

Role profile:

# Facilities Team Leader



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# About Bruntwood

At Bruntwood, we are led by one purpose: Creating Thriving Cities. Our deep connection with the cities we work in sets us apart; and for more than forty years, everything we have achieved has been with this purpose in mind.

We create buildings, workspaces, innovation, retail, tech and science facilities that are connected, balanced, sustainable and inclusive. Places people want to live, work and play in.

Bruntwood Works, the division taking care of our work and lifestyle spaces, is changing the way people work by creating inspiring environments that help people and businesses to flourish across Manchester, Leeds, Liverpool and Birmingham.

Bruntwood SciTech, our science and technology division, owns and manages the largest portfolio of science and technology assets in the UK including prestigious locations such as

Manchester Science Park, Alderley Park in Cheshire and Platform in Leeds.

We aim to reflect the communities we work in. Welcoming diverse opinions, creative ideas and talent enables us to understand our customers and communities better, and see the world a little differently.

We're also committed to investing in areas where our expertise can have the most impact, with around 10% of annual operating profits going to local causes, both directly and through the Oglesby Charitable Trust. Proud supporters of the arts, we work alongside many organisations to elevate arts and culture across our cities, such as Manchester International Festival, as well as The Royal Exchange on the Bruntwood Prize for Playwriting.

Buildings and space is just the start of our story, we create thriving cities for all.

# Shape your World

Everything we do comes down to our five values. In practice, these will mean something unique to every person at Bruntwood, but if you're considering working here, give them some thought. They've been at the heart of our story for over 40 years. Take a look at our [video](#) to find out more

We really believe that if you're brilliant to work with, you deserve brilliant things in return - from the big important stuff like up to 8% matched pension, 25 days holiday,

private healthcare, employee share scheme and enhanced maternity and paternity leave. Through to the "small perks" that help you out with the little things that matter just as much. At Bruntwood we might work hard, but we have the benefits and rewards in place to help you find that balance and enjoy life too.

**So, work with us and  
shape your world..**



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**Dream &  
deliver**



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**Never sit on  
the sidelines**



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**Be creatively  
commercial**



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**Pay attention  
to detail  
(it matters)**



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**Be brilliant  
to work with**





# Role Profile

## The role: Facilities Team Leader

Salary: £27,000-£32,000

As a Facilities Team Leader, you and your team will bring our spaces to life as you will oversee the daily running of our buildings. Reporting into the Customer Operations Manager, you are organised and know how our buildings tick. You take pride in seeing things run smoothly and efficiently. You are devoted to operational excellence and go out of your way to make sure that our customers are delighted with our level of service.

### What you do:

- Provide a pivotal role in our day to day operations throughout your area.
- Coordinate and manage the Facilities Team Members who run our buildings, and implement new processes and procedures that enhance our service.
- You must be relentless on standards and take full accountability on a daily basis in your area.
- Develop a one team approach with support teams - Community, Technical, Risk and Asset Management to ensure we have a consistent and collaborative approach to getting things done.
- Link into the contract management team, feeding in on contract performance at all times. Find innovative ways to streamline and enhance service delivery, while keeping an eye on the bottom line.
- Coach, develop and mentor your wider team so that they fully embrace their role in providing a first time fix.
- Everything you do should link back to our Service Mission
- Be part of the 'On Call' rota, where for a week at a time, you will be the first point of call for any urgent queries outside of working hours in regards to the Leeds building portfolio.

### What we're looking for:

- Experience of leading a Facilities team with a basic experience of mechanical systems.
- As the owner of all things Facilities Management, you'll know our buildings like the back of your hands and will be equipped to handle multiple requests in work in a fast-paced environment, taking ownership of issues and driving for solutions.
- You will be highly responsive to customer requests/service issues, will use your initiative to meet deadlines and make sound decisions, therefore, you will have excellent customer service skills.
- Able to think on your feet and bring creative and innovative solutions to the table.
- Knowledge of general building management systems and computer literacy

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# Benefits of working with us

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## Ways of Working

- We understand the importance of **work-life balance**, so whilst we are primarily an office-based culture (it's what we do!), we also want to encourage flexibility and agility where possible. Our colleagues make use of our different spaces and find lots of ways to collaborate which enable them to find the balance that brings out the best in everything they do.



## Holiday

- **28 days holiday** - plus your birthday!
- **Buy & sell** more holidays if needed
- **Sabbatical** of up to 12 months so you can take a career break after five years with us



## Money

- Up to 8% matched **pension scheme**
- **Enhanced maternity & paternity leave** - plus baby bonus!
- **Discounts & cashback** at leading retailers
- **Life assurance** / death in service
- **Rewards** for long service



## Health

### Employee Assistance

**Programme** - 24/7 access to mental health, legal & financial support, including counselling

- **Free healthcare cash plan** for all colleagues so you can claim back medical expenses like optical, dentist & physiotherapy. We also offer
- **Free private healthcare** cover on an opt-in basis
- **Fitness classes**, free gym spaces & gym discounts
- **Healthy breakfasts** in our offices



## Development

- **24 'Bruntwood Cares'** volunteering hours per year
- **Learning sponsorship**
- **Interest free learning loans** up to £2000 to pursue your passions
- **Mentoring scheme**



## Travel

- **Interest free travel** to work loans
- **Cycle to work** scheme
- **Car park** discounts

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[bruntwood.co.uk](https://bruntwood.co.uk)