



RECRUITMENT PACK

HEAD OF PROPERTY AND FACILITIES

ALEXANDRA
PALACE



WELCOME

Dear Colleague,

Thank you for your interest in this newly created role with Alexandra Park and Palace.

As a charity and the most prominent cultural destination and park in North London, Alexandra Palace or Ally Pally as we're affectionately known, is 150 years old this year.

As we look to redevelop our vision, our longer term aim is to bring areas currently closed to the public back to life. With environmental sustainability underpinning our future, the next few years will see some incredibly exciting projects delivered across the site.

As part of our leadership team, this is a big but exciting job for someone with the right blend of experience, drive and people management skills. We need a Head of Property and Facilities who is an expert in their field and who can demonstrate a strong alignment with our values and behaviours. You will have experience of operating in a complex organisation and will understand the challenges involved in ensuring the safe management of a significant heritage building and what it means to navigate around a live site, during a time of significant change. You will need to be able to demonstrate you can engage effectively with a broad range of stakeholders and multiple income streams and knowing when to move quickly between the operational and strategic elements of the role.

You will be able to spot and articulate challenges early on and find a way through them.

We are open on which sector you may come from, as long as you bring a track record of operating in large, multidimensional or multi-site organisations and can demonstrate you are ready and ambitious for a new challenge. Whatever the roots of your experience, you will be a collaborative, resilient and engaging leader, with strong emotional intelligence excellent management and relationship building skills that will help win 'hearts and minds' across the organisation. Working closely with the Executive team, attending relevant executive meetings, you will speak with authority and bring some experience of engaging at senior levels alongside an understanding of good governance.

As part of the leadership team, you will contribute towards our goal of being Net Zero by 2033 and Carbon Neutral by 2041. We are committed to broadening the diversity of our organisation at all levels so that we fully reflect the communities we serve and particularly welcome applications from black and minority ethnic candidates.

Emma Dagnes
Chief Executive



ABOUT US

“ENRICHING LIVES, THROUGH GREAT EXPERIENCES, FOREVER.”

Alexandra Palace is a home for entertainment and education for people from all walks of life. We have played a crucial role in the development of leisure and recreation for over 150 years. Known as the People's Palace, Alexandra Park and Palace Charitable Trust remains responsible for its repair, maintenance and restoration and also provides a year-round programme of entertainment, culture and leisure activities – welcoming millions of visitors each year and working with communities across Haringey and beyond.

Alexandra Park and Palace remains held in Trust for the public forever by the Act of Parliament, which is our key governing document. The Trust was recognised as charitable in the 1960s and we are therefore subject to Charity Law and regulation. The Trust has a sole Corporate Trustee, Haringey Council, who inherited the Trusteeship in 1980. The Trust's assets and activities are overseen by a Trustee Board appointed by the Corporate Trustee and our two stakeholder committees. The stakeholder committees have distinct remits and the Trust has a duty to consult them on specified matters.

More about our history and governance can be found [here](#)

OUR VISION

“Our Vision is to produce an all year-round cultural visitor destination, where people come to be entertained, engage with our fascinating past, are inspired to explore their creativity and experience our unique heritage setting; a sensitive restoration of the historic fabric that remains relevant to a changing society, whilst achieving a level of physical and financial resilience that ensures continued public benefit and the enjoyment of future generations.”

OUR VALUES

In Spring 2019 we defined and shared our 5 new values across the organisation. We also created a descriptor for each value to provide clarity and a common language.

The launch of our new values is exciting for all of us as it is the first time we have set out what we can expect of each other and what our customers can expect of us. Our values provide a common language and apply to everyone who works for Ally Pally.



THE BEHAVIOURS THAT SUPPORT OUR VALUES

We are collaborative – we work as one team, sharing knowledge and insight to achieve our common purpose.

- Inspire a shared vision - considering the organisation holistically rather than by department
- Encourage a “one Ally Pally” team spirit across the organisation
- Reach out to wider networks outside of Ally Pally

We are bold – we are bold and we embrace change – we constantly look for new ways of doing things.

- Model the way by imagining new ideas, opportunities and ways of working to deliver organisational growth
- Create a culture where new ideas are nurtured and rewarded
- Encourage, enable and support our teams to develop creative and pragmatic solutions

We are open and genuine – we are inclusive and diverse – welcoming all through our doors. We are genuine – we do what we say we will do and do it in a way that is in line with our values.

- Be more visible to all
- Show zero tolerance when we see exclusion and discrimination
- Be authentic and transparent

We are passionate and fun – our job is to put smiles on people's faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment.

- Nurture passion and positivity by experimenting with fun – delivering it in many ways
- Create an environment where fun and energy is recognised and rewarded
- STOP to celebrate and recognise success across the organisation

We are resourceful – we use what we have creatively to get the best results possible, solving problems and overcoming difficulties.

- Review what has gone before and our own results to inform decisions
- Look for economies of scale and share resources with other departments and partners when needed
- Use our time together as an Senior Leadership Team wisely focusing on the things that really matter

VIDEO LINKS:



[MUSIC AT ALLY PALLY](#)



[CHARITY](#)



[HISTORY OF THE BBC AT THE PALACE](#)

JOB DESCRIPTION

Job title:	Head of Facilities and Property Management
Reports to:	Director of Finance and Resources
Direct reports:	Chief Engineer, Surveyor To The Fabric, Facilities Co-Ordinator, Estate Guarding Lead (contracted)
Key Internal Relationships:	Health and Safety, Head of Security, Park & Environmental Sustainability, Events, Catering, Theatre, Ice Rink & Leisure, Strategic Programmes, Sales, Finance, Procurement, IT

ROLE PURPOSE:

To provide leadership of Facilities and Property Management functions ensuring the physical estate is providing an operationally effective, safe and compliant environment underpinned by robust and efficient systems and processes which supports the Trust in delivering its mission, strategic objectives and fundraising activities.

MAIN RESPONSIBILITIES:

Responsible for management of all the estates maintenance, repair and restoration programme, key estate contracts and stakeholders

- Responsible for the planning and implementation of the programme of works (proactive and reactive) required to maintain, repair and restore Alexandra Palace and Parks' infrastructure including tenanted buildings and their fabric, within a highly demanding operational environment.
- Develop and maintain robust standard operating procedures, controls and appropriate policies across the Facilities and Building repair functions to ensure efficient working practices are embedded within the organisation and Alexandra Palace and its' FM contractors/ suppliers are complying with site rules as well as regulatory, statutory, legal, H&S duties at all times.
- Responsible for ensuring safe working practices are maintained at all times, licences and certificates relating to facilities, property and fabric repair are in place and any requirements and conditions are promptly and effectively discharged. Including actively reviewing, managing and updating the Asbestos Register and Legionella procedures for the Palace and Park buildings.
- Work collaboratively with the Head of Health and Safety to review the organisations Health and Safety and Fire Safety Strategy and policies. Establish best practice framework providing clarity between activity operations (such as events) and asset / estate management and ownership.
- This role will be responsible for fire safety relating to building, fabric, equipment and systems, alarms and detection systems and critical infrastructure.
- Contract manage all soft and hard service contracts including (but not limited to) site cleaning and fire alarm and detection systems, through effective procurement, planning and monitoring processes.
- Working collaboratively with Head of Event Security ensure the site infrastructure supports the security teams in their endeavours.
- Act as the lead for managing the car park infrastructure element of the contract with Euro Car Parks working with colleagues to ensure smooth operational delivery.
- To be responsible for managing relationships with Haringey Council (relevant departments) and London Fire Brigade. Work closely with the Head of Security regarding all matters involving Metropolitan Police and other law enforcement agencies.
- Work alongside the Strategic Programmes Manager managing relationships with Historic England and funders of CAPEX projects.
- Work with the Head of Park and Environmental Sustainability to design effective management system to monitor and analyse APs carbon emission and energy consumption as it works towards Net Zero by 2033 and Zero Carbon by 2041. In addition, providing data to develop Invest to Save / Invest to Earn business cases which can be presented to potential funders.

Responsible for managing major strategic capital projects, sustainability infrastructure projects and the annual CAPEX investment program, lead on further development of the 10-year costed Capital Program

- Oversee all annual CAPEX projects ensuring appropriate procurement, appointment and cost management of projects providing regular updates to Executive and Board.
- Continue the development of the costed 10-year CAPEX plan reviewing against current criteria and updating as appropriate to ensure assurance and efficiencies are achieved.
- Work with the Strategic Vision Management Team responsible for delivering allocated strategic vision projects including overseeing the successful delivery within the resources and time available opening up derelict spaces to new audiences and develop new revenue streams for the Trust.
- Work with the Head of Park and Environmental Sustainability to develop a 10 year costed sustainability infrastructure upgrade and introduction plan moving the Estate towards decarbonisation.
- Work with the Head of Park and Environmental Sustainability design effective management system to monitor analyse APs carbon emission and energy consumption providing data to develop Invest to Save / Invest to Earn business cases which can be presented to potential funders.

Lead an energised, focused and motivated Estates and Facilities Team

- Support and guide the team to comply and improve standard operating procedures and wider organisational policies and processes.
- Develop the team to strengthen and enhance their capability ensuring business continuity in the future.
- Encourage the team to work collaboratively and communicate effectively with colleagues across the organisation.
- Work closely with key reports to manage team schedules, labour utilisation and ensure activities are planned and delivered to a high standard and that any operational concerns are dealt with to ensure smooth delivery by all operational departments.

FURTHER RESPONSIBILITIES

Financial responsibilities

The post holder is required to detail annual spend and will work within a set budget, responsible for the financial management of £1.5m revenue and £450k capital annual and hold budget responsibility for key CAPEX projects with budgets exceeding £1m+.

People management responsibilities

Direct line management responsibility for 3 posts including:

Chief Engineer

Manages the day to day activities and priorities of the engineering and maintenance team.

Surveyor To The Fabric

Responsible for providing expert advice on compliance, dilapidations, repair and maintenance across the Park and Palace. Provides critical guidance on all matters pertaining to listed building consent and planning applications.

Facilities Contracts Administrator

Provides contract management and administration support to the team.

PERSON SPECIFICATION

ESSENTIAL KNOWLEDGE AND EXPERIENCE

- Proven experience of working in a similar role covering hard and soft services.
- Significant experience of working in busy and complex operational environments.
- Proven experience of leading and managing a team to successfully deliver.
- Proven experience of managing major capital and refurbishment projects.
- Proven experience of conservation practices and maintaining listed structures.
- Proven experience of managing scheduled building maintenance including Mechanical and Engineering systems.

DESIRABLE

- Experience of working with open space.
- Experience of working in a commercial, cultural, arts, entertainment or leisure venue.
- Familiarity with local government and its procedures processes and procurement practices.

ESSENTIAL EDUCATION / QUALIFICATIONS / MEMBERSHIPS

- Relevant Professional qualification CIBSE, CIOB, RICS.
- Certified Facility Manager Qualification.
- NEBOSH, IOSH or Equivalent Health and Safety qualification.

DESIRABLE

- Formal Engineering qualification at HND level or above.

SKILLS AND ABILITIES

- Analytic and critical thinker, able to understand the big picture, prioritise effectively and take decisions in the long-term interests of Alexandra Palace and Park.
- Organised and disciplined approach with strong prioritisation skills and the ability to work and deliver under pressure
- Able to solve problems with confident and effective decision-making skills, common sense approach.
- Excellent communication skills, able to present complex information to diverse audiences in a clear and succinct manner.
- Strong commercial and negotiating skills; able to persuade and influence colleagues and key stakeholders at all levels.
- Ability to demonstrate a positive approach and to champion cultural and organisational change.

TERMS OF APPOINTMENT

SALARY

Competitive dependent on experience

LOCATION AND HOURS

Alexandra Park and Palace. There will be extra evening and weekend work associated with this role.

PENSION

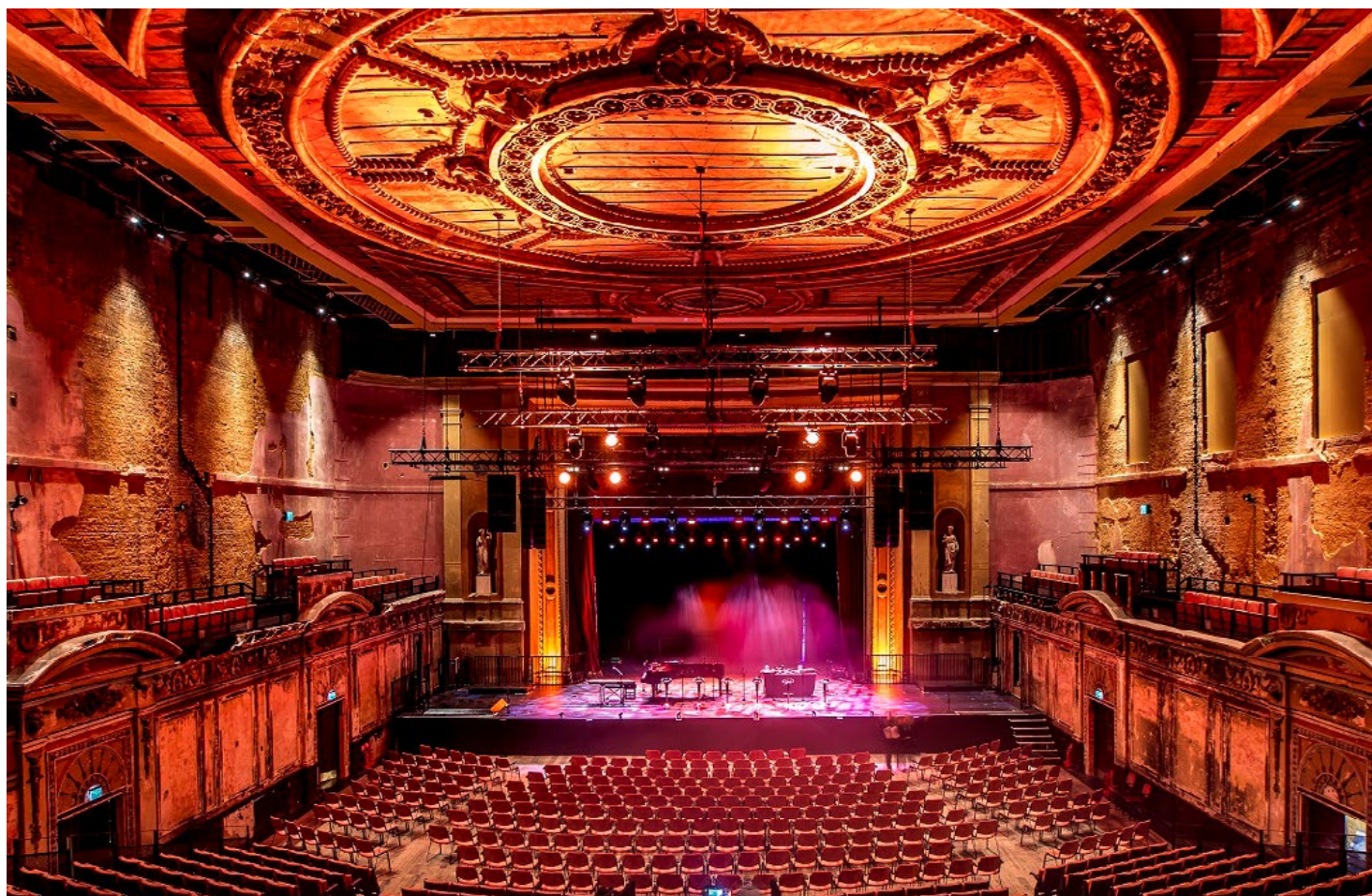
Contributory workplace pension with Scottish Widows. Minimum contribution equivalent to a total of 8% (5% employee, 3% employer) of your qualifying earnings.

ANNUAL LEAVE

28 days plus bank holidays.

ADDITIONAL BENEFITS

[View full benefits PDF here](#)



HOW TO APPLY

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact Rebecca O'Connor rebecca.oconnor@starfishsearch.com and we will be happy to arrange a call.

To make an application, please go to <https://starfishsearch.com/jobs/ap-head-prop-fac/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date: Friday 10th March 2023

Preliminary interviews: w/c 20th March 2023

Final Panel interviews: w/c 3rd April 2023

