



Forward thinking
Straight talking

Head of Facilities

JOB SPECIFICATION

Gateley /

POSITION:	Head of Facilities
LOCATION:	Birmingham
CONTRACT TYPE:	Permanent

The *role*

This is an exciting new opportunity for a Head of Facilities to lead the combined property and facilities function across the Gateley Group. This senior leadership role brings together two key areas of responsibility – the strategic management of our UK-wide property portfolio and the operational leadership of our internal facilities teams and suppliers.

You will ensure that all Gateley offices are safe, compliant, welcoming and efficient environments for our people and clients. Working across a diverse estate, you'll take ownership of lease management, office moves, refurbishment projects and day-to-day operations, all while shaping the future of our workplace strategy.

This is a high-profile position, with regular attendance at the Operations Board, and strong collaboration with colleagues across Legal, HR, IT, Finance, and our senior leadership teams. Over time, this role will also lead on sustainability initiatives and property planning as those responsibilities evolve.

Key Responsibilities

Property Portfolio Leadership

- Lead the strategic oversight of Gateley's office estate across the UK.
- Identify and secure premises in new locations in line with business needs.
- Oversee the design and delivery of office fit-outs, relocations, and refurbishments.
- Track and act on key lease dates (breaks, renewals, rent reviews).
- Coordinate legal documentation (leases, licences, break notices) with Gateley Legal.
- Provide monthly written updates to the Operations Board.

Facilities Team Leadership

- Manage a UK-wide facilities team, including senior supervisors and support staff across key offices.
- Set clear objectives, carry out regular one-to-ones and quarterly check-ins (QCIs).
- Build a culture of accountability, collaboration and service excellence.
- Ensure a quality environment for colleagues and clients at every location.

Operations & Compliance

- Oversee robust planned and reactive maintenance across all offices.
- Ensure building systems (HVAC, M&E, water, lifts, etc.) are maintained to the highest standard.
- Maintain full compliance with health and safety, fire regulations, accessibility and environmental standards.
- Manage cleaning, security, archiving and off-site storage provision.

Supplier & Procurement Oversight

- Lead on procurement for all facilities-related services, working closely with Finance.
- Manage key supplier contracts and hold external partners to account on performance and cost.
- Monitor and manage service charge budgets and landlord relationships.

Space Planning & Office Moves

- Oversee space planning, CAD drawings, and office layouts in line with business needs.
- Lead on internal moves, new office set-up and wider property change initiatives.

Business Continuity & Risk

- Own the facilities elements of Gateley's Business Continuity Plan.
- Develop emergency response plans, ensuring appropriate insurance and risk controls are in place.
- Act as a liaison with insurers and external advisers where required.

Sustainability & ESG

- Lead on energy efficiency initiatives, including ESOS compliance and waste reduction.
- Play a key role in shaping Gateley's sustainability agenda across the built environment.

Finance & Reporting

- Own the property and facilities budgets; forecast spend and monitor value delivery.
- Provide accurate and timely reports to the Board and stakeholders.

Stakeholder Engagement

- Work closely with internal departments to understand their needs and deliver fit-for-purpose workplace solutions.
- Communicate clearly, proactively and directly – bringing our straight-talking ethos to life.

The *person*

Candidates will be able to demonstrate the following attributes:

- **Extensive Facilities Management Experience:** You have a strong track record in facilities management, property services or workplace operations, ideally managing multiple sites on a regional or national scale.
- **Leadership & People Skills:** An inspirational leader and effective manager, capable of leading dispersed teams and developing talent. You excel at people management, communication and building a positive team culture across different locations.
- **Vendor Management Expertise:** Hands-on experience managing third-party contractors and service providers, with the ability to hold them accountable to high performance standards and negotiate favourable terms.
- **Compliance Knowledge:** Deep understanding of all facilities-related compliance requirements – from health and safety to fire safety, environmental and building standards. You take pride in maintaining a safe, legally compliant workplace and keep up with industry best practice.

- **Strategic & Analytical Thinking:** Ability to think ahead and plan for the future needs of the business. You can develop strategies, policies and plans for facilities that align with broader organisational goals, and you make decisions based on data and insight.
- **Operational Excellence:** Highly organised and results-driven, with a focus on operational efficiency and service quality. You can juggle multiple priorities, solve problems under pressure, and ensure nothing falls through the cracks.
- **Communication & Collaboration:** Straight-talking and approachable, you are an excellent communicator who can influence and collaborate with a wide range of stakeholders – from senior executives to external contractors and on-site staff. You build strong relationships and work openly as part of a team.
- **Forward-Thinking & Proactive:** You embrace innovation and continuous improvement, always looking for ways to enhance the workplace environment and pre-empt issues before they arise. A forward-thinking mindset is essential to drive our facilities function into the future.
- **Relevant Qualifications :** While a relevant degree or professional qualifications (such as IWFM membership or NEBOSH certification) are an advantage, we are more interested in your practical experience and leadership abilities. You will likely have significant experience in a similar role, even if you took a non-traditional route into facilities management.
- **Flexibility & Travel:** Willingness to travel regularly to our offices across the UK. You are flexible and adaptable, able to respond to urgent issues when they occur, and committed to seeing things through.

The *benefits*

With support, coaching and feedback from some of the most engaging colleagues around our great development and progression opportunities will reward your commitment and loyalty. We offer a competitive remuneration package where you'll be rewarded for your individual performance with an opportunity to receive an annual bonus.

In addition, we have a wide range of learning and development opportunities via our Learn platform to develop new skills and progress your career. Our My Flex comprehensive rewards package includes options covering annual leave (and the benefit of purchasing extra days), cycle to work, critical illness benefit, employee assistance programme, group personal pension, health care, season ticket loan and many more benefits (grade dependent). Finally, with Perks At Work/Home you can select a host of retail benefits that suit your needs alongside a Community Online Academy, free courses for all from fitness to coding to languages to hip hop dance.

We are *Gateley*

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be. We support more than 5,700 active clients, ranging from FTSE 100 companies to private individuals, in the UK and beyond. Being part of Gateley is not just about the expertise that you bring; it's about attitude too.

The 'Gateley Story' is the story of our people and our culture. It is what has got us to where we are today as a successful business and it's the driving force behind the Gateley Team Spirit and the values that have shaped it. We have a set of shared internal values that capture what the Gateley Team Spirit is and this includes five

elements that bind us all together as one Gateley: Ambitious for Success, Forward Thinking, Room to Breathe, Trusted to Do and Working Together. Every year across the group, we recognise members of our team that have gone above and beyond and have lived these shared values. They are recognised at our annual Gateley Team Spirit awards.

Diversity, inclusion and well being

Diversity, inclusion and well being is an important part of Gateley's culture and values. We recruit talented people from a diverse range of backgrounds and cultures, providing equal opportunities for all to join our team regardless of age, sex, race, sexual orientation, disability, or culture.

We create an exciting and rewarding place to work that aims to fulfil everyone's potential and together to achieve personal and business goals. We offer flexible working patterns to help our staff achieve a good work/life balance and we encourage candidates seeking flexibility in their next role to apply for any of our vacancies.

We are proud to have been recognised by The Law Society as gold standard for our Diversity and Inclusion Charter and to be Stonewall Diversity Champions.

Additional Information

If you are successful in receiving an offer of a role with our company a variety of pre-employment screening checks will be completed. Our screening checks can include but are not limited to your eligibility to work, professional and academic qualifications, any criminal records, your financial stability and references from previous employers. The screening that takes place will be relevant to your role and will vary from role to role.



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