About Ushaw

Ushaw is a place where activities and people come together to create experiences beyond belief. We harness culture and heritage to enrich people’s lives through their encounters with exhibitions, performances, workshops, training, talks, and our inspiring architecture and artefacts.

Ushaw is a historic estate with stunning chapels, glorious gardens and illustrious museum and library collections. It is also a hub for creative businesses with workspace and conference facilities; and idyllic parkland and agricultural estate with space for festivals. Our history originates in the early nineteenth century; collections date back to the ninth century and today Ushaw is focused on looking forward to delivering a sustainable enterprise for the future.

Ushaw now operates as a mixed economy, heritage visitor attraction supported by commercial activities including conferencing, hotel accommodation, retail and catering.

By the end of 2024, Ushaw will have been open as a heritage visitor site for ten years. This period of transition from exclusive educational establishment to vibrant cultural heritage venue has been marked by trial and review, consolidation and growth. We have tested the appetite for Ushaw to develop a new purpose as a heritage and cultural attraction with varied commercial activities and have made a compelling case for Ushaw’s future direction which is evidenced by the growth in annual audiences to over 100,000 and a largely self-sustaining financial model.

Our plans for the future

As we enter the next decade of operation we have ambitious plans to develop the whole Ushaw estate. This includes:

- Removing the unused buildings from the Historic England at risk register and bring them back into meaningful use.
- Safeguarding our other listed buildings by implementing a full conservation plan that protects the buildings for the next one hundred years.
- Expanding our programme of cultural activities to engage national and international audiences ensuring that Ushaw plays a key role in the North East’s cultural tourism offer.
- Telling the story of British/ English Catholicism since the sixteenth century through new displays of Catholic material culture; increase our visitor engagement to 200,000 annually.
- Embedding wellbeing in our culture for all those that visit or work at Ushaw.

Become part of the team that will develop the huge potential of this unique estate!
Our Mission, Ambitions & Values

Mission

We will preserve the Ushaw estate – its land, buildings and artefacts - for the purpose of public appreciation and enjoyment of culture, heritage and education.

Did you know?
Ushaw has the world’s greatest collection of architecture by the Pugin family.

Ambitions

To develop the Ushaw estate into a sustainable and vibrant resource for the North of England.

Ushaw will be a place where lives are enhanced and enriched through heritage, culture and creative experiences accessible to all.

Did you know?
During covid-19 Ushaw’s visitor numbers grew - largely through local visitors discovering and enjoying our grounds.

Values

Open
We are open and welcoming to all, embracing equality, diversity and inclusion.

Brave
We are brave - pushing boundaries and are not afraid of challenges.

Connected
We are connected - we respect the past whilst embracing the future.

Creative
We are creative - in our own approach to what we do and to inspire creativity in others.

Caring
We are environmentally conscious and care for both our environment and our communities.

Did you know?
Ushaw was ahead of the game when it comes to self sufficiency - they even used to produce their own gas!
The Role

Head of Facilities
Reporting to: Co-CEOs
Salary: £40,000 per annum
Hours: 37.5 hours a week, flexible working required with some weekends
Benefits: 25 days per annum annual leave, plus bank holidays

Ushaw Historic House, Chapels & Gardens is looking for an experienced Head of Facilities to take responsibility for facilities management and maintenance across Ushaw’s historic building and let property portfolio. You will lead a small team of staff and volunteers to deliver excellent standards of maintenance, compliance and environmental management. We want to find a proactive individual with strong communication, organisational and planning skills who can work within appropriate conservation guidelines to manage premises, contracts, equipment and compliance systems.

Responsibilities

- Be responsible for managing a high standard of facilities and maintenance programmes across our historic buildings and let properties delivered through your team and appointed contractors.
- Oversee a programme of planned, preventative and reactive maintenance for which you will have budget responsibility.
- Manage facilities in accordance with conservation principles and be technically proficient in conservation, maintenance, and current building regulations including those requirements for listed buildings.
- Be responsible for operational risk management ensuring compliance with all relevant legislation and will promote a positive Health & Safety culture through coaching, training and mentoring other colleagues, carrying out risk assessments and other inspections as required.
- Manage budgets ensuring good cost control and sustainable procurement. You will be proactive in identifying opportunities for savings and contribute to the financial planning process.
- Manage facilities and maintenance in an environmentally sustainable manner, ensuring an efficient approach to energy, water and waste management.
- Be hands on, proactive and responsive to issues to ensure a high-quality, successful service is delivered.
- Deliver excellent customer service for our visitors, space users, tenants and partners.
What we are looking for

- Someone who can motivate teams including volunteers to drive strong performance.
- A positive attitude, adaptable problem solver with good communication customer service skills.
- A Member of the Royal Institution of Chartered Surveyors (RICS) or the Chartered Institute of Buildings (CIOB).
- Experience of compliance and risk management. Excellent knowledge of Health & Safety and Fire and Security procedures.
- Competence in contract management and contract administration.
- Experience of budget responsibility and delivering agreed work programs/projects within budget.
- Experience of working with contractors, ensuring risk assessments are undertaken, and all work is compliant with the relevant legislation and policies.
- Excellent time management and organisation skills.
- Confident communicator who is able to build trusted relationships with staff, tenants, contractors and space users.
- Knowledge of Health & Safety, CDM regulations, emergency procedures, fire safety, security and risk management.
- Good IT and administration skills to assist with efficient delivery of the role.
- Ability to use ACAD, Sketchup or other drawing software, BMS and knowledge of IT networks and systems is desirable.

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| **Qualifications** | Membership or qualification from the Institute of Workplace and Facilities Management.  
Attendance at relevant Health & Safety courses. | IOSH/ NEBOSH qualification  
Membership of the Royal Institution of Chartered Surveyors (RICS) or the Chartered Institute of Buildings (CIOB) |
| **Experience** | Experience of managing facilities, buildings or maintenance in a visitor facing business.  
Experienced in the implementation of safe systems and developing a safety culture, managing Health and Safety at Work in a public venue or similar context.  
Experience of managing the maintenance and operation of historic buildings and associated plant, equipment, and services.  
Experience of managing budgets to ensure best use of resources through prioritisation and planning.  
Experience of managing small scale capital projects including financial, operational and health and safety requirements. | Experience of managing facilities and maintenance within an historic buildings or an historic estate  
Experience of making grant funding applications. |
| **Skills** | Ability to motivate and manage performance in line managed staff and contractors.  
Ability to problem solve and work to tight deadlines.  
Ability to work with a wide range of stakeholders including visiting public, funders and contractors. | CAD proficient |
| **Knowledge** | Knowledge of the planning system, particularly as it relates to the historic environment, and places of worship and a commitment to the principles of historic buildings conservation.  
Knowledge of alternative approaches to energy use and consumption. | Awareness of historic building fabric and established conservation principles |
Benefits

- Hybrid / Flexible working
- 25 days’ annual leave + 8 bank holidays (pro rata)
- Employers pension contribution
- Annual membership of Ushaw Historic House, Chapels and Gardens; shared access to Historic Houses membership scheme

To Apply

Please submit a CV and covering letter outlining how you are suitable for the role to jobs@ushaw.org by 5pm on Monday 13 May 2024. Interviews will be held week beginning 3 June 2024.

To discuss the position further please contact:

Lucy Jenkins
Co-CEO & Director of Culture and Heritage
lucy@ushaw.org

To learn more about Ushaw, please visit our website
ushaw.org