

Title: Facilities Manager
Department: Facilities
Reporting to: Head of Business Services

ROLE SPECIFICATION

The Facilities Team

We are seeking an experienced and highly motivated Facilities Manager to oversee the delivery of all office services whilst managing all planned and reactive works to ensure the premises are safe, well maintained and operate in compliance with all relevant regulations. The role will include line management of the Facilities Assistant, General Office team and Records Assistant.

Role/Responsibilities

Responsibilities will include:

- Responsibility for the facilities helpdesk service and query resolution including liaising with building management and external contractors, keeping internal records up to date and ensuring all issues are followed up to a satisfactory resolution;
- Ensuring all contractors and suppliers provide a cost effective and high-quality service, in accordance with their contractual terms and undertaking tender processes where appropriate;
- Ensuring all pre-planned contractor works are undertaken in accordance with in-house and building management processes from arranging bookings through to tasks completion, with appropriate documentation supplied as required;
- Ensuring all reactive works are undertaken in accordance with in-house and building management processes, which may include attendance out of hours at short notice, with any business critical issues being reported to the Head of Business Services;
- Ensuring all joiner and leaver tasks are completed, including attending partner onboarding and exit meetings and conducting new joiner inductions;
- Ensuring the office environment is effective for agile working, to include operation of the desk booking system, locker provision and supporting the clear desk policy;
- Contributing to environmental initiatives and attend quarterly meetings to review progress on objectives towards meeting our Net Zero 2030 target;
- Collaborating and communicating effectively at all levels of the business via in-person and online communications including responsibility for updating the Facilities intranet page;

- Acting as project manager, under the direction of the Head of Business Services, on all facilities projects. To include preparation of project plan and timeline, obtaining costings in accordance with budget, liaising with contractors throughout and ensuring timely, accurate delivery of the programme with comms issued to staff as appropriate;
- Responsibility for managing the Facilities Assistant, the Records Assistant, and the General Office team and undertaking all required performance reviews.

Ensure Health and Safety Compliance in relation to:

- Compliance of the number of fire marshals, first aiders, DSE assessors and arranging training where required for these roles as well as manual handling given to new joiners;
- Performing the role of fire marshal and acting as a fire coordinator during evacuations;
- Being a member of the Command Centre Team during business continuity events;
- Performing the role of DSE assessor in relation to new joiners and when receiving referrals from HR;
- Ensuring all health and safety records are accurate and up to date. To include undertaking or engaging external assessors to undertake risk assessments as required, arrange for any follow-up actions to be completed promptly, as well as obtaining documentation from the building management company on their works which impact our demise.

Ensure the office is secure by:

- Providing feedback to the building management company on any security issues or concerns relating to the common areas or building reception;
- Ensuring the access control system operates correctly, is always up to date, and that periodic audits are undertaken;
- Taking responsibility for all arrangements regarding upgrades to access control equipment and security processes arising from changes in protocols in both the landlord and tenant areas. Ensure all internal processes are communicated to staff promptly.

PERSON SPECIFICATION

Our ideal candidate will have the following:

- IWFM Qualification;
- IOSH Qualification;
- Fire Marshall training completed within the last 3 years;
- First aid training completed within the last 3 years;
- DSE Assessor training within the last 2 years;
- A focus on client needs;
- A high standard of written and verbal communication;
- People Management/Supervision Experience;
- Experience in managing tenant demised areas within a multi-occupancy building;
- Records management experience including compliance with GDPR;
- Refurbishment project experience within an agile working environment.

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About Us



BENEFITS

We reward our staff for their continued commitment to the success of this Firm with a comprehensive range of benefits. Fladgate have also adopted a hybrid model of both office-based and home working which is a discretionary benefit depending on the role and responsibilities.

ON JOINING

- Life assurance scheme – 5x annual salary (non-contributory)
- Annual holiday entitlement – 26 days per calendar year (full time)
- Flexible holiday scheme – buy up to five days extra holiday per annum
- Staff introduction bonus – £1,000 - 5,000 depending on vacant role
- Personal training/yoga – free weekly sessions
- Free online GP service – 24/7 video GP consultations

AFTER 2
MONTHS

- Group personal pension plan of 4% - 5% employer contributions
- Matching employee contributions of 4% - 5% (automatically enrolled)
- Processed via salary sacrifice 50% of employer NI savings added to contribution

AFTER 3
MONTHS

- Company sick pay scheme
- Group income protection
- Season ticket loan
- Private Dental Plan – payable through monthly payroll
- Gym membership scheme – interest free gym membership loan
- Eye test vouchers – every two years

AFTER 6
MONTHS

- Private medical insurance (PMI) for employee cover is employer-paid, however additional family cover is employee-paid

At Fladgate, we recognise the importance of an agile approach, not only in the way we work with our clients, but our employees also. Hybrid working at Fladgate varies depending on your role and responsibilities. As a general rule, for those who can work from home and have roles compatible with home working, we operate a hybrid pattern of two days remote working and three days office based.



PARENTAL LEAVE & MATERNITY POLICIES

Our aim

To create a culture where our people can thrive and feel supported at work. As such, the Firm's approach to parental leave is designed to ensure that anyone who is a parent or is expecting to be a parent has a positive experience prior to parental leave, during their parental leave and upon their return to work whichever type of leave they decide to take.

Our parental leave policies* cover:

Maternity – We offer both statutory maternity pay (SMP) and enhanced maternity pay (EMP), subject to eligibility*. If eligible, EMP provides 100% of your salary in weeks 1-16 and 50% of your salary in weeks 17-28. Weeks 29-39 are at the government set rate (or 90% of salary, whichever is lower). In order to receive EMP, you must undertake to remain continuously employed by the Firm and to return to work for a period of at least six months from the date of your return to work before providing and notice of resignation*.

Paternity – We offer enhanced paternity pay (EPP) as full basic pay for up to three weeks*.

Shared Parental Leave – SPL allows parents to take up to 50 weeks' shared leave in total following the birth or adoption of a child*.

Adoption and Surrogacy*

Ordinary Parental Leave – Allowing up to 18 weeks unpaid leave for employees who have parental responsibility for a child / children*.

* Full details can be found in our staff handbook, which will be provided upon offer of employment.





Our focus

We know that to achieve our inclusion and diversity objectives we need to focus on a number of areas:

Developing a diverse leadership – We have a mix of different ethnicity and genders on our leadership groups. We are working hard to improve the gender balance of our partner team and we are striving for 30% female representation by 2025.

Attracting a diverse workforce – This means adopting a properly personal approach when connecting with those interested in joining our team including: ensuring fairness in our processes; working with those, like recruiters, who help us in this; a commitment that you will always meet male and female talent in our recruitment interviews.

Engaging with everyone in our team to ensure they are heard, supported and understood. Encourage everyone to develop their own voice in shaping our culture, their future and our service to clients. That might be working flexibly or that might be a specific career programme - everyone needs different things at different times.

Helping all our people in all roles to achieve their full potential. We provide training, coaching, internal mentors and buddies, whatever works for each individual and their own personal development path.



“As the I&D Partner Lead of the Firm, I am acutely aware that our vision and values are built around the word ‘personal’. We are a people business dependent on brilliant client relationships. Inclusion and diversity objectives are therefore not ‘soft’ business aspirations, they are fundamental to our success”

Helen Curtis-Goulding
I&D Partner Lead

[Click here](#)

I&D at Fladgate

WELLBEING

The Firm recognises the importance of the health and wellbeing of all our people and that it can play a part in promoting an environment which allows everyone to flourish and reach their full potential.



- Bupa private medical insurance (optional benefit to join after six months' service)
- Optional dental insurance
- Eye care vouchers
- Flu jab vouchers
- Weekly personal (group) training or yoga sessions
- Gym membership and fitness activity discounts
- Cycle to work scheme
- Menopause care via Stella app



PHYSICAL HEALTH

- Employee Assistance Programme (EAP), available 24/7 and 365 days a year
- Counselling and CBT sessions available via the EAP
- Annual holiday entitlement and flexible holiday scheme, with the opportunity to buy up to an additional weeks' holiday
- Resilience and stress management training
- Mental health awareness talks and training sessions
- The option to mix office-based and home working as a regular pattern of your working week



MENTAL HEALTH

- Group personal pension and group income protection scheme
- Life assurance (5x annual salary) scheme
- Season ticket loans
- Fee-earner bonus scheme
- Client introduction bonus scheme
- Recruitment bonus
- Access to everyday lifestyle discounts, via the Vivup app
- Financial management workshops inc. mortgage and pension management



FINANCIAL HEALTH

- Sports and social events, organised by our Sports & Social Committee throughout the year inc. summer and winter parties, bowling nights and quizzes
- CSR committee and fundraising activities
- Flexible working policy
- Loyalty holiday bonus, rewarding long service
- PRIME work experience opportunities
- Student mentoring for LPC and GDL students at the University of Law



SOCIAL & CSR