systems, policies and documentation as necessary
- Ensure all relevant Health & Safety staff training is completed

Supporting Others

- Contribute to the overall strategic & operational direction and delivery of our mission
- Work with Head of Operations to manage budget costs, planning & promoting sustainable practices for long term building & budget development
- Work with the Operations Team to review and keep the Disaster Management & Business Continuity Plans up to date, fit for purpose and coordinate regular training
- Manage and supervise staff, in line with relevant employment law and internal policies, to enable them to perform their duties effectively

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- Uphold the values of custodianship of a Grade I listed building.
- Support the Employment Academy through being a buddy for participants engaging in work experience with the Operations team as part of our Employment Preparation Programme.

Although this role sits within the Operations team, all staff contribute to the delivery of the overall strategy. In addition to your specific role responsibilities, you are expected to contribute to the whole House culture and to work in line with our values: Encouraging, Creative, Fair, and Inclusive.

Person specification

- Demonstrable experience in building & facilities management, including contract management, tendering, business development, continuity planning, and hospitality services
- A proven track record of leading reception & support services teams
- Experience of events and venue management
- Excellent people management skills and role model for the team in championing customer service
- Experience of budget management and cost control
- Experience of IT infrastructure planning and management
- Excellent knowledge of software packages ideally including Salesforce and Sharepoint
- An enthusiastic and motivated individual
- Ability to demonstrate the values and behaviours of the House of St Barnabas
- Experience of working in or managing a Grade I listed, or Heritage Property is desirable but not essential
- Knowledge of AV equipment setup including p.a. systems & lighting is desirable but not essential

Essential

- FM qualification or IWFM accreditation
- H&S qualification – IOSH Managing Safely or NEBOSH
- Fire Safety & First Aid training or qualification
- Ability to remain positive with a willingness to learn
- Strong commitment to diversity and inclusion
- Able to work on own initiative without high levels of supervision
- Comfortable using and adapting to new technology
- Reliable, with a willingness to work flexibly, occasional evenings and weekends, if required

How to apply

Please send your CV and covering letter of no more than two pages to jobs@hosb.org.uk by 5pm on 25th October