

Job Description

Role: Facilities Manager	Department: Conservation & Policy
Reports to: Head of National Estates	Pay Grade: Grade 5 - £35,800 per annum
Location: 5 Charlotte Square, Edinburgh, EH2 4DR. <i>(Providing support for Central Services portfolio including Broadstone and Stenhouse in Edinburgh, Pitreavie in Dunfermline and Sauchiehall Street in Glasgow).</i>	Type of Contract: Permanent. Full-Time, 40 Hours Per Week. Normal Working Hours Will Be 8 Hours Between 8 a.m. & 6 p.m.
COST CENTRE: 3PM2	ACTIVITY CODE:

JOB PURPOSE

The Facilities Manager will lead the Facilities Management Team covering offices at 5 Charlotte Square, Broadstone, 211 Sauchiehall Street and also providing support to NTS locations in the Central Belt. This role will primarily involve the presentation of NTS Central Offices as a high standard, well organized workplace; it includes responsibility for compliance and security, administration and planning to make the Central Offices run smoothly.

CONTEXT

In March 2027 the Central Office for the National Trust for Scotland will be at 5 Charlotte Square, Edinburgh. The Trust operates other working locations at Broadstone (50 South Gyle Crescent, Edinburgh) and 211 Sauchiehall Street (Glasgow). In addition, the Trust has buildings at Pitreavie (Dunfermline) and Stenhouse (Edinburgh) which are used for storage or general support to the running of the Trust.

5 Charlotte Square is an A Listed Georgian Townhouse that forms part of a UNESCO World Heritage Site. The office space is approximately 12,000 square metres over 6 floors. The property is undergoing extensive renovation with a completion date of early 2027 and a planned date of occupation on 1 March 2027. It will be the responsibility of the Facilities Manager to establish working practices and a building manual in conjunction with the Head of National Estates and the Chief Executive.

Broadstone is currently the Trust's central office for general services to support the organisation. It is largely an open-plan office of approximately 11,000 sq ft, on one floor with adjacent car park comprising 59 spaces. Broadstone is on a fully repairing and insuring lease, and a service level agreement is in place for the maintenance and repair of plant, building services, security and for cleaning and grounds care services. Approximately 150 head office staff are based at Broadstone which also provides a hub for attendance by

regional Trust teams. Additionally, Broadstone's meeting rooms facilitate and host NTS Board meetings and other meetings with both internal and external stakeholders.

Most of the functions currently undertaken at Broadstone will be required at 5 Charlotte Square.

The post holder will be required to establish the correct working procedures for 5 Charlotte Square, to help with furnishing the building and setting up the routine in the new office. As a central location in the nation's capital, it is essential that 5 Charlotte Square reflects the values and heritage of the Trust, making the place somewhere that the whole Trust is proud of and feels welcome in a safe and efficient working environment.

It is envisaged that the Trust's presence at Broadstone will be reduced in January 2028 and withdrawn altogether in January 2030. The Facilities Manager will manage this transition, dealing with the consolidation of office functions at 5 Charlotte Square and the initial reinstatement of Broadstone and subsequent hand-back of the building to the Landlord.

The Facilities Manager will have the responsibility and authority for the security and safety of those persons in the office, including staff, contracted persons, and visitors.

The Facilities Manager will report directly to the Head of National Estates; administrative support and back-up will be provided by the National Estates team.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

General Tasks

- Managing the sites at 5 Charlotte Square, Broadstone and 211 Sauchiehall Street.
- Supporting the Trust at other sites including Pitreavie and Stenhouse – there will be other sites as required.
- The postholder will be a keyholder for the buildings, with access to secure areas, including confidential information.
- The post-holder will provide a high standard of service to internal customers and to visitors to ensure that the Trust's reputation is maintained, responding to enquiries and directing them to the appropriate members of staff.

Support Services

- Responsible for supporting facilities as required to regular head office staff and off-site staff visiting Broadstone, including but not limited to,
 - Receiving and processing incoming and outgoing mail and packages in line with safety procedures.
 - Operation and monitoring of resource booking systems, (eg, workstation requests, car parking, meeting rooms)
 - Ordering, control and replenishment of facilities supplies, such as hygiene consumables, stationery, etc in line with delivery procedures and working closely with the Procurement team.
 - Working with IT to ensure that central printing and copying equipment is serviceable and well stocked and providing support with meeting room audio-visual equipment.
- Overseeing the routine of the Central Offices including the provision of building manuals and compliance.
- Coordinating and procuring furniture and fittings.
- Arranging catering for internal meetings.

Health and Safety

- Hosting and organising induction processes for visitors and new personnel.
- In line with stated Trust policies and approaches to ensure the health and welfare of staff/volunteers and visitors in compliance with legislation.
 - Assessing and dealing with emergency response situations as they arise in line with business continuity procedures.
 - Ensuring the provision of a high standard of hygiene through external contractors, comprising daily cleans of the office and additional cleaning services as required.

Maintenance and building checks,

- Including but not limited to:
 - Carrying out property condition/safety and fire safety checks and inspections in line with Safe Systems of Work.
 - Initiating and monitoring contractor repair and maintenance in line with contractor management procedures and legislation.
 - Storing, maintaining and controlling the use of all tools/equipment at NTS properties and to carry out regular audits of same.
- Maintaining on-line records in relation to the elements above to ensure compliance with legislation.

The current duties of this job do require a criminal records (Disclosure Scotland) check to be carried out.

SCOPE OF JOB

People Management

- Lead a team of 2 Facilities Officers.
- Responsible for managing the Central Office Management Team: arranging training, detailing rotas and responsibilities and day to day working practices.
- Will interface with contractors and suppliers to Trust properties.
- Occasional supervision of volunteers.

Finance Management

- Not a budget-holder but will be expected to raise Purchase Orders and oversee bill payments as required.
- Work closely with the Head of National Estates over expenditure – particularly energy costs and travel claims.

Tools/equipment

- Will be a proficient user of facilities and office equipment
- Will be a regular user of IT and Audio-visual equipment.
- Will be a user of basic hand-held tools.
- Will be required to drive and manage the Trust's pool car.

The above outlines the key skills the job holder will need to possess and exercise. In addition, either knowledge of or experience in the following is required:

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Essential

- Able to communicate in a tactful, polite and helpful manner with staff at all levels, the general public and contractors
- Committed to delivering a high level of customer service, confidentiality and discretion

- Practical experience/ knowledge of buildings services systems and an understanding of basic site plans / drawings / maintenance procedures
- Knowledge and understanding of workplace safety and risk assessments
- Able to operate basic IT packages and willingness to be trained on electronic resource booking systems and use of IT and audio-visual equipment
- Able to work unsupervised, and use initiative when assessing situations, whilst judging when to seek further guidance/advice/instruction
- Ability to prioritise, manage own time effectively and act calmly under pressure in emergency situations
- Adaptable and flexible
- Full driving licence, valid for driving in the UK

Desirable

- Previous experience in a facilities role
- Portable Appliance Testing competency/qualification (or willingness to be trained)
- Proficiency in the handling of carpentry and mechanical tools and selective electrical equipment
- First Aid qualification (or willingness to be trained)
- Knowledge of basic hygiene regimes and procedures (training will be provided)

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

HOW TO APPLY

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk by Friday 18th September 2026.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example, "Facilities Manager - NTS"