

Facilities Management Coordinator

Manchester Central Convention Complex

Manchester Central is an award-winning venue in the heart of one of Europe's most vibrant cities; our vaulted arches and station clock have made our venue an iconic city feature for more than 140 years.

Our experienced team of professionals lead the industry with unrivalled service standards to help our clients create engaging, memorable experiences at events of all shapes and sizes.

The role

Competitive salary up to £25,000pa pro rata/ 25 days holiday plus bank holidays pro rata / contributory pension scheme / discounted car parking

Responsible for providing comprehensive support to the Facilities Management team at Manchester Central Convention Complex.

Your duties and responsibilities will include but are not limited to:

- Managing the CAFM helpdesk, coordinating with contractors, overseeing planned preventive maintenance (PPM), and offering administrative support across various areas of the department including health and safety, sustainability, and security.
- This is an entry level role, for someone wishing to develop their facilities management career at a dynamic events venue, in the heart of Manchester City Centre. This role is working on a full time, permanent basis.

The ideal candidate will have:

- Experience in a similar environment
- Knowledge on coordinating and monitoring activities through a helpdesk
- The ability to manage time effectively to meet multiple deadlines.

You must:

- Be passionate, pro-active, and committed to delivering high standards with the enthusiasm and drive to succeed in a fast moving and challenging environment.
- Have excellent attention to detail and accuracy
- Work well under pressure

Apply

To apply for this exciting opportunity, please send a CV and covering letter including details of your current salary and two references to:

Ref: Facilities Management Coordinator
FAO: HR Team
Email: careers@manchestercentral.co.uk

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.

Job Description

Facilities Management Coordinator

Salary:	Up to £25,000pa
Hours:	37.5 hours per week
Working pattern:	Monday to Friday – with occasional weekends and evenings
Location and business area:	Manchester Central Convention Centre – Facilities Management (FM)
Aim of the role:	<p>Responsible for providing comprehensive support to the Facilities Management team (including FM, health and safety, sustainability, IT, and security) at Manchester Central Convention Complex.</p> <p>This is an entry level role, for someone wishing to develop their career at a dynamic events venue, within the Facilities Management team.</p>
Directly responsible to:	TBC
Directly responsible for:	N/A

Main areas of responsibility

Helpdesk Management

- Operate and maintain the CAFM helpdesk system, ensuring all incoming requests are logged, prioritised, and allocated to the appropriate teams.
- Monitor the status of helpdesk tickets, ensuring timely responses and resolutions.
- Generate regular reports on helpdesk activity, identifying trends and areas for improvement.

Contractor Coordination and Support

- Liaise with external contractors and service providers, coordinating their activities on-site.
- Ensure all contractors comply with venue regulations, health and safety standards, and deliver services according to agreed contracts.
- Maintain accurate records of contractor activities, including work permits and health and safety documentation.

Planned Preventive Maintenance (PPM)

- Assist in the planning, scheduling, and execution of PPM activities to ensure the venue's facilities and equipment are maintained to the highest standards.
- Coordinate with the facilities operatives and contractors to ensure PPM tasks are completed efficiently and within set timelines.
- Monitor and report on the progress of PPM schedules, addressing any issues or delays.

Administrative and Wider Team Support

- Provide general administrative support to the Facilities Management department, including diary management, minute taking, data entry, document management and maintaining the FM filing system.
- Assist in the preparation of reports and presentations, and the implementation of departmental policies and procedures.
- Support the Health & Safety team with the management of the accident and incident reporting platform including data entry and trend analysis.
- Support the Sustainability team with the implementation of the venue's sustainability strategy.

About us:

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

We are a special group who have chosen to work together, and we share these characteristics:

- **Expert & specialist**
We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.
- **Flexible**
We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customers needs.
- **Positive and energetic**
There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.
- **Ready to grow**
Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers.
If people move on from working with us, they'll always have improved their skills and experience along the way.
- **Committed**
Our people show huge levels of commitment for our customers, and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central. The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

Person Specification

Education	Essential	Desirable
A relevant qualification in Facilities Management, Business Administration or a related field.		✓
Willingness to take on training & continuous development.	✓	
Knowledge & Experience		
Knowledge of working on a CAFM (Helpdesk) Platform.		✓
Experience in a facilities management role, ideally within a large venue, events space, or similar environment.		✓
Skills		
Organisational: Exceptional organisational skills, with the ability to manage multiple tasks and projects simultaneously.	✓	
Communication: Excellent verbal and written communication skills, with the ability to interact professionally with internal teams, contractors, and external stakeholders.	✓	
IT: Proficiency in using the Microsoft Office Suite, particularly Excel, Word, and PowerPoint. Comfortable with data entry and report generation.	✓	
Attention to Detail: High attention to detail, particularly in managing documentation, maintaining records, and following protocols.	✓	
Personal Attributes		
Team Player: A collaborative team player who can work effectively with colleagues across various departments and roles.	✓	
Customer-Focused: A strong commitment to providing excellent service, both to internal teams and external clients or contractors.	✓	
Flexibility: Willingness to work flexibly as needed by the business.	✓	
Integrity: High level of professionalism, integrity, and discretion, particularly when handling sensitive information.	✓	