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|-----------------------------|-----------------------------------------------------|
| <b>Published Role Title</b> | Retail Facilities & Maintenance Manager (SYS-51827) |
| <b>Type of Role</b>         | Perm                                                |
| <b>Location</b>             | Hybrid / Remote                                     |

## Job Description

### Job Overview

The Retail Facilities and Maintenance manager will be responsible for the management and upkeep of multiple retail stores across the UK ROI and Europe. This role involves managing the physical environment of our retail spaces, conducting preventative maintenance and overseeing refurbishment and repair projects. This role has a requirement for strong leadership skills and stakeholder management skills to manage both in-house teams and external contractors whilst maintaining corporate principles and legislative standards including the negotiation of maintenance contracts & supply of services.

### Responsibilities

- Maintenance & Repair: Lead and oversee the maintenance team and full scheme activities
- Liaise and deliver the coordinated property portfolio maintenance programme
- Manage relationships with key suppliers, contractors, consultants and service contracts.
- Develop and manage processes to ensure adherence to statutory requirements and current legislation in all activity
- Develop and manage processes for asbestos, fire risk assessments and other key legislative property requirements to ensure corporate adherence to legislation
- Create the conditions that deliver a highly competent, energetic, engaged and motivated workforce who are committed and aligned to global delivery outcomes
- Set, manage revenue and capital maintenance budgets

### Key Responsibilities:

- Maintenance & Repair: Ensure all stores are well-maintained, overseeing reactive and preventative maintenance, repairs, and general upkeep.
- Health & Safety Compliance: Implement and maintain health and safety standards across all retail sites, ensuring compliance with UK regulations, including fire safety, electrical testing, and general store safety.
- Contractor Management: Manage third-party contractors and suppliers for services including security, HVAC, plumbing, and electrical systems, ensuring high-quality service and value for money.
- Budget Management: Develop and manage the facilities budget, controlling costs and seeking ways to improve efficiency without compromising standards.
- Energy Management: Implement strategies to reduce energy consumption and costs in line with sustainability goals.
- Planned Refurbishments: Plan, coordinate, and oversee any refurbishment projects, ensuring work is completed to the required standard, on time, and within budget.
- Asset Management: Manage the maintenance of all physical assets, ensuring a systematic record of equipment and building components.
- Risk Management: Conduct regular site inspections to identify potential hazards or areas of improvement, taking proactive steps to mitigate risks.
- Vendor Relations: Negotiate and manage service-level agreements with external vendors, ensuring high-quality service delivery and compliance with contractual terms.
- Out-sourced Service: Liaise and manage the external facilities support service to ensure smooth day-to-day operations.
- Emergency Preparedness: Ensure all retail sites have robust emergency plans, and staff are adequately trained in fire evacuation, first aid, and other critical safety procedures

### • Qualifications & Experience

- Proven experience in facilities management, preferably within a retail environment.
- Knowledge of UK health and safety regulations, building codes, and statutory requirements.
- Strong project management skills, with the ability to manage multiple projects simultaneously.
- Experience managing service contracts and dealing with contractors.
- Budget management experience, including cost-saving initiatives.
- Strong problem-solving skills and attention to detail.
- Excellent communication and interpersonal skills, with the ability to work collaboratively with store managers and cross-functional teams.
- Ability to work under pressure and handle emergencies calmly and efficiently.

**Desirable Skills:**

- BIFM (British Institute of Facilities Management) qualification or equivalent is preferred.
- HNC / HND Building Construction
- Chartered Institute of Building Surveyors qualification
- Knowledge of sustainability practices in facilities management.
- Familiarity with Computer Aided Facilities Management (CAFM) systems