**Facilities and Estates Manager**

**Job Description and Person Specification**

The Charterhouse is an almshouse and a heritage site in central London. Its origins date back to the 14th century, and it has previously been a medieval monastery, a Tudor mansion where influential owners entertained prestigious guests, a boys’ school and an almshouse which it remains today. It is a friendly, interesting and unique place to work.

Today our charitable mission is to provide a home, a community and care for people aged 60 and over with a housing need, while sharing our heritage and investing in it for future generations. Our 7-acre site includes Charterhouse Square as well as the estate behind our walls, and we manage a portfolio of flats, houses and commercial properties which we rent to support the charity.

In 2017, the Charterhouse opened to the public as a heritage site. We welcome visitors to see our historic rooms, buildings and courtyard gardens on ticketed guided tours or events, and to visit our Chapel and museum display free of charge. We run a venue hire operation to facilitate a diverse range of commercial hires including corporate hire, private events, weddings, filming and creative hire.

We are recruiting a Facilities and Estates Manager to support the Charterhouse in the repair, renewal, maintenance and renewal to the nationally significant estate of Grade 1 and Grade 2 buildings. We have launched a new strategy with an overarching vision to **create a community of excellence for the care of older people.** These are exciting times to join the Charterhouse, and we are at the start of a journey to achieve this vision. We are looking for someone who can support our Head of Estates in managing the maintenance and ensuring a safe and secure environment for our community. The position provides an opportunity for a motivated individual to make a significant contribution to an ambitious heritage site and an historic charitable mission, in the heart of London.

For further information about the Charterhouse please see our website: <https://thecharterhouse.org/work-with-us/permanent-roles/> or contact Helen Versloot helen.versloot@thecharterhouse.org for an informal chat about the role.

Please provide your CV and a covering letter explaining how you meet each of the criteria in the person specification.

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| **Job title:** | **Facilities and Estates Manager** |
| **Working Pattern:** | Full time on-site Monday to Friday 9 am – 5 pm (35 hours per week)  |
| **Salary:** | £40,000 - £50,000 dependent on experience |
| **Location:** | The Charterhouse, Charterhouse Square, London, EC1M 6AN |
| **Duration:** | Permanent |
| **Notice Period:** | 3 months  |
| **Directorate:** | Estates and Facilities |
| **Line Manager:** | Head of Estates |
| **Job Summary:** | To manage the onsite team to ensure the smooth running of the estate, ensuring it is safe, compliant, and well maintained to support our diverse community and activities. This entails but is not restricted to being the first point of contact for M&E maintenance, security, cleaning, IT, mobiles and telephony infrastructure. This will involve close liaison with all stakeholders. |
| **Key Responsibilities:** | * Lead, manage and develop the on site teams (Maintenance and Security).
* Ensure compliance with all statutory and regulatory requirements at all times This will include issuing permit to works where required, risk assessments and incident reporting.
* Manage the day-to-day M&E and contracts in relation to all PPM’s and reactive maintenance work. Managing the asset register and lifecycle planning.
* Management of day-to-day soft services contracts e.g. Cleaning, Pest Control, Window cleaning, CCTV and Access Control Systems and waste management, to include conducting audits and contract review meetings.
* Health and Safety, ensuring risk assessments are in place for all activities, are reviewed regularly and are adhered to by service providers and the Facilities team. Including being a fire officer, being one of the site leads in an emergency and a first aider. Undertaking Fire door safety checks and managing provision of and organising training for fire marshals and first aiders.
* Conduct regular site inspections and ensure timely resolution of maintenance issues.
* Responsible for site security
* First point of contact for residents and staff, private and commercial tenants for all maintenance and general issues, providing an excellent service and experience. Liaising with the Head of Asset Management and the Head of Estates as needed.
* Managing the service desk and providing monthly dashboard data to the Head of Estates to ensure compliance, identify trends, review and revise policies as needed.
* Accurate and timely record keeping, ensuring all logbooks, electronic and hard copy files, and miscellaneous records are kept up to-date.
* Financial Management, ensuring all works raised have Purchase Orders raised, liaising with the Head of Estates on invoice approvals and accruals.
* Supporting the Head of Estates in budget planning and forecasting by providing data on the operational running of the contracts, asset lifecycle.
* Ensure all work is compliant with all Charterhouse policies, ensuring SOP’s are in place and regularly reviewed.
* Coordinating all activity with the Head of Estates
* Other such duties as may be required from time to time.
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| **Person Specification** |  |
| *Experience* | **Essential:**This role will suit someone who is looking for their next step up or is already working as a Facilities and Estates Manager. * Relevant Health & Safety qualifications and / or demonstrated experience. Minimum IOSH, NEBOSH would be advantageous.
* Confident in managing contractors and signing off on work.
* Experience in managing Security and Access Control systems.
* Experience of working on a complex and evolving site
* Experience of carrying out risk assessments
* Qualified to undertake Fire door assessments or willing to undertake the relevant training.
* Knowledge and Experience of running a helpdesk system
* Experience of equipment procurement and contracts operations
* Excellent organisational skills with a proven ability to prioritise competing demands.
* Ability to build strong relationships, demonstrating diplomacy, patience, excellent interpersonal and communication skills. Approachable, methodical and collaborative.
* Qualified First Aider or willing to undertake training.
* Fire Marshall experience and emergency coordinator experience or prepared to undertake this.
* Relevant Facilities Management qualification

**Desirable:*** Direct client-side experience would be preferable.
* Hard Services background with experience of BMS. Ideally with experience in managing intricate plant and machinery across multi-let, shared sites, would be advantageous.
* Charity experience in a work or volunteering capacity
* Experience of working within a heritage site
* Line Management experience.
* Managing projects
* Budget management experience.
* Experience of working with venue hire / events space
* Experience working with the elderly /charity sector.
* Almshouse, residential or student accommodation experience could be beneficial.
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| *Skills* | **Essential*** Excellent organisational skills with a proven ability to prioritise competing demands.
* Ability to build strong relationships, demonstrating diplomacy, patience, excellent interpersonal and communication skills across diverse stakeholders. Approachable, methodical and collaborative.
* Strong communication skills both verbal and written.
* Good IT skills, including Outlook, Word, Excel, SharePoint and Help Desk software.
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| **Qualifications** | Facilities Management QualificationIOSH Qualification NEBOSH – desirableMembership of relevant professional body. |
| **Requirements:** | The Charterhouse is a 7 day a week operation and it regularly hosts events outside of its core hours; flexibility to work occasional weekends and out of hours is therefore a requirement of the role.All applicants must have the right to work and reside in the UK.This position requires a Basic Disclosure and Barring Service (DBS) check which will reveal any unspent convictions. A criminal record may not necessarily be a bar to employment, as any decision will be treated on its merits and individual circumstances subject to the Charterhouse’s overriding obligations to protect the vulnerable adults in its charge, members of the public, the safety of the Charterhouse’s staff and collections.  |
| We are an equal opportunities employer. We respect and appreciate people of all ethnicities, generations, religious beliefs, sexual orientations, gender identities, abilities and more which we support by our approach to EDI recognising the importance of diversity and of promoting an inclusive culture, and we are committed to equity in all our activities. If you require reasonable adjustments at any stage, please let us know and we will be happy to support you. |
| **NB. This job description reflects the requirements of the Charterhouse as of July 2025. The role and duties of the post are subject to change in line with the future development of the Charterhouse. The Charterhouse reserves the right to make such changes as are necessary and any changes required will be discussed with the post-holder as appropriate.** |