

Labour Party Job Description

Job Title:	Facilities and Operations Manager
Responsible to:	Executive Director – People and Talent
Location:	Labour Party Head Office (London)
Key Purpose:	Responsible for the direction, planning, and delivery of best in class operations and facilities management at both Head Office locations in London and Newcastle, and oversight and support for facilities services in 11 offices in the nations and regions. Strive for, demand, and deliver organisational excellence in operations, facilities, estates and fleet. Foster a can-do, positive and supportive culture across the organisation. Co-ordinate, oversee and manage operations to fulfil organisational objectives, and priorities and expectations of senior leadership team. Manage and increase the effectiveness and efficiency of the operations and facilities team, through improvements to all functions as well as coordination and communication between teams. Manage our property advisers, and ensure standards for safe working environments are met.

Specific Responsibilities

1. Provide excellent customer service to staff; putting their needs at the centre of Facilities services, with a can-do, responsive, enabling service, where excellence is the norm.
2. Lead and manage the Operations and Facilities team: Facilities Officer (London), Facilities Co-ordinator (Newcastle), and Facilities Assistant (London), and foster a positive, enabling, can-do approach amongst all team members, to ensure the smooth running of the London and Newcastle Head Offices.
3. Support Nations and Regions Admin Assistants with all elements of office management, and provide guidance and advice with troubleshooting with estate management, fleet management, health & safety, and operations. Develop sound and compliant policies in health & safety, fire procedures and any other related matters, ensuring risk assessments are carried out and actions addressed.
4. Act as relationship holder with landlords, property management company, contractors, and suppliers, at London and Newcastle head offices, and with 11 offices in nations and regions. Negotiate and review contracts, and manage positive and constructive day-to-

day relationships. Support agents with building fit-outs to include scheduling of works, space-planning and setting up maintenance services.

5. Provide direction to and manage the team of property consultants and advisers including surveyors and legal advisers, particularly on regional estates strategy.
6. Act as principle liaison with local authorities, Police, and security services at both Head Offices. Provide ongoing advice on security needs and protocols to provide a safe working environment for all staff in head offices and regions. Operational management of physical security systems at two Head Offices, and provide advice on standards and expectations of security at regional offices and oversee.
7. Advise on take responsibility for Health & Safety compliance at Head Offices including meeting legislative and statutory requirements; relevant strategies maintained and meeting best practice; and First Aid and Fire positions filled at the correct levels. Provide advice and guidance to Nations and Regions on Health & Safety.
8. Responsible for management of Labour Party fleet cars, including ongoing supplier relationship management. Management of staff Permit to Drive system. Management of Gray Dawes booking platform including working with finance to advise on and implement processes, audits and regular checks.
9. Source, budget and manage the provision of soft services; and manage maintenance programme for both Head Offices. Provide advice and guidance to regional directors and admin assistants on office maintenance and repairs.
10. Responsible for the planning and delivery of the operational aspects of the party's Annual Conference, working with the Conference Delivery team.
11. Responsible for the provision of all Display Screen Equipment and ensuring that all necessary DSE assessments are carried out. Work with the HR team to ensure reasonable adjustments are made for staff as requested, and that responsibilities around inclusion and wellbeing are met.
12. Budget setting and management of Head office facilities costs, fleet, contractors, suppliers; and support regional admins with same process.
13. Contribute to the development of party strategy in areas appropriate to field of work; adopt a flexible approach and be expected to contribute to projects outside the scope of this description when required to do so by the Chief Operating Officer.

Labour Party Person Specification

Values

- A commitment to the Labour Party's codes of conduct, mission and values, as set out in its constitutional documents.
- Strong personal commitment to equality, diversity, and inclusion.
- Highly collaborative behaviour, able to build strong working relationships internally and externally in a complex stakeholder environment.
- Ability to work consistently to high professional standards including to accuracy, honesty, quality, and evidence.
- Commitment to a positive learning culture of feedback and continuous improvement.
- Creative and open to new ways of working including digital transformation, participatory methods and co-creation of solutions with those most affected.

Knowledge

Essential

- Knowledge of Microsoft Office products, including Word and Excel.
- Outline knowledge of the principals of Health and Safety legislation.

Desirable

- Knowledge of and interest in The Labour Party.

Experience

Essential

- At least four years' in an operational managerial role, and experience of resolving daily operational challenges.
- Experience of office management, including dealing with external providers of facilities and services.
- Experience of building strong internal and external relations, advancing ideas and proposals, and influencing decision makers.
- Experience of financial administration and budget monitoring.
- Experience in a customer-facing or service sector environment.

Desirable

- Health and Safety and Fleet Management
- Experience in contract negotiation or management
- Working in a political setting

Skills / Ability

Essential

- An ability to motivate, inspire, manage and lead a team; and set a clear vision, expectations and ways of working to meet organisational objectives.

The Labour Party

- A hands-on leader with first-class interpersonal, organisational, planning and project management skills.
- Excellent written and oral communication skills and the ability to deal persuasively with staff at all levels, members of the public and other stakeholders.
- Excellent time and workload management skills, with a proven track record of meeting deadlines and project delivery, and the ability to prioritise effectively and delegate when appropriate.
- A friendly, flexible, collaborative approach, with a customer centric, can-do attitude, willing to go the extra mile to achieve organisational priorities.
- Ability to effectively plan and organise resources and monitor progress against agreed targets and deadlines.
- Financial management and the ability to budget and forecast.
- Commercial awareness, able to negotiate effectively, and handle difficult situations with contractors and suppliers.
- Computer-literate with Microsoft Office products, including Word and Excel.

Desirable

- Clean UK driving licence