



Job Pack: Estates & Facilities Manager (Maternity cover) **Crystal Palace Park Trust**

Dear Candidate

Thank you for your interest in joining Crystal Palace Park Trust.

The **Estates & Facilities Manager (maternity cover)** role offers the opportunity to join a young and growing registered charity at an exciting point in its evolution, and to help lead on establishing Crystal Palace Park as an exemplar in urban park management, community-led regeneration and cultural and heritage programming whilst restoring its position as one of the UK's leading visitor attractions.

We are seeking candidates who have experience in managing and/or maintaining heritage environments, historic buildings and visitor-facing venues. Candidates must also have skills in facilities management and health and safety and security oversight. Reporting directly to the Director of Parks Management, candidates will be responsible for refurbishment plans for our iconic Concert Platform and Subway venues and also assessing and addressing the range of other conservation and maintenance deficits across our built heritage portfolio. You will also be involved with contract and supplier management, health and safety policy and procedure development and will have duty management responsibilities.

The appointment comes at a pivotal moment: in September 2023, after 25 years of community campaigning, Crystal Palace Park Trust took over custodianship of this unique landscape via a 125-year lease from the London Borough of Bromley. We are now working closely with them and a wide variety of other park and community stakeholders to deliver our mission: to protect, manage and improve Crystal Palace Park as a green, historic, ecological, recreational, sporting, cultural and educational resource in the interests of park users and of the wider community.

Crystal Palace Park is not your typical park

At over 200 acres Crystal Palace Park is far larger than most urban parks. Beloved as a 'back garden' to many people in the surrounding neighbourhoods, it is also a grade II* listed landscape of national and international significance due to its

design as the grounds to the Victorian architectural masterpiece, The Crystal Palace, following its move from Hyde Park in 1854.

As a result - as well as being home to a wide variety of plants, trees, animals and birds - the park is rich in unique heritage including the 170-year-old world-famous dinosaurs, sphinxes, and Italian Terraces as well as a younger, but no less unique, architect-designed outdoor concert venue. Today, circa one million people visit the park every year; to relax and meet friends and family, take part in sports and physical exercise, enjoy world class acts during summer festivals or simply have a moment of peace and enjoyment of nature.

The park is on the cusp of benefiting from an ambitious park-wide regeneration programme, the next two phases of which will see £17.75m invested into its landscape, infrastructure and heritage assets. The world-famous dinosaurs and Italian Terraces will be restored, there will be a new Visitor Centre and playground, and south London's very own hidden gem - the Victorian Subway - has recently been reopened as an events and arts space. At the heart of the park is the Greater London Authority-run, brutalist wonder - the National Sports Centre - which is also subject to its own multi-million-pound regeneration programme in the coming years and to which the Trust is a strategic stakeholder. The capital works are due to start on site in the coming months and will be accompanied by a vibrant heritage engagement programme, complementing the growing reputation of the park as a venue for culture, music, theatre and dance. It is expected that the growing profile of the park will support the Trust's aim to expand and diversify the park's visitor base and increase annual visitor numbers by 35%.

People at the heart of a special place

The Trust's excellent and growing in-house team is currently organised into four departments: CEO & corporate functions (finance, HR, IT and other corporate services); Development and Communications; Events and Programming; and Park Management and Commercial. A large number of additional talented individuals are engaged onsite through suppliers, partners and volunteer groups.

We embrace a work culture that is supportive, celebrates success, and embraces continuing development as a critical component of actively supporting staff. We seek applicants who share our passion, energy and excitement, who identify with the Trust's mission, and who believe that they will thrive in a busy and ambitious environment.

Yours faithfully,

Victoria

Victoria Pinnington
CEO



Will Walpole
Director of Parks Management

Job details

Role: Estates & Facilities Manager (maternity cover)

Line managed by: Director of Parks Management

Location: Crystal Palace Park. The Trust's offices are currently based in the park: GLL College, National Sports Centre, Ledrington Road, SE19 2BB

Type: 1 FTE / 40 hours per week (inclusive of paid lunch break) for a fixed term, up to one year

Responsible for: Managing the repair and conservation of our heritage assets and venues; facilities management; security; duty management; budget oversight; health and safety oversight and compliance.

Salary: c.£40k per annum

Benefits: 25 days annual leave plus statutory holidays, increases by a day, pro rata, each year completed, up to 30 days pro rata. Employer Pension Contribution 5%; Employee Assistance Programme (EAP) service; Cycle to Work scheme.

Job description

About the role

You'll be joining a growing and energetic Park Management team as we make sure trees are healthy, wildflower meadows are buzzing, and public toilets are squeaky clean in Crystal Palace Park.

Under the direction of the Director of Parks Management, the Estates & Facilities Manager (maternity cover) will serve as the primary lead for the built environment of Crystal Palace Park, including all buildings, facilities and heritage assets, and for delivering other duties as outlined below.

Park buildings and facilities include but are not limited to, toilets, playground, cafe, disused toilet block, Museum, Skatepark, Concert Platform, car parks, hard (fully bound) and unbound surfaces, fences, railings, walls, bridges and all other structures in the park.

Park heritage assets include, but are not limited to, the park in its entirety, the Upper and Lower Terraces, Crystal Palace Dinosaurs, Crystal Palace Subway, multiple statues, multiple lakes, and numerous other listed and unlisted heritage items within the park.

Heritage management and conservation (25%)

- Take the lead in ensuring that the park's heritage features - both listed and unlisted - are protected, their condition regularly assessed, and

appropriately maintained and repaired in accordance with maintenance and other relevant specifications

- Update the park's Conservation Management Plan (CMP) so it can be used as a tool for heritage management and develop policies and procedures that protect the park's heritage assets during day-to-day use and planned events in the park
- Develop a Heritage Management and Maintenance Plan based on the CMP and other core trust documents in consultation with the senior leadership team
- Procure and manage consultants and contractors as needed to perform inspections, surveys, conservation and repairs and make improvements to park facilities and heritage assets ensuring accidental damage does not occur
- Liaise with relevant suppliers, funders and partners on the delivery of the regeneration plan and the delivery of capital works onsite
- Lead on the consultation and delivery of a replacement for the stolen War Memorial, the refurbishment of the Concert Platform facilities, and the enhancement of the Subway facilities
- Engage with various stakeholders and special interest groups including 'Friends' to encourage the sharing of information, knowledge and expertise.

Contract and risk management (25%)

- Undertake active risk management and mitigation and regularly produce and update risk registers and assessments as relevant
- Administer and oversee contract work ensuring the contracts are fulfilled and quality, cost and programming is adhered to
- Procure and manage other contractors providing services within the park as needed, including security, heritage management, conservation and other services
- Lead on managing approximately 10 leases to buildings and facilities within the park, and develop strong working relationships with lessees to ensure that all obligations are met, liaising with the Head of Commercial and Director of Parks Management as required.

Facilities management (25%)

- Devise and implement a facilities and buildings monitoring and management plan and budget, that ensures that the park's assets are maintained to a state of good repair consistent with maintenance and compliance requirements and lessee obligations
- Lead on the implementation of the security audit recommendations in consultation with the senior leadership team
- Develop and deliver appropriate cleaning, security and repair rotas and schedules

- Work with colleagues to enhance the visitor experience and welcome, removing any barriers to access, particularly with respect to the built environment, wherever possible

Health and Safety, Policy, Procedures and Compliance (25%)

- Be the Trust's operational health and safety lead for the park estate and its visitors, ensuring policy and procedural compliance and active management of all relevant responsibilities
- Deliver and embed our environmental and sustainability policy commitments into all aspects of your work
- Ensure that lessees and facility operators comply with all applicable contracts/leases, laws and regulations related to the management and maintenance of Crystal Palace Park, including planning, health and safety, heritage and environmental designations, fire, water, Equality Act, risk assessments, GDPR, and other relevant regulations
- Support the Director of Parks Management with relevant compliance responsibilities
- Act as duty manager on a regular basis and have oversight of the duty management framework.

Person specification

Qualifications and Experience

All essential unless indicated.

- Experience in estates and facilities management, preferably in a public space setting
- Experience working with and maintaining historic and heritage assets, listed structures, or other sites of historical significance, or public open spaces within a heritage environment
- Experience managing contracts and/or leases and ensuring that contractual and statutory obligations are met
- Experience in the administration of complex site management and maintenance contracts, including supervision of contracted work through establishing regular reviews, and in resolving contractual issues
- Experience writing, interpreting and enforcing specifications for park and/or facility maintenance, and procuring goods and services
- Experience managing play areas to high standards and adhering to relevant requirements (desirable)
- Project management, RICS, BIFM, heritage conservation and/or other relevant certification (desirable).

Skills and abilities

All essential unless indicated.

- Strong understanding of relevant legislation, regulations, health and safety requirements, risk management and other requirements in the maintenance of buildings and facilities
- Knowledge of, and willingness to learn, best practices in the management of facilities, buildings, and heritage assets
- Strong writing and communication skills, including the writing of concise reports
- Strong interpersonal skills, including stakeholder management, influencing, negotiation, and an ability to handle tension and de-escalate conflict
- Flexibility and ability to respond quickly to after-hours issues when assigned and act as duty manager for the site
- Problem-solving and decision-making capabilities
- Good IT skills. Experience with AutoCAD and GIS is desirable.

Values and behaviours

- A commitment to Crystal Palace Park Trust vision, mission and values
- A strong moral compass - doing what's right and raising concerns if required
- A commitment to providing an excellent visitor experience and levels of presentation
- A strong commitment to championing the environment alongside anti-racism, intersectionality and other forms of diversity, equity and inclusion
- A commitment to ensuring safe work practices including safeguarding, especially in the management of public open spaces
- Passion for working with diverse groups of people and engaging people in new opportunities
- Energetic self-starter able to work individually and as part of a team as needed
- A willingness to further develop skills as necessary to thrive in the role.

These responsibilities are broad and cover a range of aspects of our work at Crystal Palace Park Trust. It is a requirement of the Trust that all staff work in a flexible manner compatible with their jobs and in line with the objectives the Trust must fulfil.

How to apply

Crystal Palace Park Trust is an equal opportunities employer. We believe that our staff should represent the communities, organisations and individuals that we work with and support.

We want people from all backgrounds to contribute to our work and be given the opportunity to share their experience, expertise and enthusiasm and therefore welcome applications from all sections of the community. If there are any adjustments that would help support you in your application, please do let us know when you apply.

Submit the following documents as separate .pdf files:

1. CV

2. Covering letter not to exceed two single-sided pages. The covering letter should consist of a statement of personal interest and clearly describe how the applicant satisfies the job description (main responsibilities and person specification) outlined above.

3. Equal opportunities form

Submit the three documents above to **jobs@crystalpalaceparktrust.org**

quoting '**Role: Estates & Facilities Manager (maternity cover)**' in the subject line.

Qualified applicants who are interested in a brief informal discussion about the role prior to applying can request one by contacting:
jobs@crystalpalaceparktrust.org
