

NORDOFF & ROBBINS

Job Title:	Operations & IT Manager
Accountable to:	Director of Finance & Operations
Location:	London Centre, Gospel Oak
Working Hours:	40 hours per week (9-5pm) Monday-Friday
Contract type:	Full time, permanent
Annual leave:	31 days pa plus bank holidays
Salary:	£41,169 plus £1,500 London Weighting pa. Total salary £42,669 pa

About Nordoff and Robbins

We stand for music and believe in the value of music for all people in our society. Every day we use the power of music to enrich the lives of people affected by life-limiting illness, trauma, isolation, social exclusion, or disability.

Our goal is to bring more people together through the power of music. We can only do this if we pioneer creative new approaches to marketing, communications and digital that help us engage more people and grow our fundraising.

We need courageous, curious, agile, innovative change makers and music lovers like you to make this happen. This role is your chance to help us achieve our ambitious goal of transforming more people's lives through music.

Our culture

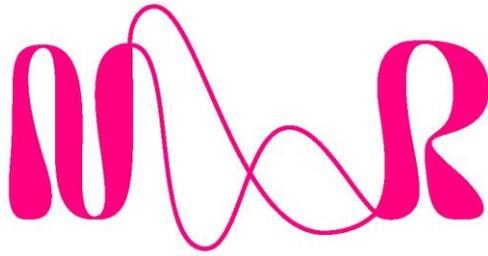
At Nordoff and Robbins everyone has a role to play in building and nurturing our inclusive culture. If you join our team, you will be encouraged to be yourself and we want everyone to feel a sense of belonging.

We offer:

- Hybrid working however, the specific nature of the role means that you will be expected to work on site 4 days each week and one day from home.
- Salary sacrifice benefits including cycle to work.
- A true People First charity with training and career development as part of our core.
- An inclusive culture where you will feel a sense of belonging.
- Lots of music!

Our Operations team

Our Operations team are the people behind the scenes that enable Nordoff and Robbins to function day-to-day. We cover all the essentials such as facilities management, IT/systems support, health and safety and finance and are based at the London Centre, Nordoff and Robbins' flagship music therapy space in north London.



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About the role

As Operations and IT Manager you will play an important role keeping our music therapy facilities, IT and health and safety functioning charity-wide, by:

- Overseeing the management of the London Centre, working closely with the Facilities Coordinator to ensure overall centre management.
- Day to day liaison with our outsourced IT support and supporting hardware on site, monitoring cybersecurity practice across the organisation in line with policy. Ensuring colleagues across the organisation are aware of and comply with our data security standards
- Ensuring the health and safety compliance of the London Centre, as well as supporting Regional Managers and Education team to ensure compliance at all other buildings owned, leased or managed by Nordoff and Robbins.
- Line management of Facilities Coordinator, ensuring they are fully supported at all times to oversee daily operations at the London Centre.
- Project management of all building and facilities-related projects, both at the London Centre or at other bases as required.
- Oversee the departmental budget for facilities, ensuring best value is sought for all contracts suppliers and seeking ways to reduce costs.
- Developing strategy for use of the London Centre, seeking ways to increase its use and revenue.
- Supporting wider Operations delivery, including business systems and liaising with our IT support team
- Act as a champion for sustainability, leading on reduction of our carbon footprint and overseeing sustainability initiatives across Nordoff & Robbins.

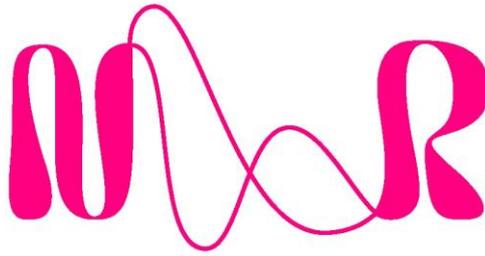
What you'll be responsible for:

Facilities Management

- Oversee the management of the London Centre, working closely with the Facilities Coordinator to oversee all administration, facilities and office management.
- Work with the facilities coordinator to oversee all contractors, repairs and day-to-day maintenance and ensure repairs and works are processed in a timely manner.
- Ensure planned preventative maintenance (PPM) is well planned throughout the year and that compliance of all onsite plant is maintained.
- Work with the Facilities coordinator to ensure best value on all contractor arrangements, assessing all contracts at renewal and overseeing tender processes.
- Support Regional Managers and Regional Admin Assistants with any facility and operational matters at regional bases.
- Manage relationships with all colleagues, contractors, suppliers, internal and external stakeholders including clients, visitors and the general public.

IT Operations

- Work with the Director of Finance & Operations to manage the relationship with our IT service provider and helpdesk [Gallery](#).



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- Provide technical support for colleagues at the London Centre, working with Gallery and Director of Finance and Operations to ensure the functionality of all IT systems.
- Work with Facilities Coordinator to ensure functionality of all IT, AV and Security systems at the London Centre including access control and CCTV.
- Work with the Director of Finance & Operations to facilitate data protection compliance with the relevant SLT and SMT leads.
- Oversee relevant systems for facilities including SharePoint, Trello, Zoom, Web invoicing, Worknest, Sign-In App, and our online training platform Litmos.
- Support colleagues with implementing IT and data security matters and ensure teams have the resources needed to ensure compliance.
- Organise colleague training for IT and data security issues across the organisation

Health and Safety

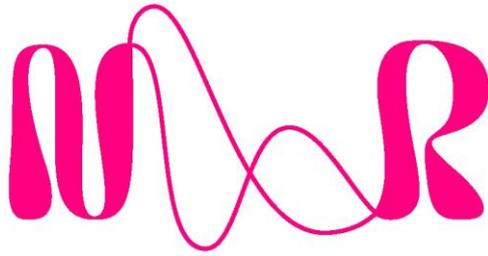
- Work with our H&S advisors [Worknest](#) to ensure the health and safety compliance of the London Centre and our other bases nationally.
- Ensure all risk assessments, policies and health and safety systems are in place and updated regularly / reviewed as appropriate.
- Develop new systems where necessary to ensure compliance across multiple sites and to streamline health and safety operations.
- Ensure that all policies and documentation are kept up to date and online filing systems are maintained.
- Ensure health and safety audits are completed annually across all sites and ensure any actions are rectified in a timely manner.
- Prepare and update health and safety policies and processes, overseeing their implementation and communicating these as required.
- Support colleagues with health and safety matters and ensure teams have the resources needed to ensure compliance.
- Work with Regional Managers and Facilities Coordinator to oversee health and safety inductions for all new starters.
- Organise colleague training for health and safety issues across the organisation.

Project Management

- Project manage all office, facilities and building-related projects both at the London Centre and other bases as required.
- Work with the fundraising team to identify and develop new projects in line with funding opportunities, liaising with relevant internal and external stakeholders as necessary.
- Plan for future organisational expansion and growth in line with Nordoff and Robbin's wider project goals, working with other teams to provide facilities-related support.
- Lead the practical aspects of developing any new centres/bases that may arise.

Strategy and Development

- With the Director of Finance & Operations, develop strategy and vision for use of the London Centre, seeking ways to increase its use, as well as functionality, accessibility, impact and revenue.



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- Work with Music Services to develop new and improved uses of the building in line with Nordoff and Robbins values and wider strategy.
- Plan and develop new strategies for maximizing use of our buildings and maximizing benefits for our clients and other stakeholders.

Finance

- Manage the departmental budget for facilities and IT, tracking all expenditure and ensuring best value is sought on all contracts and suppliers.
- Seek ways to streamline operations and reduce costs wherever possible.
- Working with the facilities coordinator, review all quotes and contracts to ensure best value for services.
- Seek ways to improve affordability and increase revenue of spaces and operations.

Sustainability

- Lead on the sustainability of building operations, developing a sustainability strategy and policy to improve the sustainability across all Nordoff and Robbins owned and managed sites.

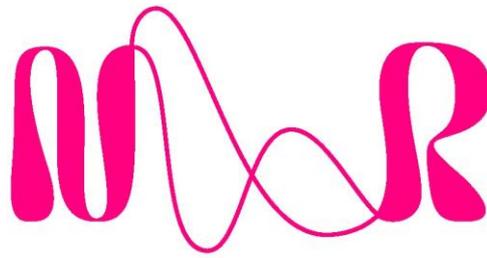
Line Management

- Provide line management to the Facilities Coordinator ensuring that:
- Clear objectives are set and achieved.
- Activity checklists are completed and monitored.
- Contractors planned preventative maintenance (PPM), and compliance is managed effectively.
- The buildings are opened and closed as required, including putting provisions in place for annual leave and sickness.
- The condition of the office/centre is maintained, and necessary repairs carried out in a timely manner.
- Daily, weekly and other inspections and walk-arounds take place and results are documented.
- Health and safety and compliance are maintained at all times.
- Provide line management to the in-house cleaners, ensuring all work is completed to a high standard and overseeing all administration, compliance and training.

Things we all do

- Put our mission front and centre
- Be a role model for our values and behaviours, wellbeing and EDIB
- Attend Nordoff and Robbins events (sometimes out of working hours) as a colleague and ambassador for the charity
- Make sure we get the 'Brilliant Basics' right
- Actively strive for continuous improvement
- Be clear and kind in everything we do

To undertake other duties as reasonably required

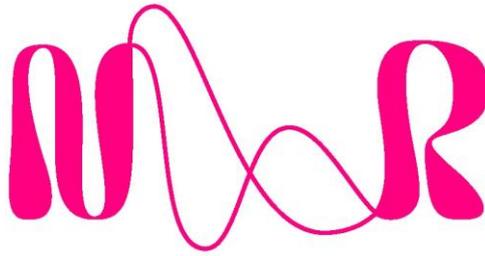


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CORE SKILLS

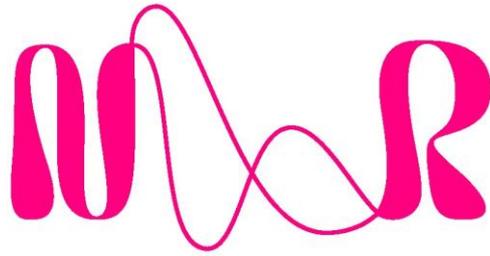
These are the key skills which you'll bring to the role

Skills and knowledge	Why this matters
High levels of organization and time-management	You will be managing multiple workstreams and conflicting priorities across multiple sites.
Experience of facilities management including heating systems, lifts and security/alarms.	You will lead on facilities management for the London Centre, including heating systems, lifts and security/ alarm systems.
Strong working knowledge of Health and Safety including fire safety, risk assessments and building-related compliance. (IOSHH or 'competent person' qualification would be useful but is not essential.)	You will lead on health and safety compliance for facilities as well as leading the annual health and safety audit.
IT Literate (Formal certification would be useful but is not essential.)	You will be responsible for a range of IT systems and software (O365, Zoom), as well as supporting colleagues with IT and equipment and supporting data security strategy.
Confident with administration and systems / processes.	You will ensure all health and safety and IT systems are managed effectively and develop new systems where necessary to ensure compliance across multiple sites.
Experienced in Project Management	You will lead on project management for any building or facilities-related projects, some of which may be large-scale capital projects.
Methodical approach and attention to detail	You will be overseeing contracts, policies, audits and compliance.
Strong communication skills (both written and verbal)	You will communicate both written and verbally across a wide range of stakeholders



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	including colleagues, clients and contractors.
Confident in relationship and contract management	You will be managing contracts and relationships across a wide range of stakeholders.
Financially and numeracy-literate	You will oversee the facilities departmental budget as well as reviewing contracts, quotes and tenders for suppliers.
Experienced in line management	You will be line managing the Facilities Coordinator as well as the in-house cleaners.
Discretion and confidentiality	Due to our client base you will need to work with confidentiality, sensitivity and flexibility around those with disabilities, mental health and accessibility needs.
Knowledge of sustainability and best practice in the sector.	You will be a champion for sustainability and seek ways to reduce our carbon footprint in our operations.
Experience	Why this matters
Experience in facilities management, including oversight of planned preventative maintenance (PPM) of boilers, lifts, and other building facilities.	You will lead on all facilities management for the London Centre as well as providing support to facilities nationally.
Experience overseeing contractors, suppliers and contracts.	This role has oversight of all repairs, maintenance and contractors onsite at the London Centre.
Experienced providing support with IT, AV and security systems such as access control and CCTV.	This role will have oversight of IT systems, AV and security systems such as access control and CCTV.
Experience overseeing health and safety compliance including risk assessments and fire safety.	This role will have oversight of health and safety for all facilities and will need a good working knowledge of compliance.
Experience in project management	You will lead on project management for any building or facilities-related projects, some of which may be large-scale capital projects.
Experienced in line management	You will be line managing one direct report as well as the work of the in-house cleaners.



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ADDITIONAL SKILLS

These skills aren't essential, but we would be interested to hear if you have skills in these areas

Experience	Why this matters
Experienced in building repairs including basic carpentry, electrics and plumbing.	This would be a useful skill in the general upkeep of the main London Centre building.