

THE VIEW

FROM THE SHARD

Designed by Master Architect Renzo Piano, The Shard has redefined London's skyline and quickly established its place as a dynamic symbol of London. At a height of up to 800ft or 244m, and at almost twice the height of any other vantage point in London, visitors will experience unrivalled 360 degree views over the city for up to 40 miles on a clear day. Surrounded by the city's most notable attractions, the high-life awaits you at The View from The Shard.

JOB DESCRIPTION

Job Title:	Facilities Manager
Reports to:	Senior Facilities Manager
Reports:	Facilities Assistant (indirect)
Hours:	42.5 hours per week on a roster pattern including weekends, bank holidays and evenings
Annual Salary:	£39,000

THE PERKS

- 33 days Holiday
- Length of Service Benefit – additional day holiday for every year (capped at 5 years)
- Private Medical Insurance for you and your family
- Employer pension contribution of 5% of your annual salary
- Complimentary tickets to The View and 40% staff discount
- Employee Assistance Programme
- Perkbox Membership
- Life Assurance

ROLE PURPOSE

The Facilities Manager holds a key position in ensuring the seamless operation of the attraction. This role is responsible for maintaining all AV, IT, electrical, mechanical, and general facilities to the highest standards. By providing essential support to the operations team, the Facilities Manager ensures the attraction runs efficiently, safely, and in full compliance with all regulations on a daily basis.

WHO WE ARE LOOKING FOR

We are looking for a proactive, hands-on, and technically skilled professional to excel in a challenging yet highly rewarding role. The ideal candidate will have prior experience as a Facilities Manager in a premium venue, showcasing exceptional attention to detail and a strong dedication to upholding the highest standards.



KEY RESPONSIBILITIES

- Supports technical areas by ensuring the troubleshooting and maintaining of all IT and AV equipment and systems, including but not limited to ticketing, access control, communication systems, and general back office functions.
- To manage all works, testing and record keeping of the fire alarm system in order to meet relevant conditions of fire risk assessment and other statutory requirements.
- To ensure all facilities operations comply with a comprehensive set of Standard Operating Procedures (SOP's), and support with the development of facilities related SOPs.
- Support with the preparation and management of the facilities budget, monitoring expenses and ensuring cost efficiency.
- To manage maintenance programmes, ensuring all works are carried out efficiently and economically and that the required records are maintained.
- Liaise with external contractors and suppliers for repairs, maintenance, and service upgrades.
- To schedule and supervise all contract works and repairs. To ensure that such works are completed as per the agreed specification.
- Oversee contracts with maintenance and facilities service providers, ensuring services are delivered in accordance with agreed SLAs, while actively engaging with external stakeholders as required.
- Prepare specifications for new works or service modifications, liaising with key departments as needed, while ensuring minimal disruption to building operations during execution.
- Be responsible for the general maintenance of all areas of The View, including decoration and repair through contractors or the Facilities team.
- Be the focal point for soft service delivery and manage the day-to-day operational aspects of Housekeeping and Window cleaning ensuring adequate resources are in place and consumable costs are managed.
- To advise senior management on all technical functions relating to plant equipment and IT/AV systems and to be familiar with the latest developments in technology.
- Collaborate with the Facilities Team to ensure all venue spaces are maintained to a high standard to enhance customer satisfaction.
- Ensure the venue complies with all health and safety regulations, including fire safety, risk assessments, and statutory inspections.
- Conduct regular risk assessments, audits and implement corrective actions as needed.
- Work with the Health & Safety team to ensure Facilities-related activities comply with regulations.
- Point of contact for key stakeholders e.g. Building Facilities Management, Systems Suppliers
- To adopt the role of Bronze or Silver Commander during an incident or emergency.
- Fulfil the role of The View Duty Manager when required, working to the Duty Manager role description and managing the daily operations.
- General administration duties relating to the facilities function.



SKILLS AND EXPERIENCE

- NEBOSH Diploma in Occupational Safety and Health or equivalent.
- Previous experience in a Facilities Management position, preferable in hospitality or a similar environment.
- Strong knowledge of health and safety regulations, and compliance requirements.
- Excellent organisation with the ability to prioritise tasks and meet deadlines.
- Strong leadership and communication abilities, with experience managing external contractors.
- Strong attention to detail and demonstrable problem-solving skills.
- Proficiency in facilities management software and Microsoft Office Suite.
- Experience with technical and AV troubleshooting.
- Detailed knowledge of risk assessment and management.
- Self-motivated and good use of initiative.
- Strong interpersonal skills with competence in building and maintaining effective working relationships at all levels of the organisation and with external stakeholders.
- Able to use telephones, radios, computers and other technology as required, to aid carrying out your duties.

