

JOB DESCRIPTION AND PERSONAL SPECIFICATION

Role Title:

Head of Estate, Security and Safety (HESS)

Reports to:

Chief Executive Officer

Salary band

£35,000 to £40,000 per annum (please note salary for this post will be based on a pro-rata basis for two days of work and candidate experience)

12-month contract (reviewed after 12 months) with a six-month probationary period

Main contacts

- Chair
- Chief Executive Officer
- Senior Management Team
- Chair, BMHC Estate, Security and Safety Committee

Location:

British Muslim Heritage Centre,
Whalley Range,
Manchester, M168BP

Introduction:

The British Muslim Heritage Centre (BMHC) plays a pivotal role in developing and supporting the Muslim and wider communities. 2006 was a landmark year for the BMHC; this was the year that the Board of Trustees hard work was rewarded by the acquisition of the 180 years old iconic grade 11 listed building, now referred to as the BMHC. Since then then the trustees have been successfully developing the centre and made significant achievements including celebrating Muslim heritage, culture and history through House of Wisdom and Stories of Sacrifice Museums; completion of the refurbishment of the main Grade II* listed building which now has 64 bedrooms and 20 offices; Heritage Media and Marketing Communications department which includes FM Radio and YouTube Channel and various



development programmes that are designed to empower and support the Muslim community to “open days” for all promoting better understanding between Muslims and the wider communities.

In addition, BMHC continues to respond to the challenges faced by Muslim community and wider society. The challenges include: tackling extremism, Islamophobia and the lack of understanding between Muslims and non-Muslims. Hence, BMHC vision and purpose is to be the centre of excellence in the world that promotes: Muslim Heritage, the empowerment and development of the Muslim community and foster better understanding between Muslims and the wider communities. In order to achieve BMHC vision and make it a reality, BMHC has the followings goals:

- To create an inclusive and learning environment where everyone can benefit.
- To work in partnership to deliver programmes that support and develop the Muslim community and other vulnerable communities.
- To promote Muslim Heritage programmes which contributes towards a better understanding between Muslim and non-Muslim communities
- To support and develop our staff, board members and volunteers to meet the current and future challenges.
- To promote the work, we do through the development of a communications and marketing strategy.

Our ambition is to become a centre of excellence for learning and development. In order to meet our vision and goals highlighted above, we are looking for highly motivated Head of Estate, Security and Safety (HESS).

Job Summary

The Head of Estate, Security and Safety will be responsible for the overall day to day management of the estate, security and safety provision at the British Muslim Heritage Centre (BMHC) in line with all Legislative and Contract parameters.

Reporting directly to the Chief Executive Office and be part of the Senior Management Team. The main responsibilities of the post are to maintain a safe and secure environment across the whole of the interior and exterior BMHC estate; whilst maintaining exceptional service quality standards, budgetary controls and customer care.

Job Description

Day to day responsibilities will include:

1. Liaising with internal and external stakeholders including contractors and consultants to ensure the agreed level of security, and safety is being delivered to the standards required. This includes management of all utilities



heating, electrical repairs, telephones, internet and general maintenance and refurbishment of the building.

2. Develop and maintain a professional and proactive business relationship with all levels of BMHC partner representatives and stakeholders to effectively maintain the estate, security, safety.
3. Effective management of Heritage Accommodation (offices and bedrooms) and the Marquee. This include all contracts, services, complaints, joint funding activities and management of the estate etc.
4. Development and management of the Heritage Café and Restaurant including ongoing management of contract.
5. Attend meetings as necessary to discuss estate, security and safety performance and respond to feedback from the stake holders and partners, progressing any actions which arise from the meetings in-conjunction with the Chair or the Chief Executive Officer.
6. Complaints management. Investigating users, partners and stakeholders' including BMHC neighbours' complaints regarding to the estates, security and safety, implementing action plans and monitoring improvements.
7. Providing verbal and written reports to the Chief Executive Officer
8. Establish and review working procedures within each area to ensure the requirements of the Health and Safety at Work Regulations 1974 are adhered to.
9. Manage and support the Estate, Security and Safety staff, ensure they provide an effective and professional service provide. Including undertaking training and development to carry out their roles and responsibilities. This includes 1-2-1 supervision and support meetings, the implementation of BMHC policies and procedures. For example: safeguarding, equal opportunities and health and safety policies.
10. Be an active member of the Heritage New Build Programme Steering Committee. Including advising and being involved in the future development of the programme.
11. Identify improvements to users of BMHC services, quality and operational efficiency. Provide advice, guidance and direction on estate, security and safety procedures to resolve major issues and satisfy customer and stakeholder requirements.

General Duties of all post holders

- To undertake any other reasonable duty, which is appropriate to the band, when requested by CEO and the Chair.



- To be familiar with and comply with all BMHC and procedures, protocols and guidelines.
- To be aware of and work towards the BMHC strategic vision and goals.

Standards of Business Conduct

- The post holder will always be required to comply with the BMHC standing order and standing financial instructions, deal honestly with the BMHC with colleagues and all those who have dealing with the BMHC including volunteers, staff, friends of the centre and partners. And contractors
- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their BMHC position, duties and/or responsibilities.
- The post holder must comply with and support the vision, goals and values of the BMHC as outlined in the 3-year strategic plan.
- The post holder will be required to develop and maintain good working relationships with all volunteers, staff, friends of the centre, service users and partners and where appropriate, members of the public.
- The BMHC aims to maintain the good will and confidence of its own staff, volunteers, service users, partners, friends of the centre and the general public. To assist in achieving this objective it is always essential that, the post holder carries out their duties in a courteous, sympathetic and professional manager.

Equality and Diversity and Equal Opportunities

- The post holder must carry out all duties and responsibilities of the post in accordance with the BMHC Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- The post holder must promote awareness of and respect for equality and diversity in accordance with BMHC policies and procedures.
- The post holder is responsible for treating all staff, friends of the centre, service users, partners, volunteers and the general public with dignity and respect at all times.

Safeguarding



All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.

Working Hours

The core working hours are from 9.00am to 5.00pm. However, BMHC is a charitable organisation and often have meetings during unsocial hours (evening and weekends). Therefore, the post holder will be expected to work on the odd occasion outside the core hours.

Professional and Personal Development

- The post holder must ensure that they are aware of their responsibilities by attending the BMHC Training and Induction Programme.
- The post holder will be involved in a formal 1-2-1 meetings on a regular basis including a review with the CEO at least every 12 months. Once performance / training objectives have been set, the postholder's progress will be reviewed on a regular basis, so that new objectives can be agreed and set, in order to maintain progress in achieving the tasks outlined in the job descriptions above.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the BMHC to achieve development opportunities as appropriate.

Confidentiality and Information Governance

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to service users, staff, friends of the centre, partners and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the BMHC unless done in the normal course of carrying out the duties of the post.
- Disciplinary action will be considered where a breach of confidence has been established.
- All information obtained or held during the post-holder's period of employment that relates to the business of the BMHC and its service users, friends of the centre, contractors and employees will remain the property of the BMHC. Information may be subject to disclosure under legislation at the BMHC discretion and in line with national rules on exemption.
- BMHC computer and door passwords will be kept by Executive Assistant for the use of emergency access to BMHC rooms and documents by the Chair or Chief Executive Officer.

- The post holder must maintain high standards of quality in all record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

Health and Safety at Work

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the BMHC in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.
- The post holder is required to contribute to the control of risk and must report immediately, using the BMHC Incident reporting system, any incident, accident or near miss involving service users, staff, partners, contractors or members of the public.
- The BMHC site have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the BMHC premises.

Personal Specification			
Attributes	Essential	Desirable	How Assessed
Education / Qualifications		Degree, diploma or other equivalent qualifications.	<ul style="list-style-type: none"> • Application Form • Certificate(s) • Interview
Experience and skills	<ul style="list-style-type: none"> • Experience of networking and coordination with various stakeholders dealing with estates, security and safety. 	Good understanding of COSHH regulations	<ul style="list-style-type: none"> • Application Form • Interview

	<ul style="list-style-type: none"> • Experience in hospitality management for examples Hotels or other accommodations. • Experience of management and development of staff/teams • Experience of conducting confidential and sensitive issues and projects. • Ability to prioritise a busy and varied workload 		
Knowledge	<ul style="list-style-type: none"> • Sound knowledge of word processing packages including Word, Excel, PowerPoint, Outlook (email) 	Good knowledge and understanding of the various faiths and issues effecting faith communities.	<ul style="list-style-type: none"> • Application Form • Certificate(s) • Interview
Skills and Abilities	<ul style="list-style-type: none"> • Ability to work as a member of a team and manage activities of admin team • Excellent organisational skills • Good facilitation skills • Excellent written and verbal communication and interpersonal skills 	Ability to speak community languages (Urdu, Arabic, Bengali, Hindi etc) would be desirable.	<ul style="list-style-type: none"> • Application Form • Interview

	<ul style="list-style-type: none"> • Ability to construct letters and emails from notes, provided by word of mouth. • Ability to use own initiative. • Conscientious and able to meet deadlines • Diplomatic and approachable • Ability to Provide reports. • Ability to handle sensitive issues and resolve conflicts and complaints informally and formally. 		
Work Related Circumstances	<ul style="list-style-type: none"> • Use of a car or access to a means of mobility to travel across the Greater Manchester and region when if required. • Willing to carry out all duties and responsibilities of the post in accordance with the BMHC Equal Opportunities and Safeguarding Policies 		<ul style="list-style-type: none"> • Application Form • Driving License • Interview