

Job Profile

Job Title	Facilities Manager – One Strawberry		
Job Reference No.	HOMEJD1254	Date of issue:	August 2026

The job in a **nutshell...**

You lead facilities management at One Strawberry Lane, our national head office and a multi-tenanted building. You are our visible FM lead for the building, ensuring it is professionally presented. You make sure the building is safe, compliant, well maintained and ready for colleagues, tenants, customers, visitors and contractors to use.

As the building's facilities management specialist, you oversee its day-to-day operation, services, systems and workplace standards. You use building information and feedback to manage risk, resolve issues and maintain a reliable user experience.

What **success** will look like...

One Strawberry Lane runs safely and reliably because statutory and non-statutory compliance requirements are maintained, evidenced and regularly reviewed. Health and Safety, Fire Safety, business continuity, site security and workplace compliance arrangements are proactively managed, with risks escalated and resolved at the right pace. Compliance records, inspections, audits and operational controls remain accurate, current and audit-ready, giving confidence that the building operates safely and meets all relevant requirements.

The building remains well maintained and professionally presented because reactive, planned and cyclical maintenance activity is actively managed, with issues resolved quickly and recurring problems addressed at their root cause. Daily building checks, workplace audits and a visible facilities management presence help maintain high standards across meeting rooms, welfare facilities, kitchens, collaborative spaces, front of house, shared areas and external spaces, ensuring the workplace remains safe, functional and welcoming.

Facilities services and workplace resources consistently meet the needs of building users because cleaning, maintenance, AV equipment, printing, furniture and workplace presentation standards are monitored and improved before issues affect service delivery. Building users can rely on a workplace that supports day-to-day activity, while operational issues are identified early and resolved effectively to minimise disruption and maintain a positive environment.

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Colleagues, tenants, customers, visitors and contractors experience a safe, secure, welcoming and functional building because facilities issues are responded to professionally and owned through to resolution. Building users receive clear communication and practical support, and workplace changes, bookings, events and day-to-day building activity are delivered with appropriate consideration for safety, compliance and operational readiness.

Suppliers, contractors and service partners consistently deliver safe and effective services because work is managed with the appropriate permits, risk assessments, method statements and authority to work arrangements in place. Cleaning, security, waste, pest control, catering support, plant maintenance, car parking and other facilities services are monitored, challenged and improved where required, resulting in reliable service standards, strong contract performance and value for money.

Building systems and workplace technology remain reliable because key services are monitored, maintained and escalated appropriately when issues arise. Mechanical and electrical systems, building management systems, access control, Paxton NET2, AV equipment, smart building technology and the building app support a secure, compliant and effective workplace. Any system failures are tracked and resolved with the right urgency to minimise operational impact.

Facilities management decisions are informed by good quality information because maintenance, compliance, occupancy, attendance, visitor, workspace utilisation, sustainability and supplier performance data are reviewed and used to identify trends, risks and opportunities. Clear reporting, action trackers and performance updates provide visibility of priorities and outstanding issues, enabling decisions to be based on evidence rather than assumptions.

Local facilities management activity supports Home Group's wider environmental goals because waste, utilities, supplier performance and building operations are managed with sustainability in mind. Practical opportunities to improve building performance and reduce environmental impact are identified and progressed, while continuous improvement activity is driven by building performance data, user feedback and operational insight to ensure the workplace continues to meet the needs of its users.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We have an eye for detail • Apply legislation, policies and procedures consistently. • Maintain accurate checks, records and evidence.	Facilities management • Experience of managing facilities services in a busy office, workplace or mixed-use building. • Knowledge of statutory and non-statutory workplace compliance,

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• Use performance information to drive improvements.	including maintenance, health and safety, fire safety, security and business continuity. • Experience of coordinating planned, reactive and cyclical maintenance while keeping accurate, audit-ready facilities records.
We have a win-win mentality • Be positive, practical and solutions focused • Listen to colleagues, tenants, customers visitors and contractors and balance their needs with safety, compliance and operational requirements • Take ownership of building issues and see them through to resolution	Building operations • Knowledge of mechanical and electrical services, building management systems, access control, audiovisual equipment and smart building technology. • Experience of managing suppliers, contractors, permits, risk assessments, method statements and authority to work. • Experience of overseeing services such as cleaning, security, waste, pest control and building maintenance.
We are self-starters • Be proactive, visible, well organised and responsive. • Respond calmly and quickly to unpredictable problems. • Act as the FM specialist and operational lead for One Strawberry Lane.	Data and reporting • Ability to gather and use facilities, compliance, maintenance, occupancy, visitor and workspace information. • Experience of producing clear operational reports, risk updates, action trackers and improvement plans. • Ability to use evidence and user feedback to manage building performance, workplace standards and service improvements.
	Commercial management • Experience of monitoring supplier and contract performance against agreed service standards. • Understanding of purchasing, invoicing and procurement processes. • Ability to manage facilities expenditure and show that services provide suitable value for money.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

- IOSH or another relevant health and safety qualification.

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- Membership of IWFM, RICS or an interest in working towards a relevant professional qualification.
- Experience of ISO 14001 or ISO 27001 management systems and supporting facilities processes within a controlled environment.
- Experience of supporting workplace events, building communications or community activity from a facilities and operational perspective.
- Knowledge of reasonable adjustments and display screen equipment (DSE) requirements.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	Yes (Contributory)	Budget value up to £	£1.5 million
Manages People	Yes	# of direct reports circa	2-3
Travel	Occasional	Driving Essential	No
DBS	None		



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