

Job Title	Office Manager (Property and Facilities)
Department	Property & Facilities
Responsible To	Head of Property and Facilities
Responsible For	No direct line management responsibilities; supervisory responsibility for contractors, consultants, and third-party suppliers whilst on site.
Overall job purpose	To coordinate and support all property, maintenance, project, compliance and heritage activity across the Alexandra Palace portfolio.
Key duties and responsibilities	<ol style="list-style-type: none"> 1. Helpdesk & Reactive Works Coordination <ul style="list-style-type: none"> • Act as main point of contact for the department provide timely support to staff, contractors and stakeholders; and manage smooth day-to-day office operations. • Oversee the property helpdesk/work-order system, monitoring job requests and proactively liaising with staff, engineers and supply chain partners to schedule reactive works in a timely and prioritised manner in line with event and site operations. 2. Contractor Management and compliance <ul style="list-style-type: none"> • Coordinate contractor visits, ensuring RAMS, insurances, competencies, statutory documentation and compliance documents are in place, and listed building requirements are submitted and approved in advance. Arrange access, meet contractors on arrival and ensure compliance with site procedures. 3. Planned Preventative Maintenance (PPM) & Statutory Compliance <ul style="list-style-type: none"> • Manage the PPM and statutory inspection programme, ensuring all certificates, servicing records, and compliance documentation are recorded, digitised and kept fully up to date. Schedule works in alignment with the event diary and operational requirements. 4. Financial Administration & Procurement Support <ul style="list-style-type: none"> • Manage financial administration for the department including raising purchase orders, collate quotations, reconcile invoices, monitor budgets and maintain finance trackers. • Support procurement processes and documentation requirements for maintenance and project activities. 5. Assets, Systems and Digital Files <ul style="list-style-type: none"> • Maintain the digital filing structure for the Property Team, ensuring accurate version control, organised records and easy retrieval. • Update and manage the asset register

	<p>6. Business & Administrative Support</p> <ul style="list-style-type: none"> • Schedule and coordinate meetings, prepare agendas, minutes, record actions and ensure follow-up across maintenance, projects, heritage and compliance workstreams. • Produce monthly and quarterly reports on maintenance performance, statutory compliance status and contractor KPIs. • Track trends, analyse performance, identify recurring issues and recommend improvements to enhance efficiency and compliance. • Oversee supplies of office furniture, equipment and stationary materials. <p>7. Project Administration and Heritage & Listed Building Compliance</p> <ul style="list-style-type: none"> • Maintain structured digital project files and physical heritage documentation, including consents, drawings, surveys and conservation records, risk registers and change control documentation. • Liaise with Historic England, conservation architects and the local authority conservation officer to support compliance and relationships. <p>8. Health & Safety, Site Audit Support</p> <ul style="list-style-type: none"> • Assist with organising and monitoring periodic cleaning programmes across site. • Support Health & Safety audits and venue safety walks, logging findings and tracking completion of actions. <p>9. Stakeholder Engagement</p> <ul style="list-style-type: none"> • Assist in liaising with external bodies beyond Historic England, including local authorities, utilities providers, statutory agencies and neighbouring stakeholders. • Support community engagement for heritage projects, public consultations and information requests. • Coordinate tenant communication on repairs, access, compliance and obligations.
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Person Specification	<p><u>Essential</u></p> <p>Education / Qualifications / Memberships</p> <p>Degree or professional qualification in facilities management e.g. Institute of Workplace and Facilities Management IWFM <i>or equivalent work experience</i></p> <p>NEBOSH, IOSH or Equivalent Health and Safety qualification.</p> <p>Experience</p>	<p><u>Desirable</u></p>
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	<p>Significant experience of working in a similar business support role within a complex operational environment</p> <p>Experience of supporting major capital and refurbishment projects.</p> <p>Skills and Knowledge</p> <p>A strong understanding of health and safety legislation, procurement principles, contract management and building systems</p> <p>Organised and disciplined approach with strong prioritisation skills and the ability to work and deliver under pressure</p> <p>Able to solve problems with confident and effective decision-making skills, common sense approach.</p> <p>Excellent communication skills, able to present complex information to diverse audiences in a clear and succinct manner.</p> <p>Strong financial acumen and IT skills</p>	<p>Experience supervising contractors on site</p> <p>Experience of managing scheduled building maintenance including Mechanical and Engineering</p> <p>Experience of working with open space.</p> <p>Experience of working in a commercial, cultural, arts, entertainment or leisure venue.</p> <p>Familiarity with local government and its procedures processes and procurement practices.</p>
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DIMENSIONS

Financial responsibilities

Budget administrator

People management responsibilities

n/a

GENERAL OBLIGATIONS

i. **Health and Safety**

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

ii. **Equality and Diversity**

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

iii. **Safeguarding**

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

iv. **GDPR**

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

v. **Sustainability**

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

CUSTOMER SERVICE STANDARDS



VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful

The Core Competency Framework

Each competency has an overall description. It is then broken down by level into "We will" and "We won't" indicators. This role is a level **2** (of 4) and therefore should be demonstrating behaviours at **level 2**

1. We are **COLLABORATIVE**

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	We Will	We Won't
Level 2	<ul style="list-style-type: none">• Work with other teams to raise and solve issues• Hold regular meetings to gain team input• Be visibly available to my team• Book weekly catch ups with other teams• Think and act as one organisation• Pro-actively talk to others rather than sending emails	<ul style="list-style-type: none">• Encourage silos or working in isolation• Think our work is more important than that of other teams• Make decisions without consulting other teams that may be impacted

2. We are **BOLD**

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	We Will	We Won't
Level 2	<ul style="list-style-type: none">• Try new ideas and think outside the box• Look for possibilities and opportunities everywhere – taking time to think creatively• Have faith in my ideas and find my voice• Encourage the ideas of others more often• Utilise the experience of the whole team• Strive to improve the customer experience• Encourage others to see mistakes as learning	<ul style="list-style-type: none">• Say “I can do better” but then do nothing• Accept something just because it is the way it's always been done• Shut down ideas without thinking about the pros and cons• Resist change because it is too challenging• Think “I can't do it”• Say “No” but not explain why

3. We are **OPEN AND GENUINE**

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	We Will	We Won't
Level 2	<ul style="list-style-type: none">• Get to know my team members• Be human – show empathy and care for others• Thank people and make them feel good• Accept all - embrace different points of view• Confront difficult situations with openness, sensitivity, care and empathy• Pro-actively address exclusion and discrimination	<ul style="list-style-type: none">• Exclude people because I find them difficult or challenging• Ignore or belittle the ideas or thoughts of others• Allow our own view to prevail not taking into account differences of opinion or approach• Tolerate exclusion or discrimination• Delegate to the same people as they always say “Yes” and avoid delegating to others

4. We are **PASSIONATE & FUN**

“Our job is to put smiles on people's faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	We Will	We Won't
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Level 2	<ul style="list-style-type: none"> • Act as a role model for others by demonstrating passion for my job and energy every day • Go the extra mile – setting an example for the team • Make time to celebrate success • Inspire, develop and build my team • Focus on delivering quality for myself and my team • Create a culture of fun so that we can all enjoy what we do 	<ul style="list-style-type: none"> • Act negatively - moaning and criticising • Forget to celebrate • Just do the minimum to get by • Accept negativity or inappropriate behaviours in our teams
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5. **We are RESOURCEFUL**

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Bring solutions not just problems and complaints • Take a “see it and own it” approach • Make smart use of our resources • Actively look outside for new ideas and research • Attend and encourage others to attend training and conferences and bring back new ideas • Understand what generates profit • Free up budgets to spend where most needed • Empower and coach my team to come up with their own solutions • Make use of people's skills from outside of work as well as at work 	<ul style="list-style-type: none"> • Use resources just because we have them • Say “no” just because of lack of resource • Just go for quick wins because they are easy • Allow wastage in our work areas • Take on too much at once • Create a stressful environment for myself or those around me