**Manchester City Council**

**Role Profile**

**Building Services Officer, Grade 4**

**Manchester City Galleries**

**Libraries, Galleries and Culture Service, Neighbourhoods Directorate**

**Reports to: Building Services Manager**

# Job Family: Facilities

**Key Role Descriptors**

The role holder will contribute to the goals of the team through the provision of high quality and responsive facilities management service, acting in a professional and helpful manner as an initial point of contact for customers.

The role holder will undertake a range of tasks and routine operations to ensure the organisation, security, collection or delivery of resources to meet the needs of the service.

**Key Accountabilities**

Deal efficiently and courteously with enquiries from members of the public and internal customers providing effective and accurate information, using initiative to resolve queries at the first point of contact, and escalating queries where appropriate.

Maintain locations to agreed safety and security standards in accordance with service objectives, conducting safety checks and inspections, undertaking basic maintenance to resolve problems at the first point of contact, and general cleaning duties, including the use of tools where required.

Undertake management of financial resources to ensure an efficient and cost effective service for all customers, adhering to financial regulations.

Update and extract information from management information systems accurately and competently as required.

Work collaboratively with colleagues to ensure safe working environments and safe working practices, maintaining the security of buildings, vehicles and other resources.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

**About Manchester City Galleries:**

Manchester Art Gallery is the original useful museum, at the centre of city life for 200 years. Created as the Royal Manchester Institution for the Promotion of Literature, Science, and the Arts the gallery has been proudly part of Manchester City Council since 1882.

Manchester Art Gallery sits within the Libraries, Galleries and Culture Service as part of the Neighbourhoods Directorate of Manchester City Council (MCC). It has two public venues - Manchester Art Gallery (in the heart of the city centre) and Platt Hall (in Rusholme, currently undergoing redevelopment). A third site - Queens Park Conservation Studios in Harpurhey - serves as the ‘engine-room’ of the gallery, providing essential collection housing and conservation studios.

The gallery is free and open to all people as a place of civic thinking and public imagination, it promotes art to achieve social change. The gallery’s 45,000-strong collection - which belongs to the people of Manchester - spans six centuries of art, craft and design, and fashion and dress, with a particularly rich collection of 19th-century art, including many Pre-Raphaelite paintings. We care for this collection and produce exhibitions, education projects, public programmes, and events for all our users. We create these programmes for, and with, the people of Manchester and beyond. Our ambition is to be accessible, relevant, responsive, and stimulating to all, but also to be challenging and generate new thinking, and further the development of the city and the wider world. We are committed to anti-racism and to developing an approach which actively addresses the colonial history of the gallery and its collection.

Manchester Art Gallery is a National Portfolio Organisation funded by Arts Council England to work in strategic partnership with the Whitworth Art Gallery and Manchester Museum to deliver the city’s cultural objectives and promote Manchester as a centre of knowledge and creativity. As part of Manchester City Council, we deliver the’ Our Manchester’ strategy for the city.

The gallery is led by an executive group (who are directly accountable to the Art Galleries Committee and wider city council and manage the NPO (National Portfolio Organisation) Partnership at a strategic level) and a wider group of team leaders. The executive includes the Director (who is also joint Director at The Whitworth); the Head of Libraries, Galleries and Culture; the Senior Operational Lead and the Head of Development. The wider team includes senior gallery team leaders - the Senior Curator, the Learning and Engagement Lead, Commercial Lead, Operations Manager, Visitor Engagement Manager, Conservation Manager, Collection Manager, Digital Manager, and Partnership Data Manager.

**About the role:**

The Operations and Building Services Team is responsible for operational services across all gallery sites, including essential operational support for the gallery's out of hours events business. The Building Services Officers operate across the gallery estate, under the guidance of the Building Services Manager to:

* Provide effective operation of the gallery buildings for the benefit of staff, visitors, and building users, and ensuring the safety of the gallery’s collection.
* Carry out regular rota-ed building, gallery and collection checks, ensuring any potential threats are identified and reported. This includes checking for hazards, risks to people or collections, and carrying out routine safety checks (eg fire alarm testing).
* Acting as keyholder for one of more gallery sites, safely opening and closing the building, ensuring that all staff follow operational policies and procedures, acting as fire marshal and providing primary first-aid support.
* Ensure excellent tidiness/presentation of the building, in line with good housekeeping and full compliance with fire, security and H&S safety requirements.
* Supervise contractors on site, ensuring appropriate levels of safety and security are maintained, especially outside normal working hours.
* Provide call-out for all gallery buildings on a rolling rota with other members of the Operations Team.
* Provide operational support for out-of-hours events as required.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We value our differences and treat each other fairly

**General Skills**

* **Communication skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising. Ability to influence or persuade immediate departmental or functional colleagues**.**
* **Analytical Skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
* **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
* **Problem Solving and Decision Making:** Can make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. be logical in thinking and explain reasoning behind decisions or actions taken
* **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
* **Strategic Thinking:** Understands the importance of organisational strategy and how they contribute to it
* **Research and Intelligence:** Ability to research information from a variety of different sources

**Technical Requirements (Role Specific)**

* This role attracts a 10% flexibility allowance
* Knowledge and understanding of Health & safety legislation and fire safety
* Knowledge and understanding of the operation and maintenance of historic buildings and/or art galleries and museums.
* Understanding of collection care issues in relation to building management and the display/storage of artworks.
* Ability to provide out of hours response as required to support a rolling call-out rota