ROLE PROFILE - INTERNAL

Role Title	**Facilities Manager**
Business Unit / Group Function	OBU
BU Team / Sub-Function	Supply Chain / Packaging
Location	SBP and Arete
Reports to	Operations Maintenance Area Leader
Team Composition	Facilities, Reception and Bottling Samples teams, supported by third-party service providers.
Role Layer	4A

Role Purpose

To plan, organise and manage facilities and agreed site services at SBP and Arete, providing safe, compliant, reliable and cost-effective services that support Packaging and Supply Chain operations. Reporting to the Operations Maintenance Area Leader, lead the facilities teams and service providers, act as the key facilities contact and deliver agreed maintenance, service and improvement plans.

Accountabilities

• Deliver facilities and agreed site services to regulatory, mandated and WGW standards. Maintain quality controls, manage non-conformances and ensure corrective and preventative actions are completed promptly.

• Co-ordinate internal and external building upkeep and central services, including reception, security, mail, cleaning, catering, restaurant services and waste disposal. Maintain equipment, cleanliness and housekeeping, with clear interfaces for areas managed by bottling site services.

• Contribute to the five-year services maintenance plan and implement agreed short-, medium- and long-term plans under the Operations Maintenance Area Leader. Co-ordinate planned and corrective maintenance, failure elimination and continuous improvement, applying total productive maintenance and a whole-life-cycle approach to assets.

• Maintain accurate IFS maintenance records and report agreed service, reliability, quality, safety and cost KPIs. Identify, prioritise and deliver corrective actions, sharing maintenance improvements across Packaging sites.

• Manage costs within agreed facilities and site-services budgets, balancing service quality, asset reliability, legislative compliance and fixed costs. Review supplier and contractor contracts annually and make timely, cost-effective decisions within agreed authority, drawing on relevant technical and commercial developments.

• Plan, co-ordinate and supervise facilities improvements, cosmetic upgrades and agreed site-services replacement projects. Use appropriately licensed contractors and ensure work meets agreed safety, quality, cost and service requirements. Supporting local employee forums at both sites.

• Lead, motivate and develop the facilities teams in line with Company Values. Allocate resources effectively and work collaboratively with engineering, operations and external partners to deliver agreed plans and continuous improvement.

• Manage the Bottling Samples team to ensure sample requests are prepared and despatched within agreed timeframes.

• Work with Area Leaders and other Facilities Managers to maintain business continuity plans, updating and communicating requirements to relevant staff as needed.

• Monitor energy and utility use within facilities services, ensure associated assets are appropriately maintained, identify losses and waste, and implement improvement plans that support environmental compliance and operational performance.

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Competencies

Service delivery Plans and prioritises facilities services to meet operational needs and agreed standards.	**Safety and compliance** Applies site requirements, identifies risks and escalates issues within agreed responsibilities.	**People leadership** Sets clear expectations, allocates resources and develops the facilities teams in line with Company Values.
Collaboration and communication Works effectively with Maintenance, operations and service providers, communicating priorities and resolving service issues.	**Cost and contractor management** Manages agreed budgets and supplier performance, balancing service quality, compliance and value.	**Continuous improvement** Uses service and maintenance data to address recurring issues, reduce waste and improve reliability.

Skills and Experience

• Experience managing facilities or site services in a manufacturing or comparable operational environment.
• Experience supervising teams and third-party providers across building upkeep and support services.
• Working knowledge of planned and corrective maintenance, asset care and maintenance records, including IFS or a comparable maintenance management system.
• Ability to apply relevant health, safety, environmental and contractor-management requirements, drawing on technical specialists where needed.
• Experience managing budgets, reviewing contracts and monitoring supplier performance against agreed service requirements.
• Ability to plan and co-ordinate facilities improvements, manage competing priorities and maintain service continuity.
• Ability to interpret service, cost, maintenance and utility data, identify recurring issues and deliver practical improvements.
• Clear communication, stakeholder co-ordination and team-development skills.