

JOB DESCRIPTION

ROLE:	Head of Facilities and Health and Safety
DEPARTMENT:	Corporate Services
REPORTS TO:	Director of Finance, Risk and Corporate Services.
CONTRACT:	Permanent
BAND:	9

ROLE SUMMARY

The Head of Facilities is a critical senior management role responsible for the strategic direction and operational leadership of all facilities functions across ICC Belfast, Waterfront Hall and Ulster Hall. The postholder will oversee a high-performing Facilities team, including direct line management of the Facilities Manager, Venue Health and Safety Manager and the Sustainability Lead. They will also assume strategic oversight of all aspects of Health, Safety and Event Safety, ensuring a joined-up approach to safety, compliance, and venue readiness across all venues and events.

This post requires a proactive leader who can balance strategic asset management, sustainability, contract negotiation, and compliance, with hands-on support to ensure the delivery of world-class events in a high-profile, public-facing environment. This role requires flexibility to work outside normal business hours to support event delivery, venue emergencies or urgent operational needs across our sites.

This role is essential to the delivery of our company vision: to be a world-class stage where people make great things happen. All employees are expected to embrace the values of “Do It Right, Do It Now”.



Customers First: We always put our customers first.

One Team: We own shared goals as one team and support each other's growth.

Environment: We protect our environment and keep ourselves and others safe.

Respect: We treat each other with respect at all times.

Pride: We work with pride, purpose and urgency.

Driven: We are driven by our pursuit to be world class.

Structured: We take a structured approach - plan, do, check, act.

Unique: We are proud to be unique and original.

KEY DUTIES

Strategic Facilities Leadership

- Lead and develop a high-performing Facilities, Health and Safety and sustainability teams, creating a culture of continuous improvement and innovation.
- Provide expert strategic advice to the Executive Leadership Team (ELT) on all facilities-related matters including lifecycle planning, reactive and preventative maintenance, and capital projects.
- Oversee the planning and implementation of all facilities strategies, ensuring buildings, systems and infrastructure are maintained to the highest standards.

Operations & Asset Management

- Ensure effective operation of the Facilities Helpdesk and maintenance programme across all venues.
- Lead the development and review of the Asset Management Strategy and long-term venue related capital investment planning.
- Champion sustainability across all facilities functions, embedding best practice into procurement, energy usage, and capital project planning to support ICC Belfast's environmental targets.
- Oversee energy and sustainability strategies to reduce environmental impact and drive energy efficiencies.
- Ensure a high-quality Planned Preventative Maintenance and Response Maintenance regime across all sites, ensuring rapid turnaround and minimal operational downtime.
- Ensure that the outcomes of any condition surveys are translated into an action plan including related costs.
- Manage both the cleaning and control room contracts to ensure compliance with service levels, KPI's and costs.

People & Leadership

- Line manage and develop the Facilities Manager, Venue & Event Safety Manager and Sustainability Lead, ensuring effective delegation and accountability at all levels.
- Embed strong communication channels across departments to deliver operational excellence during events.
- Ensure the entire team is supported with appropriate training, tools and guidance to succeed.
- Ensure clear delegation of operational safety delivery to the Venue and Event Safety Manager, while maintaining strategic oversight of all venue and event safety functions.

Finance & Procurement

- Prepare and manage departmental budgets, report on financial performance and identify cost savings.

- Oversee all FM-related procurement, including contracts for cleaning, waste, M&E services, and reactive works.
- Monitor contractor performance to ensure quality, compliance and value for money.

Compliance, Safety & Risk

- Ensure full compliance with statutory building requirements and manage inspections, testing and record-keeping.
- Work collaboratively with the Venue and Event Safety Manager and wider safety team to ensure that venue safety, emergency planning and business continuity arrangements are robust and regularly reviewed.
- Act as senior responsible officer for ensuring venue access, hygiene, infrastructure and security standards are in place ahead of all events.
- Work in partnership with event security providers to ensure appropriate security measures are in place before, during, and after events. Provide strategic oversight and performance management of contracted security services.
- Lead on all venue-level Risk Assessments and ensure robust Fire Safety procedures and training are in place.

Reporting & Governance

- Provide high-quality reports and performance data to the Director of Finance, Risk and Corporate Services, SLT and Board as required.
- Oversees environmental and sustainability reporting, including carbon reduction, energy use and waste management.

KEY RELATIONSHIPS

Internal

- Director of Finance, Risk and Corporate Services
- Venue and Event Safety Manager
- Facilities Manager
- Facilities Assistant
- Sustainability Lead
- Events, Technical and Operations Teams
- SLT and ELT

External

- Belfast City Council and Licensing Authorities
- Contractors and Suppliers
- Event Security, Cleaning, and FM partners
- Statutory Bodies (e.g., HSE, NIFRS)

PERSON SPECIFICATION

Competencies

Applicants will be required to demonstrate evidence of the following competencies through the selection and recruitment process:

Strategic Facilities Leadership

Provides senior leadership and oversight of all estate, facilities, safety and sustainability functions across multiple venues. Balances long-term planning (e.g. capital investment, lifecycle strategy) with short-term operational readiness for world-class events. Advises ELT on complex building, safety and compliance matters with authority and foresight.

Risk, Compliance and Regulatory Governance

Leads on statutory compliance across building safety, venue access, hygiene, contractor performance, emergency planning, and business continuity. Champions a proactive risk culture and embeds structured processes (Plan–Do–Check–Act) for audits, inspections and ongoing legal compliance. Maintains credibility with statutory partners (e.g., HSE, NIFRS, licensing authorities) through transparent and collaborative working.

People Leadership & Organisational Development

Inspires, coaches and supports direct reports including the Facilities Manager and Venue & Event Safety Manager to drive departmental excellence. Builds cross-functional trust and alignment between operational, event and technical teams to deliver high-impact customer outcomes. Models the company's values consistently, particularly under operational pressure or change.

Financial & Contract Management

Develops, monitors and reports on significant capital and operational budgets across cleaning, M&E, waste, control room and other contracts. Drives value for money through effective procurement, contract performance reviews and supplier engagement. Identifies commercial risks and opportunities related to infrastructure and utilities.

Sustainability and Environmental Leadership

Oversees the sustainability function across estates, energy usage, carbon reporting, and building performance. Works in close collaboration with internal teams and suppliers to drive meaningful environmental initiatives that contribute to ICC Belfast's sustainability ambitions. Ensures clear, action-focused reporting on environmental performance to the Board and stakeholders, supporting transparency and continual improvement.

Stakeholder Communication & Influence

Engages effectively at senior level both internally (Board, ELT) and externally (contractors, authorities). Translates technical and risk-based topics into clear decision-making information for non-technical stakeholders. Builds credibility through a values-led leadership approach and excellent written and verbal communication.

Continuous Improvement & Innovation

Proactively reviews systems, processes and infrastructure to identify opportunities for better service, safety or efficiency. Fosters a culture of innovation, learning and improvement within the team, encouraging new ideas and smarter working practices. Drives modernisation of facilities management through use of CAFM systems, tech integration and smarter analytics.

Essential Criteria

Applicants must meet either of the following criteria by the closing date for applications:

Qualification and Experience

- Degree or equivalent qualification in Facilities Management, Building Services, Engineering or similar
- Minimum 5 years' experience at a senior facilities or estates management level
- Membership of a relevant professional body (e.g. IWFM, CIBSE, RICS, CIOB or equivalent) is highly desirable and may be considered equivalent to formal academic qualifications.
- Demonstrable experience in leading multidisciplinary teams and managing contractors
- Proven track record in budget management, capital planning and procurement
- Strong knowledge of statutory compliance in building services and FM best practice
- Experience overseeing large, public-facing venues or estates
- Excellent interpersonal, influencing and report-writing skills
- Experience working cross-departmentally in a fast-paced environment

Desirable Criteria

It is desirable for applicants to demonstrate:

- NEBOSH, IOSH or equivalent H&S qualifications
- Experience with CAFM systems (e.g. VEMS, PARIM, Building Management Systems)
- Experience leading sustainability/energy projects
- Experience in live events or hospitality venue environments

Shortlisting criteria

BWUH Ltd. reserves the right to shortlist only those applicants who have demonstrated the appropriate level of experience as noted in the Job Description.

The applicant should highlight on their CV industry specific qualifications, certificates and experience as well as educational achievements.

Please note that it is the applicants' responsibility to ensure that their CV, covering letter and Monitoring Form are submitted by this closing date and time. Any offer of employment is subject to the receipt of proof of eligibility to work in the UK and proof of any required qualifications.

BWUH Ltd. treats personal data collected during the recruitment process in accordance with the organisations data protection policy. Information about how your data is used and the basis for processing your data is provided in the BWUH Ltd. applicants' privacy notice, a copy of which is available on our website.

To Apply

To apply for this post, please upload your CV, and a covering letter detailing how you meet the essential criteria via the following link:

<https://iccbelfast.com/careers>

or

by post to; HR Team, Waterfront Hall, 2 Lanyon Place, Belfast. BT1 3WH

The deadline for applications is Friday 15th August at 12 noon.

The applicant should highlight on their CV industry specific qualifications, certificates and experience as well as educational achievements.

Please note that it is the applicants' responsibility to ensure that their CV, covering letter and Monitoring Form are submitted by this closing date and time. Any offer of employment is subject to the receipt of proof of eligibility to work in the UK and proof of any required qualifications.

Short-listing, testing and interview dates

It is envisaged that interviews will be held on W/C 25th August 2025.

BWUH Ltd. will make all reasonable efforts to accommodate applicants who are unavailable on the specified interview date, but it is under no obligation to do so.

Requiring Reasonable Adjustments Section

We encourage any applicants with a disability to contact us to discuss reasonable adjustments, the intention of which is to enable full participation in the application and selection process.

If you want to contact us to discuss reasonable adjustments, please call us on 07585888240 or Hrinbox@waterfront.co.uk

Guaranteed Interview Schemes

We welcome applications from people with disabilities and operate a Guaranteed Interview Scheme. This means if you have a disability, and you apply and meet the

essential criteria for one of our positions, we will consider your application under this scheme and guarantee you an interview.

Your application will be considered like all others, by measuring it against the essential criteria as set out in the employee specification but any short-listing or desirable criteria will not be applied to you.

Selection methods, such as computer-based skills tests, paper-based aptitude tests, situational judgement tests, driving assessments and assessment centers, are deemed to be part of the essential criteria. This means that all applicants must sit and pass these tests or assessments.

If you want to more information about the Guaranteed Interview Scheme, please call us on 07585888240 or send an email to HRinbox@waterfront.co.uk