JOB DESCRIPTION

ROLE:	Facilities and Maintenance Coordinator
DEPARTMENT:	Operations
REPORTS TO:	Head of FM and H&S
CONTRACT:	Permanent
BAND:	5 (£29,290 - £38,795) plus NILGOSC Pension Scheme
HOURS OF WORK:	Your hours of work are on average 37 per week over a 4-week period. The rota will include a mixture of days, evenings and weekend working five days over seven. You will also be required to play an active part in our 24/7 on call rota.

Role Summary
As part of the ICC Belfast, Waterfront Hall and Ulster Hall team, the Facilities and Maintenance Coordinator ensures all buildings are operationally ready, safe, and presented to the highest standard for every event.

This role coordinates planned and reactive maintenance, manages contractors, oversees facilities-related projects, and responds to building service faults. You will be a key player in ensuring that every aspect of our physical environment supports world-class events and experiences.

BWUH Ltd. is committed to its vision of being a world-class stage where people make great things happen. Central to this is creating an environment where our people can grow, develop and contribute to the success of business tourism, live entertainment and events, delivering lasting social, cultural and economic benefits for Belfast and Northern Ireland. All employees are expected to commit to the company 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.

We value diverse perspectives and encourage applications from people of all backgrounds, identities and experiences.

KEY DUTIES

Facilities Operations & Maintenance

- Coordinate and monitor planned preventative maintenance (PPM) and reactive maintenance (RM) across all venues.
- Act as first responder for building services issues (mechanical, electrical, or structural), ensuring swift and safe resolution.
- Oversee building management systems (BMS/Trend) to maintain comfort levels and energy efficiency.
- Maintain accurate maintenance records, repair logs, and statutory compliance documentation.
- Conduct and record routine compliance checks (fire alarms, emergency lighting, lifts, etc.).
- Manage asset registers and ensure plant rooms, service yards, and storage areas are safe and well-maintained.

Contractor & Team Management

- Schedule and supervise contractors, ensuring adherence to company H&S policies and legislative standards (e.g., BS 7671, BS 7909).
- Manage workloads for permanent and casual maintenance staff (e.g., handymen, electricians).
- Support budget management through purchase orders, stock control, and contractor costings.
- Liaise with utilities providers and external stakeholders as required.

Event Support

- Collaborate with Production and Event teams to deliver technical and facilities support for events and conferences.
- Attend planning and production meetings as required.
- Provide oversight for temporary power setups and safety documentation (e.g., method statements).

Health, Safety & Compliance

- Assist the H&S Manager with inspections, audits, and compliance reporting.
- Carry out workplace inspections and behavioural audits.
- Promote safe working practices across all FM operations.

Administration & Reporting

- Maintain up-to-date documentation including PPM logs, H&S reports, and VIP system updates.
- Provide management reports on maintenance activity, sustainability initiatives, and project updates.
- Deputise for the Head of FM & H&S when required.

Other Duties

- Participate in all appropriate and relevant induction and in-service training and in the induction and support of all newly appointed staff.

- Act in accordance with BWUH policies and procedures including customer care, equal opportunities and health and safety procedures.
- Undertake all duties in such a way as to enhance and protect the reputation and public profile of BWUH Ltd.
- Undertake such other relevant duties as may from time to time be required.

PERSON SPECIFICATION

Competencies

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

- Strong communication skills with the ability to build relationships across teams and with external partners.
- Proficient in using FM systems and standard IT applications.
- Excellent planning and prioritisation skills, able to manage multiple demands.
- Customer-focused with experience handling sensitive or time-critical issues.
- Self-motivated, adaptable, and able to work independently or as part of a team.
- Committed to continuous improvement and open to change.
- Flexible regarding hours, including evenings and weekends.
- Leadership skills with the ability to motivate and guide team member.

Essential Criteria

Applicants must have:

- Minimum 3 years' experience in a busy event or venue environment.
- Minimum 1 year's experience in an FM team, including contractor management and scheduling.
- Experience managing PPM/RM tasks around live operations or client activities.
- Experience using and programming BMS systems (preferably Trend).
- Understanding of Health & Safety processes and legislative compliance.

Applicants must have hands-on experience in:

- Planning and programming FM activities within multi-site venues.
- Managing and reviewing PPM/RM activities (e.g., fire safety checks, HVAC resets, lift operations).
- Allocating workloads for maintenance teams and coordinating site visits.
- Using VEMS or similar maintenance management systems.

Desirable Criteria

- Recognised Health & Safety qualification (e.g., IOSH, NEBOSH).
- IPAF or other relevant technical certifications.
- Experience managing statutory compliance checks (fire alarms, emergency lighting, lifts, etc.).
- Knowledge of Building Energy Management Systems (BEMS).

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 **5pm on Friday 27 November 2026.**

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 **WC 30 November 2026.**

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