

Facilities and Workplace Manager

Job Description

Purpose

The Facilities and Workplace Manager provides strategic and operational leadership to deliver a safe, inclusive and high-quality workplace experience across RBGE. The role oversees Soft FM services, workplace operations and data-driven planning, working in partnership with colleagues and stakeholders across the organisation. By leading teams, managing contracts and supporting capital planning and sustainability objectives, the role helps ensure RBGE's workspaces are efficient, resilient and fit for the future.

Core Responsibilities

Facilities Operations

- Lead the delivery of Soft FM services (including catering, cleaning, waste management, Service Desk, and office furniture and supplies) to support a safe, welcoming and effective working environment across RBGE.
- Oversee the collection and management of facilities and workplace data, enabling accurate reporting and supporting public-sector sustainability and environmental commitments.
- Establish, maintain and continuously improve systems for space allocation, access control, maintenance and infrastructure monitoring, ensuring they are user-focused and fit for purpose.
- Develop, document and embed key workflow processes to improve efficiency, enhance resilience and reduce operational risk, working collaboratively with colleagues and stakeholders.
- Provide leadership and support to the internal facilities team, fostering a positive and inclusive culture.

Workplace Experience/Contract Management

- Champion a welcoming, inclusive and high-quality workplace experience that consistently meets and exceeds the needs of colleagues and visitors.
- Lead and coordinate general office and workplace initiatives across all four Gardens, ensuring consistency while responding to local needs.
- Develop, implement and monitor performance frameworks, working with teams to deliver against agreed Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).
- Manage Soft FM contracts in a way that balances excellent service delivery with effective financial planning and budget management.
- Partner with procurement to efficiently appoint, onboard and offboard outsourced services, working collaboratively with external providers to ensure all work is delivered safely, compliantly and on time.

Office Operations

- Develop and maintain clear, inclusive space standards and metrics across all workplace environments (including labs, offices and education spaces), ensuring they are flexible, accessible and fit for purpose.
- Work in partnership with People & Organisational Development and Digital & Technology Services to design and support workspaces that enable hybrid working, collaboration, effective onboarding for new joiners and employee wellbeing.

Project and Stakeholder Management

- Work in partnership with stakeholders across Development, Education Horticulture, Research, Resources and Planning to develop a shared understanding of operational needs and space requirements.
- Contribute to key organisational processes such as capital planning and space forecasting, providing insight and support to enable informed decision-making.
- Act as a deputy for the Health, Safety and Sustainability Manager when required, supporting continuity and collaboration across these areas.

Team Coordination

- Support the delivery of training, health and safety, and personal development opportunities, helping team members build skills, confidence and capability.
- Lead, motivate and communicate openly with team members, fostering an inclusive, supportive and productive working environment where everyone can contribute and thrive.

Miscellaneous

- Undertake additional duties as required, working flexibly to support the needs of the team and organisation.

Person Specification

Essential Skills

- Experience in retail, hospitality, or customer-focused roles within a corporate or professional setting, with a strong commitment to delivering positive service experiences.
- Ability to manage multiple priorities and workloads simultaneously in a structured and effective way.
- Confidence using Microsoft Office and other relevant systems and software (such as CAFM and Service Desk platforms), with a willingness to learn and adapt to new tools.
- Strong interpersonal skills, with the ability to build and maintain positive, collaborative relationships with a wide range of people.
- Self-motivated and well-organised, with a proactive and adaptable approach to work.
- Demonstrated ability to manage budgets effectively, supporting responsible and transparent use of resources.
- Experience in facilities management and stakeholder engagement, ideally within a multi-service environment, working across different teams and priorities.
- Excellent communication skills, with the ability to engage, support and motivate others in a positive and inclusive way.
- Educated to degree level or able to demonstrate equivalent knowledge and capability through relevant workplace experience.

Desirable Skills

- Experience of delivering projects involving multiple internal stakeholders, with the ability to balance differing needs and priorities collaboratively.
- Knowledge and experience of working in a project leadership role, taking ownership while supporting team contributions and shared outcomes.
- Experience of working within government, public sector, charitable or academic organisations, or a strong understanding of these environments and how they operate.
- A recognised health and safety qualification (such as IOSH, NEBOSH or an equivalent), or a commitment to achieving one where appropriate.
- A relevant building or facilities-related professional qualification from a recognised body (for example BIFM, RICS or equivalent relevant experience).
- An environmental or sustainability-focused qualification (such as IEMA or ISO 14001), or demonstrable experience contributing to environmental management and improvement.