

Senior Maintenance Supervisor

Location: National Football Museum, Manchester

Reports to: Operations Manager

Band: C

Line Management: Maintenance Technician

Work Pattern: 37.5 hours - 5 days of 7 between 7am & 6pm on a rolling rota

Overall purpose of the post:

The Facilities Manager will be responsible for overseeing the day-to-day reactive maintenance, planned preventative maintenance (PPM), subcontracted servicing, and planned projects at the National Football Museum. The role includes managing a small team and ensuring that the museum operates efficiently, safely, and in line with regulatory and operational standards.

Key Responsibilities:

1. Reactive and Planned Preventative Maintenance (PPM):

- Oversee and execute all reactive maintenance activities, ensuring swift resolution of issues to minimise downtime and disruption.
- Develop and implement a comprehensive PPM schedule, keeping museum facilities, plant, and equipment in optimal working order.
- Ensure all maintenance activities are carried out in compliance with health and safety regulations and museum standards.

2. Subcontractor Management:

- Coordinate and manage subcontracted services, including HVAC, electrical, plumbing, and other maintenance-related contracts.
- Monitor subcontractor performance and ensure that all service-level agreements (SLAs) are met, providing value for the museum and compliance with all regulatory requirements.
- Ensure subcontractors operate safely and efficiently within the museum premises.

3. Project Management:

- Plan and manage facilities-related projects, including renovations, repairs, and installations.
- Prepare project briefs, timelines, ensuring projects are delivered on time, within budget, and to the highest standard.
- Work closely with the Operations Manager to identify and prioritise upcoming projects aligned with museum needs and strategic goals.

4. **Team Leadership and Management:**

- Provide direct line management for the Maintenance department, offering guidance, training, and performance management.
- Oversee daily workload and support the team with technical guidance to ensure high standards of maintenance and customer service.
- Foster a collaborative and motivated team culture that aligns with museum values.

5. **Health and Safety Compliance:**

- Ensure the museum's facilities adhere to all health and safety legislation, including conducting regular risk assessments, safety audits, and necessary training.
- Coordinate with the Operations Manager to implement and update emergency procedures.
- Promote a safe and secure environment for visitors, staff, and contractors.

6. **Budget Management:**

- Assist in preparing the facilities budget, monitoring expenditures to ensure effective cost control.
- Track and record expenses related to maintenance, projects, and subcontracted services, reporting to the Operations Manager on budget performance.

Essential Knowledge, Skills and Experience:

- Proven experience in facilities management, ideally within a museum, heritage, or public space environment.
- Demonstrated ability to manage both reactive and preventative maintenance.
- Strong project management skills, with experience overseeing facilities-related projects from inception to completion.
- Knowledge of health and safety regulations and best practices.
- Excellent organisational, communication, and leadership skills.
- Ability to work both independently and as part of a team.

Desired Knowledge, Skills and Experience:

- Professional certification in Facilities Management (e.g., IWFM, BIFM) or similar.
- Prior experience with building management systems (BMS) and computerized maintenance management software (CMMS).
- Experience in managing budgets and contractor relationships.



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