

LIVERPOOL PHILHARMONIC

PHILHARMONIC HALL

Facilities Manager

Candidate Information
June 2022

A photograph of a person standing on a stage, speaking into a microphone. The stage is lit with blue light, and there is a large audience in the foreground. The background shows a building with many windows. A green rectangular box is overlaid on the image, containing the text for the table of contents.

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What is Liverpool Philharmonic?

Liverpool Philharmonic enhances and transforms lives through music.

At the heart of our work is the critically-acclaimed Royal Liverpool Philharmonic Orchestra (the UK's oldest) and Choir; an extensive programme of participatory work with young people and others across our community; and presentation of almost 400 concerts and events each year at our home, Liverpool Philharmonic Hall.

Liverpool Philharmonic is rooted in our city

We are central to Liverpool's cultural offering, being the largest music organisation and one of the largest cultural organisations in the city, employing over 240 people. As well as our work in Liverpool our Orchestra represent the city with performances and broadcasts across the UK and around the world.

The city's young people are a central focus of our work. Our In Harmony programme provides an intensive, daily music-making programme for over 1500 children in Everton and Anfield, North Liverpool, and we run more than 5,000 workshops and events in community settings for all ages across the City. The Liverpool Philharmonic Youth Company provides a range of opportunities for music making for young people, including the Liverpool Philharmonic Youth Orchestra, Liverpool Philharmonic Youth Choir, Children's Choirs, and Rushworth Young Composers programme.

We work in partnership with the Mersey Care NHS Foundation Trust delivering programmes which support people in the Liverpool city region living with a range of mental health needs.

Liverpool Philharmonic is committed to diversity and inclusion

We work hard to reach right across our community through our learning work, and concert programme.

We attract world class artists to perform at Liverpool Philharmonic Hall and our small venue, Music Room, with a diverse programme of performances ranging from classical, contemporary, rock, pop, folk, roots, and jazz to comedy, film and spoken word. We work with many organisations and cultural partners in the City to ensure that the artists and performances we put on stage, and the audiences we attract truly represent our community.

And we are working hard to ensure that our workforce is as diverse as possible.

Liverpool Philharmonic reaches more people than any music organisation outside London.

Over
350,000

people attend Liverpool Philharmonic concerts each year.

73,000
young
people

participate in our Youth Company and associated ensembles, attend concerts or take part in our In Harmony programme.

Around
900,000
people

in 92 countries listen to our recordings each month on Spotify, more than any UK orchestra outside London.

Over
12,000
people

have benefitted from our music and mental health programme over the last 13 years.

What is the role?

• What is the role?

- **Title:** Facilities Manager
- **Department:** Finance and IT
- **Location:** The normal place of work is Liverpool Philharmonic Hall or any reasonable location dependent upon the requirements of the post
- **Responsible to:** Executive Director, Finance & IT
- **Responsible for:** Building and Maintenance Manager, Premises Officers
- **Contract:** Full time, permanent

• Principal Role

The post holder will manage all Liverpool Philharmonic facilities, handling all aspects of the delivery of Facilities management services including management, care, maintenance and health and safety in line with statutory and regulatory compliance requirements.

The role would suit an experience FM professional but we will consider newly qualified, suitably experienced professionals seeking their next role.

• Purpose

- To ensure that the organisations facilities are operated and maintained in accordance with current laws and guidance and remain fully complaint
- To ensure that the Liverpool Philharmonic venues remains an excellent environment for both customers and staff
- To monitor and manage the performance and delivery of all subcontracted Facilities Management services, both hard and soft
- To manage and co-ordinate the procurement, implementation and supervision of small works and capital improvement projects across the facilities
- To oversee the daily presentation of the buildings and their facilities
- To contribute to and lead the implementation of an estates and facilities strategy for Liverpool Philharmonic

Key Responsibilities

• Facilities Management

- Manage, via contract and facilities team, and presentation of all facilities incorporating all mechanical and engineering equipment
- Manage facilities' cleaning operations including external contractor and cleaning work carried out by Facilities Management team
- Work with Production Team and Artistic Planning Team to ensure facility set up is completed in advance of each activity
- Respond and manage out of hours' emergency calls, as and when available ensuring the business is always supported and maintained
- Manage maintenance and facility related SOPs incorporating evacuation plans, fire plans, fire drills, emergency light testing etc.
- Manage, via contractor, on-site systems including fire, CCTV, alarms etc
- Procure and manage maintenance works leading to continual improvement in our buildings' environment and facilities
- Oversee and help manage major capital investment projects
- Manage all sub-contracted hard and soft FM services ensuring high quality delivery and cost effective management
- Completion of annual maintenance inspections and condition surveys across each facility and develop maintenance upkeep work programmes accordingly
- Ensure the scheduling and completing of all maintenance projects in a timely and efficient manner
- Implement a preventative maintenance programme that will minimise repairs in the long run
- Manage all facility contracts including utility, regulatory inspections etc.
- Manage technical compliance and development as a result of good industry practice and changes to legislation
- Manage the maintenance asset inspection/service work plan whilst maintaining auditable records
- Manage maintenance of external car park areas at all sites and contract for car park operations

• Health and Safety

- Adhere to Health & Safety rules and policies as documented in Liverpool Philharmonic's Health & Safety Policy
- Ensure all contractors engaged have valid work permits and the works completed in accordance with Liverpool Philharmonic's Health & Safety Policy
- Ensure that fire risk assessments and other statutory and non-statutory testing and inspections are completed in a timely manner and by staff/contractors who are appropriately qualified; contract for car park operations

- Manage in conjunction with other Leadership Team members, fire warden team, ensuring we have sufficient trained staff;
- Co-ordinate and ensure implementation of the Royal Liverpool Philharmonic's responsibilities in relation to maintaining health and safety statutory documentation;
- Review and develop existing and new policies in line with statutory requirements and managing any necessary consultation process;
- Ensure that buildings are safe and secure at all times and adhere to both Health and Safety requirements and statutory requirements for the health and well-being of staff, stakeholders and visitors.

• Budgets and Reporting

- Prepare and control departmental budget
- Prepare reports in all areas relating to the role, as and when required

• Line Management

Manage and supervise Facilities staff, directly employed by the business, including the management of their performance and professional development and / or training.

Duties may be subject to periodic review by the Executive team (in consultation with the post holder), to reflect the changing work composition of the business.



Person Specification

- The successful candidate is likely to be able to demonstrate the following:

Requirements	Essential requirements (E) Or Desirable requirements (D)	Measured by: Application form (A) Or Selection process (S)
Education/experience		
Experience in a facilities management role, ideally in a venue or hospitality environment	E	A S
Experience in both hard and soft services management	D	A S
Member of BIFM or other related organization.	D	A
Qualification in facilities management and / or building maintenance and management	D	A
Knowledge of Health & Safety regulations relating to an Estates & Facilities function	E	A
IOSHH qualification	D	A S
Strong project management experience	D	A S
Experience of formulating and managing planned maintenance activities	E	A S
Previous experience of managing contractors	E	A S
Experience of autonomously auditing and reviewing the performance of FM contracts and assessing risk;	E	A S
Detailed knowledge of Legal and Compliance Regulations relating to Facilities Management and SME knowledge of British Standard Documents and Hard FM Industry good practice such as CIBSE and SFG20;	E	A S
Experience of managing and delivering improvements through the supply chain of outsourced service contracts;	D	A S

Requirements	Essential requirements (E) Or Desirable requirements (D)	Measured by: Application form (A) Or Selection process (S)
Leadership and skills		
Well-developed planning, organisational and budget management skills	E	A S
Ability to use initiative and problem-solving skills	E	S
Ability to communicate effectively (verbally and written) and appropriately with senior managers, other staff, external contacts and agencies	E	A S
Ability to work independently and within a team	E	S
Ability to delegate and hold others to account	E	S
Familiarity with Microsoft Office applications and to acquire and update skills as the software packages develop	E	S
Possess a full driving license and have use of a vehicle for business purposes and appropriate insurance	D	A S
Attributes		
A flexible attitude towards the role, duties and hours	E	S
Committed to the aims of Liverpool Philharmonic	E	S
Committed to Equality and Diversity	E	S
Clear view of what high standards and performance looks like	E	S

Key Information

- **Salary**

£40,000

- **Employment type**

Full-time (35 hours per week) / permanent position

- **Hours of work**

The post holder will be required to have availability to cover all weekday and weekend hours - however we expect that most shifts will take place weekdays, but flexibility will need to be offered for each and any eventuality. Shift times will vary dependent on the needs of the business.

- **Holidays**

26 days plus bank holidays

- **Pension**

Access to a Group Pension scheme whereby employees are auto enrolled and can enjoy employer contributions.

- **Period of Notice**

3 months

- **Place of Work**

Liverpool Philharmonic Hall

What benefits are offered?

- **Health Cash Plan**

Following two years' service you will have access to a health cash plan with an award winning supplier. This provides cash back towards everyday healthcare bills and a range of other wellbeing benefits.

- **Training and Development**

We offer a dedicated training and development fund to support the growth and progression of our employees.

- **Rail and bus services**

Access to the Mersey travel Season Ticket enabling the cost of annual season ticket to be spread over a period of 12 months and discounted monthly travel on Arriva bus services.

- **Length of service awards**

Employees are provided with additional time off and cash incentives at various long service milestones.

- **Complimentary staff tickets**

Complimentary staff tickets are available and employees are encouraged to attend events.

How to Apply

Please [click here](#) to submit your application.

You will be required to input your personal details and then asked to attach documents.

Please submit the following information together in **one** document:



a CV which doesn't include any personal details such as your name, date of birth, gender, address or phone number.



A maximum of 500 words detailing how you meet the requirements of the job.

To finalise your application you are also required to complete our Equal Opportunities Monitoring Survey. Please [click here](#) to complete this.

If you require any support with this process, please contact recruitment@liverpoolphil.com

Please note the interview date is w/c 25th July. Closing date will be 18th July at 12 noon. No applications will be accepted after this time.

All applicants must have the right to work in the UK.

Interviews

Short-listed candidates will be invited to attend an interview w/c 4th July.

Equal Opportunities Statement

Liverpool Philharmonic is committed to striving to represent modern Britain in all its diversity. Liverpool Philharmonic is committed to equality of opportunity and welcomes applications from all suitably qualified candidates, irrespective of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex or sexual orientation. In seeking to be representative of the Liverpool city region, applications from members of minority ethnic groups are particularly welcome as they are currently underrepresented within the creative industry. The appointment will be made on merit with independent assessment, openness and transparency of process.

LIVERPOOL PHILHARMONIC

Royal Liverpool Philharmonic
Liverpool Philharmonic Hall
Hope Street
Liverpool L1 9BP

Box Office: 0151 709 3789

The work of Liverpool Philharmonic is supported by:



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