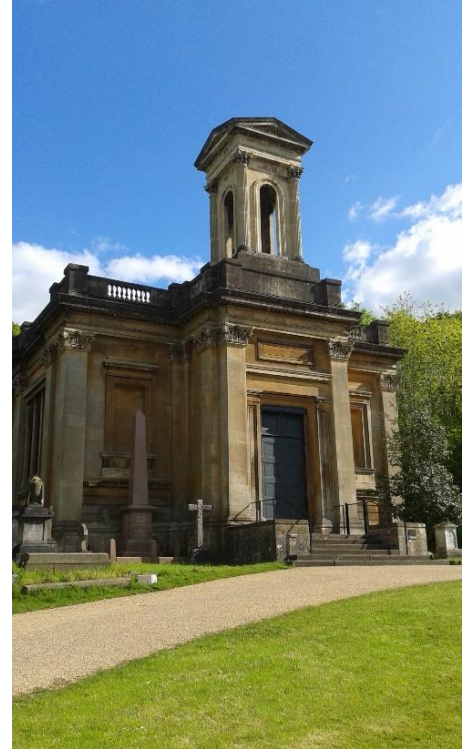


Buildings and Facilities Manager

Location:	Arnos Vale Cemetery
Department:	Facilities & buildings
Report to:	CEO
Responsible for:	Volunteer Landscape Officer Landscape Volunteers
Salary:	£37,000 per annum pro rata (£30,000 actual)
Contract:	Permanent
Working hours:	30 hours per week, working one Sunday in four. Working outside of normal hours, including travel, may be required.



The Anglican Chapel
©Arnos Vale Cemetery Trust

About Arnos Vale Cemetery



Broken column
©David Gurney

Arnos Vale is a Victorian Garden Cemetery in the heart of Bristol. We're a special place, where communities come together. Our job is to ensure that Arnos Vale can be enjoyed now and saved for future generations, as a place of heritage, tranquillity, wellbeing, and wildlife.

We are a 45 acre green space in the heart of Bristol, founded 188 years ago. More than 300,000 people are buried or remembered here. Our heritage is nationally recognised with our chapels, lodges and numerous monuments Grade II* Listed and our landscape listed as a Registered Park and Garden on the Historic England register. The cemetery is also a Conservation Area and Site of Nature Conservation Interest (SNCI).

Vision and mission

Our vision is that Arnos Vale Cemetery evolves, staying relevant for Bristol's communities.

Our mission is to share and enhance this special space for all.



Landscape Team with our 2024 Green Flag Award
©Arnos Vale Cemetery Trust

Values

Compassion	We are kind, sensitive and understand that grief is unique for everyone. We lead with kindness in every interaction, no matter the reason for visiting, to create trust within the team, visitors and partners.
Community	We believe in the importance of communities and strive to improve access for all. We are professional in our approach and celebrate achievements, innovative engagement and meaningful relationships.
Conservation	Looking after Arnos Vale is core to our charity objectives. We appreciate and conserve heritage and nature equally, balancing our conservation management.
Collaboration	We work together embracing diverse perspectives and backgrounds. We are well organised, demonstrating integrity and accountability. The way in which we work with one another is of equal importance to the work itself.

About the role

We have a unique model of operation - while still a working cemetery, we balance visitor access with nature and heritage, inspiring people through our public engagement programme. To support our charitable objectives, we run income-generating events for visitors, operate an in-house café, shop, offer venue hire and weddings. The cemetery is a 45-acre urban green space; a unique and fascinating place for the community and visitors to explore and enjoy nature and history. You'll be responsible for the management of Arnos Vale's heritage buildings, ensuring that they are cared for and safeguarding them for the future. You'll do this using our Conservation Management Plan and forming annual work plans.

We're looking for a facilities Manager with the skills to keep Arnos Vale Cemetery in tiptop condition and running smoothly for all the people who visit and love the place. Your working hours are flexible but they do need to work around contractors, site needs and there will be some weekend working to support the 7 day a week operation here.

Reporting to the CEO, you'll be working as part of a busy leadership team, providing efficient and effective facilities management across a wide range of buildings and infrastructure at Arnos Vale Cemetery.

We are a small charity and supporting other departments is part of the role so you'll be flexible and adaptable. This is a busy role, so you'll need to be enthusiastic and proactive with a positive approach.

Role specific responsibilities

Leadership

- Be an active part of the senior leadership team, creating a positive working environment and engage others in the charity's values
- Develop confidence and capability in your team (both staff and volunteers), enabling them to be high performing (recruit, induct, train, develop and coach)
- You will be proactive in maximising volunteer involvement, fostering a culture of collaboration to ensure you and your team members (staff and volunteers) are positive, flexible, supportive of your team and other departments
- Be responsive to volunteer needs, understand and respect their motivations, and support and develop them to give their best as we work together

Managing risk

- Responsible for operational risk management (health and safety, fire prevention, security, building and facilities), ensuring compliance with relevant legislation
- Oversee the provision of planned, preventative and reactive maintenance and project manage works as appropriate
- You will lead the emergency planning process
- Maintain risk assessments that cover everything that we do for both internal teams and visitors to the cemetery
- Ensure risks and hazards are clearly communicated and mitigation methods (e.g. PPE, etc.) are recorded in risk assessments and adhered to by the facilities team.
- Work collaboratively with the wider team enabling safe access to the public
- Ensure that you and your team stay up to date with relevant training and certifications
- You will identify and manage risks to the business over the short and medium term, taking responsibility of your, and your teams, actions to ensure we are safe, and compliant with relevant legislation
- Ensure contracts are in place with contractors and suppliers

Financial

- You will manage operating and small project budgets, ensuring good cost control and sustainable procurement
- You will ensure all resources are effectively planned to deliver a highly responsive and flexible service
- Be proactive in the identification of savings and opportunities for revenue generation and will contribute to the financial planning process as required
- Working with the Fundraising Manager to provide information for grant applications and support gifts in Wills events

Operations

- Ensure the maintenance plan and Conservation Management Plan work together, ensuring a long-term approach to enable project planning
- You will take the lead on environmental management issues, including energy efficiency, waste management, meter reading and pollution prevention
- Setting clear expectations to the team regarding presentation standards and ensuring the team have a clear and concise approach
- Work with the Landscape Manager to ensure that regular maintenance of tools, plant and equipment happens

Providing a great visitor experience

- Deliver excellent customer service, handling enquiries and resolving issues quickly and effectively.
- You will be accountable for the maintenance, presentation and cleanliness of all facilities and associated areas, fully supporting the visitor experience

What we're looking from for you

Essential

- An understanding of facilities management and maintenance requirements, supported by relevant vocational experience or professional qualification such as the Institute of Work and Facilities Management – Member Level 4 certificate. Awareness of building fabric and conservation principles.
- Experience of working in a business, customer services and/or visitor attraction environment
- Good experience of broad compliance and risk management. Knowledge of health and safety, CDM regulation, emergency procedures, fire and security procedures and legislation
- Great people and motivational experience, able to communicate well with a wide range of people
- Experience of managing budgets, finances, projects and contracts/contractors
- Experience of records management and information systems
- Written and verbal communication skills, including influencing, negotiating and presentation. Good time management and organisational skills
- Self-motivated, pro-active, able to work unsupervised as well as part of a team, following and implementing instructions
- Advanced IT skills (Microsoft Office)
- Interest in gaining vocational qualifications and training
- Comfortable working in a cemetery
- Full UK driving licence

Desirable

- Experience of working with and supervising volunteers
- Certified Powered Access lift operative (IPAF)
- Skilled in maintaining tools and equipment
- Current First Aid qualification

The Benefits

We offer all our employees a wide range of benefits including:

- A contributory pension scheme
- 25 days annual leave plus Bank Holidays pro rata (increasing year on year after 5 years' service up to 30 days)
- Opportunities for learning and development
- Confidential advice & counselling through the Employee Support Programme
- Workspace within walking distance of Bristol train station, free onsite parking
- 10% discount in the Arnos Vale shop and café
- Social events
- Free tours of the site and a whole lot more!



The Spielman Centre and café at night
©Arnos Vale Cemetery Trust

Application process

Please send us your CV, a covering letter (no more than two pages) or a 3 minute video explaining your suitability for the role. Also complete the Arnos Vale Cemetery Trust Equality and Diversity monitoring form and send all of these to Ann.Fiddler@arnosvale.org.uk

If you'd like more information, please email Ann on Ann.Fiddler@arnosvale.org.uk to arrange a call.

Deadline for applications: Sunday 21st September 2025

Interview

Interview date: Tuesday 30th September 2025
At Arnos Vale Cemetery, Bath Road, BS4 3EW

Recruitment policy

Arnos Vale is an Equal Opportunities employer and actively encourage applications from all backgrounds and communities. We recommended reading the job description and person specification thoroughly and describe exactly how you meet the requirements as this is the basis on which candidates will be shortlisted for interview.

We will make reasonable adjustments to the recruitment process if you have a disability or long-term health condition, or if you need something different or additional as part of the recruitment process. Please do let us know if this applies to you, or if you need this document in a different format.



Anglican Chapel Corinthian column top
©Lorna Muffet