

Senior Facilities Officer - Project Management Candidate Information Pack

Role: Summary

Job title:	Senior Facilities Officer - Project Management
Department:	Buildings and Facilities Management
Status:	A full-time, permanent post and subject to the Library's general employment policies.
Location:	St James's Square, London SW1
Salary Range:	£34,362 - £40,089 per annum
Hours:	35 hours per week
Accountable to:	Buildings and Facilities Manager
Direct reports:	n/a
Key relationships:	Facilities Supervisor Facilities Assistants Finance staff All Library staff Members Visitors to the Library
Purpose:	The London Library is planning a major, multi-year building project and this new post will work within the Buildings and Facilities Management team to help support and deliver the project. As part of a small, hands-on team, the role will also support the Library's maintenance and improvement programmes, arranging contractor works and providing liaison with colleagues across the Library. The post reports to the Buildings & Facilities Manager. Some weekend and out of hours working will be required.

Role: Key Duties

Project management and support to capital programme

- Manage, supervise or coordinate Library projects as appropriate to ensure safe delivery of objectives to time, quality and cost targets, in particular for the major Capital Building Programme.
- Create and maintain project plans, risk and issue logs, actions log, project meetings, etc, using agreed methodologies and standards.
- Co-ordinate with managers and staff across the Library; produce progress reports and

- project communications for Library building and improvement projects.
- Oversee and co-ordinate office moves; manage mobilisation of new services.
- Promote Sustainability within the Library and assist with the decarbonization.

Facilities team

- Provide professional facilities service to colleagues and other Library departments.
- Maintain a Facilities Calendar to enable other departments to plan workload around maintenance schedule.
- Help establish, maintain and operate site and planned maintenance procedures.
- Provide cover for the Facilities Supervisor (eg for emergency calls, fire/security/flood alarms out of hours and post).
- Provide cover for the Buildings & Facilities Manager as required.

Contract management

- Manage external maintenance contractor relationships; ensure they have all necessary documentation including RAMS and training certificates, etc.
- Ensure external contractors adhere to site safety policies and undertake site induction.
- Perform checks on the contractors' overall quality of work, including but not limited to budgets, schedules, plans, and personnel performance.

Budgetary control and monitoring

- Support the Buildings & Facilities Manager in managing operating and project budget.
- Generate purchase orders for maintenance contracts, site repairs and facilities related consumables and materials.

Building and facilities services

- Support the Facilities Supervisor in overseeing onsite facilities and operations to ensure maintenance and remedial works are undertaken effectively and efficiently.
- Co-ordinate client and end user communications.
- Maintain technical documentation including drawings, service reports, O&M manuals, and certification.
- Prepare programmes, method statements and risk assessments for Library activities.

Health, safety, and risk management

- Improve, develop and maintain a Health & Safety culture at the Library; create risk assessments (RA) and/or assist Library managers to create RA; ensure RA used to deliver appropriate outcomes; assist in developing H&S policy and procedures.
- Monitor compliance to applicable codes of practice, performance standards, safety controls and specifications

Other duties

- Assist with Fire, Health & Safety, and other relevant training for staff and contractors.
- Assist with the removal of items to and from offsite storage as required.
- Be fully aware of the Library's Emergency Planning procedures, and ensure awareness among the Facilities Team
- Other duties and/or training as directed by the Building & Facilities Manager

Note: All members of the Building and Facilities team are required to undertake substantial manual handling duties as part of their role.

The job description as set out above may be subject to amendment at the discretion of the Director and does not form part of the contract of employment.

Person Specification: Essential attributes

Qualifications

- Appropriate, formal qualification(s) within a relevant discipline – ie building services/surveying/project management/health & safety, etc (eg HNC/HND, NEBOSH, etc)

Experience and Knowledge

- Previous experience of facilities project management, preferably in the charity, cultural or not-for-profit sector
- A proven background in either FM or managing numerous refurbishments and maintenance projects.
- Experience of working in construction and maintenance environments
- Understanding of H&S law and competent in following construction regulations and compliance
- Experienced in managing budgets and project finance.
- Highly experienced in building client and stakeholder relationships
- Knowledge of design principles

Skills and Abilities

- Exceptional inter-personal and communication skill. Including ability to draft appropriate documentation and guides, etc.
- Ability to deliver projects in line with health and safety legislation requirements.
- Proven ability to work alone and effectively as part of a team, with a collaborative approach to achieving organisational goals
- Proven ability to organise own and others work and time effectively, including leading and contributing to effective teams,
- Attention to detail and the ability to work accurately and methodically.
- Good organisational and problem-solving skills
- Ability to identify improvements to routine procedures and help implement these.
- Discretion, tact, diplomacy, and proven ability to maintain strict confidentiality.
- Excellent IT skills (MS Office, email, Internet, discovery tools) and a proven ability to learn new systems quickly

Teamwork, Management and Personal Impact

- Pleasant, approachable, welcoming, helpful, and responsive even under pressure
- Demonstrable experience of managing relationships and project teams
- Flexible: willing to turn a hand to whatever needs doing on occasion.
- Flexible approach to working hours, including out of hours cover.
- Patience, resilience, and a good-humoured approach to problem-solving
- Presentation of a positive and professional image at all times
- Enjoy meeting and developing relationships with people.
- Ability to defuse challenging situations.

Key Information

Hours of Work, Pay and Benefits

Hours of work

35 hours a week, Monday to Saturday, on a shift pattern to be determined by the Library.

The Library is open 9.30am – 9pm Monday and Tuesday, 9.30am - 5.30pm Wednesday to Saturday, and open late one Wednesday a month throughout the year.

Salary

In the range £34,362 - £40,089 FTE per annum subject to experience.

Annual leave

25 days plus 11 days when the Library is closed for public holidays.

Pension

The Library operates a Group Personal Pension Scheme. Eligibility to join and entitlement to benefits is subject to the rules of the scheme.

Life Assurance

The Library operates a Group Life Assurance Scheme, which in the event of death whilst employed by the Library, will pay out a lump sum of 4x annual salary to the employee's nominated beneficiaries.

Season tickets and bicycle loans

(subject to a qualifying period)

Interest-free loans for the purchase of season-tickets and/or bicycles for travelling to and from work.

Cash Health scheme

All employees are enrolled into our cash health scheme which allows members to reclaim the cost of medical expenses such as dental fees and prescription charges as well as access to a 24-hour employee assistance service.

Access to collections

The facility to make full borrowing use of the Library's collections (up to 15 books at a time) and online resources.

Book purchase and binding

Staff may purchase books for themselves, taking advantage of the discounts negotiated by the Library. Discounts on binding personal books may also be arranged.

Training & Development

The Library is committed to the support and development of all workers. We aim to ensure that all workers not only have the knowledge, skills, and experience necessary to be successful in their jobs, but also to fulfil their career potential.

Rest facilities

Staff-room with small kitchen and dining area offering free tea and coffee-making facilities.

Application and selection procedures

How to Apply

Please download the application form from our website, complete all three sections and send them **by email only in MS Word format to:** vacancies@londonlibrary.co.uk quoting reference number LL/24/04.

Timetable

Deadline for applications to be received:

8th July 2024 (by 9am)

Appendix – GDPR Privacy Notice

This notice explains what personal data (information) we will hold about you, how we collect it, and how we will use and may share information about you during the application process. We are required to notify you of this information, under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Who collects the information

The London Library ('Company') is a 'data controller' and gathers and uses certain information about you.

Data protection principles

We will comply with the data protection principles when gathering and using personal information.

About the information we collect and hold

The table set out in Part A of the Schedule below summarises the information we collect and hold up to and including the shortlisting stage of the recruitment process, how and why we do so, how we use it and with whom it may be shared.

The table in Part B of the Schedule below summarises the additional information we collect before making a final decision to recruit, i.e. before making an offer of employment unconditional, how and why we do so, how we use it and with whom it may be shared.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

Where information may be held

Information may be held at our offices and those of our third party service providers.

How long we keep your information

We keep the personal information that we obtain about you during the recruitment process for no longer than is necessary for the purposes for which it is processed. How long we keep your information will depend on whether your application is successful and you become employed by us, the nature of the information concerned and the purposes for which it is processed.

We will keep recruitment information (including interview notes) for no longer than is reasonable, taking into account the limitation periods for potential claims such as race or sex discrimination (as extended to take account of early conciliation), after which they will be destroyed. If there is a clear business reason for keeping recruitment records for longer than the recruitment period, we may do so but will first consider whether the records can be pseudonymised, and the longer period for which they will be kept.

If your application is successful, we will keep only the recruitment information that is necessary in relation to your employment. For further information, see *our data protection privacy notice (employment)*.

Your right to object to us processing your information

Where our processing of your information is based solely on our legitimate interests (or those of a third party), you have the right to object to that processing if you give us specific reasons why you are objecting, which are based on your particular situation. If you object, we can no longer process your information unless we can demonstrate legitimate grounds for the processing, which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

Please contact vacancies@londonlibrary.co.uk if you wish to object in this way.

Your rights to correct and access your information and to ask for it to be erased

Please contact vacancies@londonlibrary.co.uk if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask our HR team for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Our HR team will provide you with further information about the right to be forgotten, if you ask for it.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that our HR team can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

Part A
Up to and including the shortlisting stage

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Your name and contact details (i.e. address, home and mobile phone numbers, email address)	From you	Legitimate interest: to carry out a fair recruitment process Legitimate interest: to progress your application, arrange interviews and inform you of the outcome at all stages	To enable HR personnel or the manager of the relevant department to contact you to progress your application, arrange interviews and inform you of the outcome To inform the relevant manager or department of your application
Details of your qualifications, experience, employment history (including job titles, salary and working hours) and interests	From you, in the completed application form and interview notes (if relevant)	Legitimate interest: to carry out a fair recruitment process Legitimate interest: to make an informed decision to shortlist for interview and (if relevant) to recruit	To make an informed recruitment decision The person making the shortlisting decision will receive pseudonymised or anonymised details only; if you are invited for interview, the interviewer will receive non-anonymised details
Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs	From you, in a completed anonymised equal opportunities monitoring form	To comply with our legal obligations and for reasons of substantial public interest (equality of opportunity or treatment)	To comply with our equal opportunities monitoring obligations and to follow our equality and other policies
Details of your referees	From your completed application form	Legitimate interest: to carry out a fair recruitment process	To carry out a fair recruitment process To comply with legal/regulatory obligations Information shared with relevant managers, HR personnel and the referee
Information about your health, including any medical condition, health and sickness records	From you	Legitimate interest: to carry out a fair and non-discriminatory process Necessary for performance of rights and obligations in connection with employment	To carry out a fair and non-discriminatory recruitment process – to see if there are any adjustments that can be made to the recruitment process

Part B

Before making a final decision to recruit

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
<p>Information about your previous academic and/or employment history, including details of any conduct, grievance or performance issues, appraisals, time and attendance, from references obtained about you from previous employers and/or education providers Δ</p>	<p>From your referees (details of whom you will have provided)</p>	<p>Legitimate interest: to make an informed decision to recruit</p> <p>To comply with our legal obligations</p> <p>Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice</p>	<p>To obtain the relevant reference about you</p> <p>To comply with legal/regulatory obligations</p> <p>Information shared with relevant managers and HR personnel</p>
<p>Information regarding your academic and professional qualifications Δ</p>	<p>From you, from your education provider, from the relevant professional body</p>	<p>Legitimate interest: to verify the qualifications information provided by you</p>	<p>To make an informed recruitment decision</p>
<p>Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information Δ</p>	<p>From you and, where necessary, the Home Office</p>	<p>To enter into/perform the employment contract</p> <p>To comply with our legal obligations</p> <p>Legitimate interest: to maintain employment records</p>	<p>To carry out right to work checks</p> <p>Information may be shared with the Home Office</p>
<p>Information about your health, including any medical condition, health and sickness records</p>	<p>From you</p>	<p>Legitimate interest: to ensure intrinsic elements of the role can be met</p> <p>To enter into/perform the employment contract</p> <p>Necessary for performance of rights and obligations in connection with employment</p>	<p>To ensure intrinsic elements of the role can be met</p> <p>To establish if any reasonable adjustments can be made</p>

You are required (by law or in order to enter into your contract of employment) to provide the categories of information marked 'Δ' above to us to enable us to verify your right to work and suitability for the position.