

THE VIEW

FROM THE SHARD

Designed by renowned architect Renzo Piano, The Shard is one of London's most iconic skyscrapers. At 800ft high, The View from The Shard offers unrivalled 360-degree views across the city.

Join our team and be part of a friendly, collaborative environment based at The Shard. You'll work alongside passionate colleagues who are dedicated to delivering exceptional experiences, supporting one another, and creating unforgettable moments for every visitor. Together, we celebrate creativity, teamwork, and the joy of sharing London's most breath-taking views.

JOB DESCRIPTION

Job Title:	Facilities Project Manager (Temporary)
Working Hours:	Flexible Working Schedule: 5 days per week (42.5 hours), scheduled between Monday and Sunday. Weekends, bank holidays, early morning and late-night work may be required.
Reports to:	Operations Manager
Direct reports:	None
Salary:	up to £49,000 per annum
Contract:	Fixed-term (9 months)

THE PERKS

- 33 days Holiday (pro-rated for fixed-term contracts)
- Employer pension contribution of 5% of your annual salary
- Complimentary tickets to The View

ROLE PURPOSE

The Facilities Project Manager is responsible for planning, coordinating, and delivering all facilities-related projects across the organisation. This includes refurbishment works, operational projects, event-related builds, and any facilities interventions required to support the safe, efficient, and high-quality running of the site. The role ensures that all works are completed on time, within budget, and to a consistently high standard while maintaining seamless communication across all internal and external teams and contractors.

WHO WE ARE LOOKING FOR

We are seeking a highly organised facilities professional with strong project management experience and a solid understanding of building operations, compliance, contractor management, and facilities project delivery. The ideal candidate thrives in a fast-paced environment, is comfortable being hands-on, and communicates confidently to build strong relationships and ensure all works are delivered safely, efficiently, and to a high standard.



KEY RESPONSIBILITIES

PROJECT & FACILITIES MANAGEMENT

- Lead the planning, coordination, and execution of facilities projects, including refurbishments, operational improvements, and event-related works.
- Develop full project scopes, briefs, task lists, and responsibilities for each planned piece of work.
- Conduct site assessments to determine project requirements and feasibility.

TEAM & CONTRACTOR COORDINATION

- Liaise with all relevant internal teams to ensure alignment, minimal disruption, and smooth delivery of works.
- Procure, onboard, brief, and manage contractors, ensuring they meet quality, safety, and compliance standards.
- Manage contractors, conduct regular performance reviews and on-site meetings.

SCHEDULING & DELIVERY

- Develop and maintain project schedules, timelines, and critical paths for all works.
- Liaise with internal teams to obtain access, permits and risk assessments.
- Monitor progress daily/weekly to ensure works remain on track and adjust plans proactively where required.

BUDGET & COST CONTROL

- Manage project budgets including scoping, cost estimation, procurement, and ongoing cost tracking.
- Ensure all works are delivered within approved budgets and escalate any potential variances early.
- Identify cost-saving opportunities without compromising quality or safety.

QUALITY, COMPLIANCE & SAFETY

- Ensure all works comply with statutory requirements, internal policies, and industry standards.
- Conduct quality checks before, during, and after works.
- Complete and maintain documentation including contractor records and compliance logs.
- Work closely with the H&S team to ensure safe working practices at all times.

COMMUNICATION & REPORTING

- Prepare and deliver clear project updates to senior management including progress reports, budget tracking, risks, and mitigation plans.
- Maintain excellent communication with affected teams to ensure operational continuity.
- Record all project documentation, lessons learned, and close-out reports.



KEY SKILLS AND EXPERIENCE

- Strong understanding of building operations, including planned and reactive maintenance, asset upkeep, and operational continuity.
- Knowledge of AV/IT equipment, building systems, and general maintenance processes, ensuring all facilities and services remain safe, functional, and compliant.
- Experience maintaining high-standard environments in busy, customer-facing or operationally complex settings.
- Demonstrable experience leading facilities-related projects such as refurbishments, enabling works, operational improvements, or event-support installations.
- Skilled in project scoping, planning, scheduling, budgeting, and risk management, with the ability to manage multiple projects simultaneously.
- Strong organisational ability, ensuring workstreams progress efficiently and deadlines are met even under pressure.
- Proven experience sourcing, briefing, coordinating, and monitoring contractors across a range of disciplines.
- Confident in assessing contractor performance
- Able to collaborate effectively to ensure minimal disruption and seamless project delivery.
- Solid working knowledge of health and safety legislation, safe working practices, and compliance requirements within facilities management.
- Experience carrying out risk assessments, inspections, and safety checks to ensure a consistently safe operating environment.
- Commitment to maintaining accurate records, manuals, permits, and documentation in line with statutory and organisational requirements.
- Comfortable undertaking practical tasks when required, such as site checks, troubleshooting facility issues, and supporting out-of-hours works.
- Strong problem-solving ability with a proactive approach to managing unexpected issues or maintenance challenges.
- Understanding of logistics and stock/storage coordination relevant to facilities projects.
- Excellent verbal and written communication skills, with the ability to convey technical information clearly to non-technical stakeholders.
- Builds strong working relationships across departments and with external partners.
- Confident engaging and coordinating with contractors, suppliers, senior stakeholders, and operational teams.
- Highly organised, proactive, and self-motivated, thriving in environments where priorities shift and multiple tasks run concurrently.
- Hands-on, solutions-driven, and willing to step in wherever needed to maintain operational excellence.
- Calm under pressure with the resilience to manage demanding timelines, high-traffic environments, and competing demands.

