



TET Facilities/Operations Manager

Closing Date: Wednesday 21 February 2024, Midday

Expected Interview Date: Late February 2024 / Early March 2024

Recruitment reference:
HES/23/205a

Starting Salary:
£38,988 pro rata per annum

Salary range:
£38,988 – £44,797

All new entrants will start at the beginning of the salary range.

Pay Band:
D

Directorate:
Cultural Assets

Location:
The Engine Shed, Stirling with hybrid working arrangements

Line Manager:
Programme & Quality Assurance Manager

Contract Type:
Permanent

Working Hours:
Full time, 37 hours per week

Full time, Mon – Fri, some weekend work may be required.

Thank you for your interest in the post of Technical Education and Training (TET) Facilities / Operations Manager with Historic Environment Scotland, based at the Engine Shed, Stirling. This is a permanent and pensionable appointment.

As TET Facilities / Operations Manager you will report to the Programme & Quality Assurance Manager for the day-to-day facilities management of the Engine Shed, Stirling, and our Stirling & Elgin Skills Training Centres. You will lead on ensuring that all of our training facilities are managed to a standard that enables the delivery of training qualifications, courses, and events, within a high-quality environment and in accordance with health & safety regulations and the qualification awarding bodies' quality assurance requirements for facilities.

About us

We are the lead body for Scotland's historic environment; a charity dedicated to the advancement of heritage, culture, education, and environmental protection. We're at the forefront of researching and understanding the historic environment and addressing the impact of climate change on its future. We investigate and record architectural and archaeological sites and landscapes across Scotland and care for more than 300 properties of national importance. We have a People Strategy, which is an overarching strategy to ensure we support and develop staff within the organisation.

Our Vision

Our vision is that Scotland's historic environment is cherished, understood, shared, and enjoyed with pride by everyone.

Our Priorities

- The historic environment makes a real difference to people's lives
- The historic environment is looked after, protected, and managed for the generations to come
- The historic environment makes a broader contribution to the economy of Scotland and its people
- The historic environment inspires a creative and vibrant Scotland
- The historic environment is cared for and championed by a high-performing organisation

Overview of Technical Education & Training and the post

Technical Education and Training (TET) is a multidisciplinary team that delivers across 4 areas of operation: Vocational Training Programmes, Academic Training Programmes, Training & Qualification Development and Programme Management & Quality Assurance.

TET, part of the Cultural Assets (CA) Directorate, provides leadership in the sector in championing knowledge, skills & materials as being key to sustaining Scotland's cultural heritage assets. We expand our collective knowledge and expertise through research & applied projects that set standards & provide learning outcomes. We are innovative in outlook & approach, and embrace the opportunities provided by digital technology, whilst using our traditions to provide innovative solutions to today's problems. We enable better stewardship through sharing our knowledge, skills & expertise through training, education, outreach & engagement, and through learning with and from others.

As the TET Facilities/Operations Manager, you will report to the Programme and Quality Assurance Manager and be responsible for ensuring that TET's training facilities - the Engine Shed, Stirling, and our Skills Training Centres in Stirling and Elgin - are welcoming, safe, functional, and well-maintained.

You will work in collaboration with other site managers to ensure our training qualifications, courses, and events are delivered in fit for purpose, high-quality training environments. You will ensure that all facilities meet health & safety regulations & standards and that all duties & tasks are carried out in accordance with HES' policies & procedures, ensuring the health & wellbeing of yourself, the TET team and others using our facilities.

As these training facilities offer training approved by the Scottish Qualification Authority (SQA), you will also be responsible for ensuring compliance with the awarding body quality assurance requirements for facilities.



Key responsibilities, duties, and objectives

The key responsibilities and duties of the TET Facilities/Operations Manager are as follows:

- Managing the repair, on-going maintenance, servicing, and day to day operations of the TET training facilities including cleaning, waste management and recycling (through our appointed providers)
- Managing the upkeep of equipment and supplies to meet health and safety standards
- Planning and co-ordinating improvements, installations, and refurbishments
- Inspecting the interior and exterior of buildings to determine the need for repairs and/or renovations
- Ensuring repairs are carried out in a timely manner, procured through our Monument Care Unit (MCU) colleagues or direct. Where procured directly, manage the services of external contractors, and maximise contract agreements.
- Be physically present to allow access for contractors and/or arrange access through colleagues
- Create, inspect and/or approve risk assessments and method statements
- Create, maintain, and promote building processes, practices, and procedures
- Ensure that the BIM/BMS for the Engine Shed provides relevant performance data & reporting so that the building operates in an efficient and cost-effective manner
- Lead on contingency planning at relevant cross organisational forums, boards, and meetings for emergency planning, business continuity and health & safety
- Chair Operations Meetings and lead on liaison with team managers and members, MCU, Contractors, IT, Collections, Operations Directorate M&E, Cleaners, Compliance Team and HES Health & Safety Team. Liaise externally with Stirling Council and the landlords of other facilities.
- Be a subject matter expert on the buildings and equipment, delivering training and contributing to various corporate initiatives and projects.
- Arranging servicing and repair of transport vehicles
- Ensure operational compliance with legislative requirements, best practice and HES policies on topics including Security, Fire Safety, CCTV, First Aid, Accessibility, Health & Safety and CDM.
- Budget control responsibilities
- Line management of Front of House Officer

You will be expected to travel to other Historic Environment Scotland sites, these may include remote locations involving overnight stays.

You will be required to evaluate and prioritise your own work and that of the team, making decisions concisely and without reference to line manager unless deemed appropriate. You will be required to work to deadlines, to pivot and reprioritise, as required.

You will be required to gather and retain data and information from a variety of sources and present this in a variety of reports.

Post Competencies

You will be assessed against these competencies during our selection process.

Core Competencies:

- Delivering excellent Service – Demonstrating a commitment to quality services
- Teamwork - Contributing to and supporting working together
- Planning and Organising - Putting plans and resources in place to achieve results
- Communication - Communicating appropriately and clearly
- Knowledge & Expertise - Applying and developing knowledge and expertise to achieve results - (See below for specific criteria)
- Achieving results - Focusing on the delivery of objectives
- Leading your team - Leading and developing people

Knowledge, skills, and experience

You will be required to demonstrate that you meet the requirements and qualifications below as part of the selection process.

Essential requirements:

- Strong technical background in construction and facilities management
- Relevant experience of developing and implementing operational standards within an educational, skills training or public facing context.
- Relevant experience of operational/facilities management within an educational, skills training or public facing context.
- Experience of using and developing BIM and BMS to increase building performance and efficiency
- Budget and resource management experience
- Highly organised, self-motivated, excellent communication and IT skills and possess good analytical and critical thinking skills.

- Experience of setting up and maintaining work programmes and project management.
- Ability to form effective and long-lasting operational relationships with credibility and expertise, with both individuals and teams.
- Forward thinking and embrace opportunities for innovation through the application of new and emerging technologies.

- Experience of managing teams and their work, prioritising, and making decisions effectively whilst ensuring cohesive team spirit in a multi-disciplinary team operating in a fast-paced and challenging operational environment.
- Awareness of relevant Health & Safety regulations and other relevant legislation and regulations such as transport, CDM, Safeguarding and Accessibility.

Desirable requirements:

- Understanding of Climate Change impacts and the relevance of traditional skills & materials in their mitigation.
- Demonstrable experience of building construction projects.
- Good working knowledge of Scottish and UK building legislation.
- Experience with computer CAD systems preferably AutoCAD and Revit.
- Experience of managing a variety of contractors and disciplines
- Health Safety Qualification (NEBOSH or SMSTS)
- UK Driving Licence
Category B (Pre 1st Jan 1997) vehicle and trailer combination up to 8,250kg maximum
Category C1 vehicles between 3,500 and 7,500kg MAM (with a trailer up to 750kg).
- Relevant industry experience of operating counterbalance forklift & telehandler trucks along with industry approved qualification.



What we offer

We welcome applications from all nationalities, ensuring that they have the right to work in the UK and applying for a job with us could open the door to a unique work environment. It could also give you job satisfaction and excellent development opportunities, plus a competitive salary, equivalent of 25 days paid holidays (rising to 30 days after 3 years' service) and 11.5 public holidays a year – pro rata for part time staff.

In addition, we offer a great benefits package to our employees which includes:

- flexible working hours (where appropriate)
- special leave
- maternity/paternity leave
- adoption leave
- reimbursement for relevant professional subscriptions
- support for further education and personal development
- study leave for work related courses
- access to a learning resource centre

Health and welfare

We offer you access to:

- our Employee Assistance Programme – for confidential advice and counselling
- an occupational sick pay scheme
- discounts at some local authority leisure facilities
- access to a free Headspace membership
- interest free loans for bicycles and annual travel passes (see 'season ticket' below)
- reasonable adjustments when needed, as part of our Equalities policy

Staff discounts

You will receive:

- free entry to all our properties (with up to three guests)
- free entry to English Heritage, Manx and Cadw properties
- 20% off purchases in our retail outlets

Season tickets

You can receive an advance to help with the cost of buying an annual season ticket for travel between home and work. The advance is then repaid from your salary over the life of the season ticket. Available to all permanent and fixed-term staff.



How to apply for this post

You can apply on-line by visiting our website at <https://applications.historicenvironment.scot/>.

Guidance on completing the application can be found in the 'Guidance notes for applicants' document, also available at the above website, which we recommend that you read, in conjunction with this Job Description.

Your application must arrive by the advertised closing date. Please note that when applying online, we will only be able to see your application once you fully submit it.

If you are unable to complete an online application form, please email recruit@hes.scot, quoting the job title and recruitment reference, and we will arrange for an application form to be sent to you.

Please note that, as we operate an electronic recruitment system, we will contact you via the email address that you provide in your application to inform you of the outcome of your application.

For further information about the post, please contact Lesley Cadger, Head of Technical Education & Training at lesley.cadger@hes.scot

We welcome all applicants from under-represented groups within HES. We know from our [equality monitoring](#) that we need to increase our diversity in terms of ethnicity and disability. We also want to address occupational areas where the ratio is disproportionately in favour of women or men. We ask all applicants to complete the Equality Monitoring section of the recruitment paperwork to help us pursue a diverse and inclusive workforce. In support of our Gaelic language plan, we welcome applications from Gaelic speakers.

Human Resources Historic Environment Scotland