



JOB DESCRIPTION AND PERSONAL SPECIFICATION

Role Title:

Head of Estate, Security and Safety (HESS) – Part time (2.5 days per week)

Reports to:

Chief Executive Officer

Salary to be negotiated depending on experience

12-month contract (reviewed after 12 months) with a three-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

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 being 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 and partners, 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 utility heating, electrical repairs, telephones, internet and general maintenance and refurbishment of the building.
2. Effective management of Heritage Accommodation (offices and bedrooms) and the events Marquee. This includes all contracts, services, complaints, joint funding activities and management of the estate etc.
3. Development and management of the future Heritage Café and Restaurant including ongoing management of the contract.
4. Attend meetings as necessary to discuss estate, security and safety performance and respond to feedback from the stakeholders and partners, progressing any actions which arise from the meetings in conjunction with the Chair or the Chief Executive Officer.
5. Complaints management regarding the estates, security and safety, implementing action plans and monitoring improvements.
6. Providing verbal and written reports to the Chief Executive Officer
7. Establish and review working procedures within each area to ensure the requirements of the Health and Safety at Work Regulations 1974 are adhered to.
8. Manage and support the Estate, Security and Safety staff, ensuring they provide an effective and professional service. Including undertaking training and development to carry out their roles and responsibilities. This includes 1-2-1 supervision and support meetings, and the implementation of BMHC policies and procedures. For example safeguarding, equal opportunities and health and safety policies.



9. Be an active member of the Heritage New Build Programme Steering Committee. Including advising and being involved in the future development of the programme.
10. Identify improvements to users of BMHC services, quality and operational efficiency.

General Duties of all post holders

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

Standards of Business Conduct

- The post holder will always be required to comply with the BMHC standing order and standing financial instructions, and deal honestly with the BMHC with colleagues and all those who have dealt 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 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 goodwill 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.

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.



Attributes	Essential	Desirable
Education / Qualifications		Degree, diploma or other equivalent qualifications.
Experience and skills	<ul style="list-style-type: none"> • Experience in networking and coordination with various stakeholders dealing with estates, security and safety. • Experience in hospitality management for example Hotels or other accommodations. • Experience in management and development of staff/teams • Experience in conducting confidential and sensitive issues and projects. • Ability to prioritise a busy and varied workload 	Good understanding of COSHH regulations
Knowledge	<ul style="list-style-type: none"> • Sound knowledge of word processing packages including Word, Excel, PowerPoint, and Outlook (email) 	Good knowledge and understanding of the various faiths and issues affecting faith communities.
Skills and Abilities	<ul style="list-style-type: none"> • Ability to work as a member of a team and manage activities of the admin team • Excellent organisational skills • Good facilitation skills • Excellent written and verbal communication and interpersonal skills 	The ability to speak community languages (Urdu, Arabic, Bengali, Hindi etc) would be desirable.



	<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 produce 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 required. • Willing to carry out all duties and responsibilities of the post in accordance with the BMHC Equal Opportunities and Safeguarding Policies 	

Background to BMHC

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 the trustees have been successfully developing the centre and made significant achievements including celebrating Muslim heritage, culture and history through the House of Wisdom and Stories of Sacrifice Museums; completing 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 the Muslim community and wider society. The challenges include: tackling extremism, Islamophobia and the lack of understanding between Muslims and non-Muslims.



Hence, BMHC's vision and purpose are to be the centre of excellence in the world that promotes: Muslim Heritage, the empowerment and development of the Muslim community and fosters better understanding between Muslims and the wider communities. In order to achieve BMHC's vision and make it a reality, BMHC has the following goals:

- To create an inclusive 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 contribute 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 a highly motivated Head of Estate, Security and Safety (HESS).

How to Apply?

Please send your CV along with a covering letter to:

Halima Kashif: halima.kashif@bmhc.org.uk