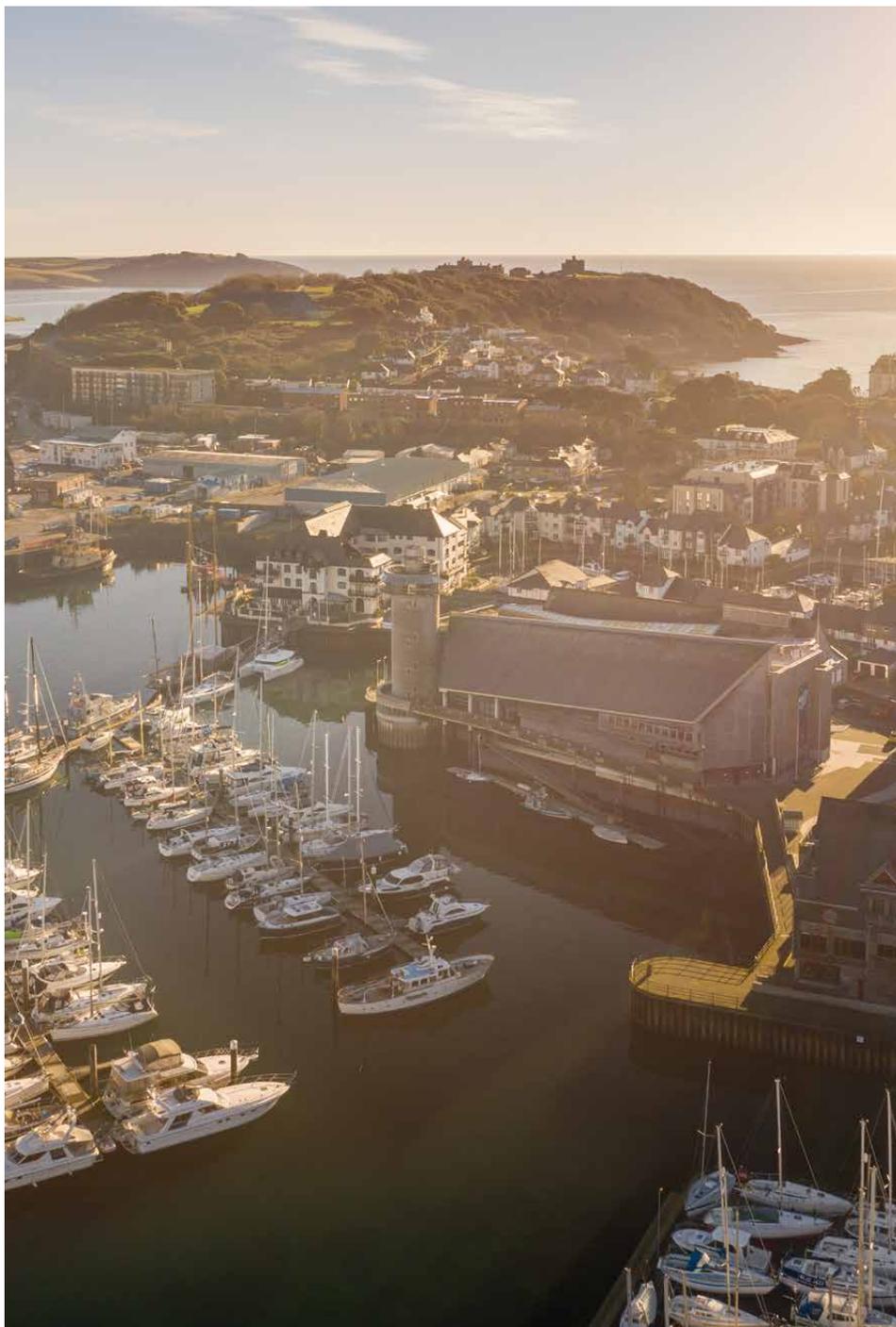


Candidate Brief

ESTATES AND FACILITIES MANAGER

March 2026





WELCOME TO NATIONAL MARITIME MUSEUM CORNWALL

OUR MISSION

To be a place where people come to enrich their understanding of the sea and Cornwall

OUR VISION

To be a nationally significant Museum in Cornwall

OUR AIM

To be a nationally recognised and locally valued museum, offering an enjoyable and educational visitor experience, celebrating Cornwall's maritime links and traditions, and contributing to its creative economy.

ABOUT NATIONAL MARITIME MUSEUM CORNWALL

National Maritime Museum Cornwall is an independent, modern, multi award-winning museum beautifully showcasing the historical, current and future role of the sea in shaping Cornish, national and international culture. We care for a wide range of objects, boats, pictures and archive material that relate to the maritime heritage of Cornwall and beyond.

Located beside the third largest natural deep-water harbour in the world – Britain's traditional gateway to the Atlantic and one of Europe's finest sailing waters, the building was custom designed and built on land that was once covered in the sheds of boat builders.

The Museum has 15 galleries over five floors, exhibitions which explore the overwhelming influence of the sea on local, national and global history and culture.

We are specialists in maritime heritage, particularly that of small boats, supported by the UK's foremost small craft collection. Our in-house boat workshops allow us to conserve historic boats and undertake build projects, supporting the disappearing craft of traditional wooden boat-building.

We work hard to mount national-quality thought provoking and culturally relevant exhibitions built on cross-sectoral collaboration, rigorous academic research and a commitment to bring world-class artefacts from national collections to Cornwall.

Our current exhibition, Surf! celebrates a century of surfing in Cornwall, and reveals how the county has become a global stage for surf innovation, activism and a trailblazer in blue health. It explores how Cornish surf culture has influenced music, film, fashion and art with unseen works by leading contemporary artists including Damien Hirst and Abigail Fallis. Through 100 surfboards, the exhibition uncovers the hidden histories of once unknown female surfers, reveals the 1920s pioneers who led the way and spotlights the surf champions made here today.



THE OPPORTUNITY

We are seeking an experienced and proactive Estates and Facilities Manager to lead the strategic and operational management of our estate and facilities.

This is a key leadership role responsible for ensuring our building, facilities, offsite Boat and Collection Store (Ponsharden), infrastructure, and all external grounds within the Museum's remit are safe, compliant, sustainable, and fit for purpose.

The Estates and Facilities Manager will oversee a complex commercial property portfolio, so it is essential that you have an understanding and proven experience of managing commercial leases and property legislation.

The successful candidate will oversee maintenance, health and safety compliance, capital projects, contractor management, and facilities operations, ensuring high standards of service delivery at all sites.

You will be a confident communicator who can build strong relationships, bring people together behind shared goals and work diplomatically with partners. Highly organised and proactive, you will have a successful track record of managing projects to time, budget and quality. You will have commercial acumen, negotiation skills, and the ability to manage and coordinate multiple stakeholders to maximise estate efficiency, profitability, and long-term sustainability.

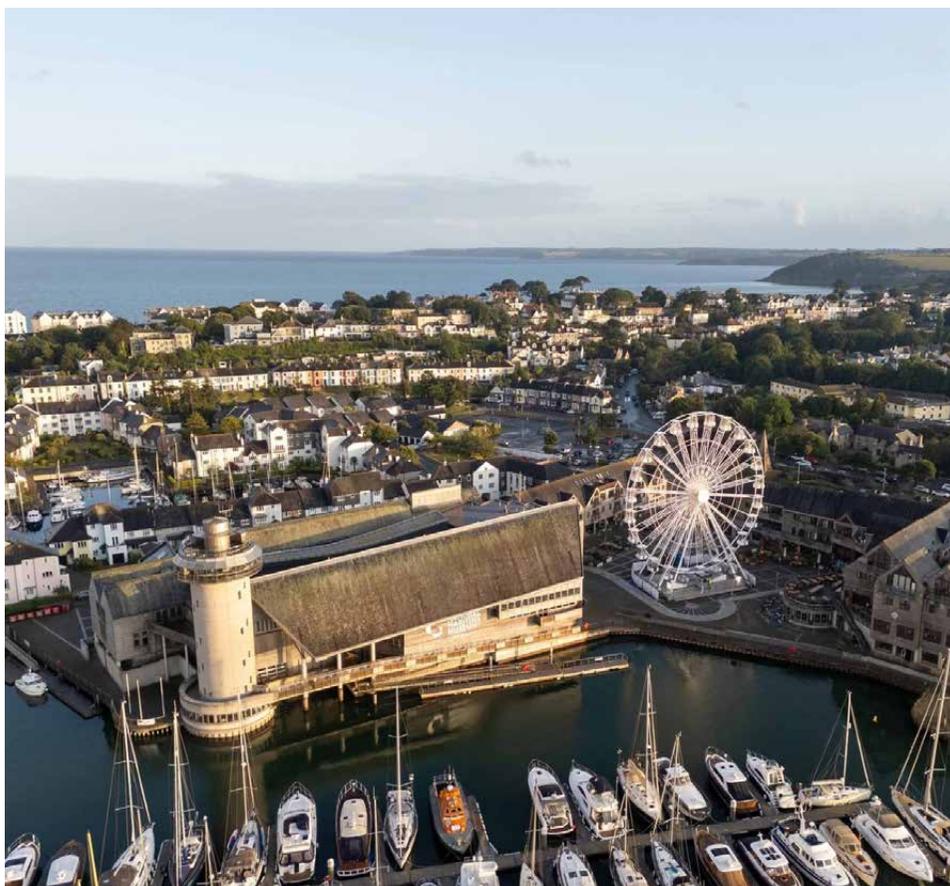
The initial key priorities for the Estates and Facilities Manager role will be to:

- Review task management processes, including workloads, priorities, practices and compliance efficiencies.
- Review and overhaul health and safety record keeping with the aim of maximising use of software to free up the facilities team to carry out maintenance and exhibition tasks.
- Review weighting of planned prioritised maintenance projects.
- Establish good landlord-tenant relationships in Tidemill House.
- Establish good working relationships with the Falmouth BID.



JOB DESCRIPTION

Job Title	Estates and Facilities Manager
Department	Senior Management Team
Reporting to	Director
Direct reports	Maintenance Operatives
Hours	Full-time - 35 hours per week



Summary

The Estates and Facilities Manager is a key member of the Senior Management Team, reporting to the Director. The post holder will play a pivotal role in the operation of the Museum with specific responsibility for the efficient management, maintenance, and development of the museum's estate, facilities, buildings, offsite Boat and Collection Store building (Ponsharden) and all external grounds within the Museum's remit. They will also assist the Director by overseeing health and safety compliance across all museum activities.

The post holder is responsible for the strategic and operational management of the Museum's commercial property portfolio. This includes overseeing leases, ensuring asset performance, managing landlord-tenant relationships, and supervising maintenance and compliance activities. The role therefore requires strong commercial acumen, negotiation skills, and the ability to manage and coordinate multiple stakeholders to maximise estate efficiency, profitability, and long-term sustainability.

The post holder will also act as the Manager of the Discovery Quay Square trading company and will prepare quarterly reports to the Directors of the trading company. Ideally the post holder will be on the committee of the Falmouth BID.

The post holder will ensure that the Museum's properties are safe, compliant, and welcoming for visitors, staff and volunteers, while supporting operational and strategic goals. This will be achieved through the effective management of planned preventative and reactive repair work by the Facilities Team, and where required and appropriate, outsourced service contracts.

Key responsibilities

- Strategic and operational management of the Museum's commercial property portfolio, which includes overseeing leases, ensuring asset performance, managing landlord-tenant relationships, and supervising maintenance and compliance activities.
- Lead the Museum's maintenance provision ensuring costed, budgeted and programmed work plans are in place.
- Ensure the Museum remains safe and legal at all times in all areas of Health and Safety.
- Assist the Senior Management Team with strategic thinking and deliver expertise to help shape and deliver future ambition.
- Coordinate and prepare reports for the Director, Board of Trustees, committees, funders and stakeholders in all areas relating to estates, property and maintenance and key performance management as required.
- Ensure strategic, financial and organisational issues are prioritised, appropriate action taken, and risk is monitored and mitigated.
- Ensure all procurement is undertaken ethically and in the interests of the Museum.
- Maintain accurate property records, including leases, contracts, and compliance certificates, ensuring all properties comply with statutory and regulatory requirements (e.g. fire safety).
- Act as a main point of contact for tenants, landlords, Event Square stakeholders, managing agents, and suppliers.
- Resolve estate-related enquiries, disputes, and issues in a timely, professional manner.
- Act as the Manager of Discovery Quay Square Limited, organising biannual committee meetings and ensuring the smooth operation of the public space known as 'Events Square'.
- Working with the Visitor Experience and wider team, ensure that events held on Events Square, such as Falmouth Food Festival and The Big Wheel, are compliant with Health and Safety, and advise accordingly.
- Working with the Boat Collection Manager ensure effective management of our offsite Boat and Collection Store building (Ponsharden).

Estates Management

- Manage the Museum's commercial property portfolio to ensure optimal operational and financial performance.
- Act as the main point of contact for issues and matters from our commercial tenants, ensuring a quick response to any building issues, including the management of leases, rents and seating licences.

Health, Safety and Compliance

With the support from external Health and Safety Advisers:

- Ensure compliance with all statutory regulations, including health and safety, fire safety, fire evacuation, electrical safety, water hygiene, security, accessibility, emergency preparation, and building regulations.
- Responsible for drafting the Health and Safety Policy, and associated policies and procedures, ensuring they are reviewed regularly and updated.
- Oversee and approve risk assessments, inspections, and incident investigations, maintaining accurate compliance records and documentation.
- Lead and chair the Museum's Health and Safety Committee.
- Advise the Director and Senior Management Team on compliance and legislation with regards to Health and Safety.
- Develop and test business continuity and emergency response plans (disaster plans e.g. fire, flood, or security incidents).
- Provide advice and support to other departments or stakeholders on Health and Safety matters.
- Maintain accurate documentation for audits and inspections.
- Keep up to date with relevant regulations, such as those relating to Health and Safety and building standards.

Facilities Management

With the support and working with the Maintenance Operatives:

- Oversee the maintenance, repair, and improvement of buildings, plant, and equipment.
- Lead, develop and manage planned preventative maintenance (PPM) programmes to protect collections, buildings and infrastructure.
- Oversee reactive maintenance for the Museum's estate, grounds and buildings ensuring a timely resolution of issues.
- Ensure regular Museum, grounds and property inspections are carried out to identify maintenance requirements.
- Manage the response to emergencies and unforeseen maintenance issues in an efficient and timely manner.
- Manage contractors and service providers relating to premises and estate management, ensuring high-quality, cost-effective delivery, and compliance with our required Contractor Pack documentation.
- Oversee security, waste management, and grounds maintenance across all sites.
- Work closely with the Visitor Experience, Learning and events teams to facilitate smooth delivery of public programmes, exhibitions, and venue hires.
- Ensure timely response to maintenance issues to minimise disruption to visitors and operations.
- Monitor and manage the building systems (BMS, lighting), to ensure comfort, efficiency, and preservation standards.
- When required, assist the Maintenance Operatives by providing hands-on support.
- Ensure all assets are appropriately recorded and maintained within asset management systems.
- Liaise with the curatorial teams to ensure environmental conditions meet collection care standards.
- Part of the management team for on-call out of hours emergency cover.

Budget and Procurement

- Develop and manage the estates and facilities budgets, monitoring expenditure, ensuring value for money and financial control.
- Oversee procurement processes, contracts, and service level agreements, ensuring external contractors, suppliers and service providers, deliver the best value and meet the needs of the Museum.
- Manage relationships and service agreements with contractors relating to premises management, Health and Safety and building operation.
- Identify opportunities for cost efficiencies and external funding for capital projects or environmental improvements.
- Ensure efficient and cost-effective operation of essential services, such as utilities and power supplies.

Project and Capital Works

- Plan and project manage small capital and refurbishment projects, ensuring they are delivered on time, within budget and to required standards.

Staff Management

- Lead, motivate, support and develop the Facilities team.
- Responsible for the completion and setting of annual appraisal objectives, holding an appraisal meeting each year with direct reports.
- Ensure facilities support operational efficiency at all times.

Car park management

- Effective management of the Museum car park, regularly reviewing the car park contract and signage.
- Ensure the car park is maintained to a high standard and any issues are rectified effectively in a timely manner.

The above list is not exclusive or exhaustive, and the job holder may be required to undertake other duties as may reasonably be required.



Competencies

Essential

- Highly organised and proactive, capable of managing projects to time, budget and quality
- Understanding of commercial leases, estates management principles, and property legislation
- Proven experience managing estates and facilities within a heritage, cultural, or public facing setting
- Experience of managing leases, commercial property, and landlord/tenant obligations
- Experience of managing maintenance programmes, and service contracts
- Strong understanding of building maintenance, health and safety, and statutory compliance
- Strong knowledge of health and safety legislation and statutory compliance
- Experience of managing contractors and stakeholders (estates, commercial tenants, car park)
- Experience of building relationships with tenants, contractors, landlords, and external stakeholders
- Experience of managing budgets and procurement, as well as financial and management reporting
- Excellent negotiation and communication skills
- Ability to manage a complex workload
- Strong organisational skills, methodical and accurate, with the ability to prioritise competing demands
- Confident communicator who can build strong relationships, bringing people together behind shared goals
- Ability to work diplomatically with partners, external stakeholders, commercial tenants, contractors and suppliers
- Pro-active in problem solving in a dynamic environment
- Strong leadership and people management capability
- Excellent project management skills

- Customer service orientation
- Ability to develop and implement policies, procedures, and strategies
- Willingness to undertake any training required
- Flexible approach to working hours, weekends and bank holidays will be required as part of a rota, with the occasional evening

Desirable

- Certification in Health and Safety (NEBOSH, IOSH), compliance, or project management
- Degree or professional qualification in Estates Management, Facilities Management, or related field
- Practical 'hands-on' experience and recognised trade qualification (City and Guilds)
- First Aid qualification
- project management experience (capital, refurbishment or exhibition works)
- Experience working in or with museums, galleries, or heritage building

Salary and Benefits

- Circa £40,000-£45,000, depending on experience
- Pension contribution equal to 5% of your annual salary
- Death in service benefit of 2 x your annual salary

Application Process

- Closing date for applications Monday, 30 March 2026 at 9.00am
- Interviews will take place at the Museum on Thursday, 9 April 2026

How to apply

Please return your completed application form to lindafrost@nmmc.co.uk or Linda Frost, Head of Human Resources, National Maritime Museum Cornwall, Discovery Quay, Falmouth, TR11 3QY.

Equal Opportunities

National Maritime Museum Cornwall is an Equal Opportunities employer and is committed to creating a culture where individual differences are valued and respected.

