

Role: Facilities Officer	Business Function: Culzean Castle and Country Park
Reports to: Facilities Manager	Pay Band/Starting Salary: Grade 2 Upper - £26,757 - £28,252 Per Annum
Location: Culzean Castle and Country Park, Maybole, Ayrshire, KA19 8LE	Type of Contract: Full-Time, Permanent, 40 Hours Per Week.
Cost Centre: 3CUZ	Activity Code: PMZ
Terms and conditions <i>The post is subject to the standard terms and conditions provided with the application pack.</i>	

KEY PURPOSE

The Facilities Officer will be responsible for the day-to-day maintenance, repair and minor reactive works as directed by the Facilities Manager to ensure the good condition of buildings, equipment and infrastructure at Culzean Castle and Country Park. The post holder will ensure that Culzean Castle and Country Park has suitable working and built environments for visitors, volunteers, tenants, staff, and students, and will use best business practice to improve efficiency, by reducing operating costs wherever possible, while increasing productivity.

The Facilities Officer supervises the facilities of Culzean Castle and Country Park to a high standard of operation and safety and to ensure that facilities are maintained to excellent standards of presentation, safety and security. The Facilities Officer will be expected to deputise for the Facilities Manager in their absence, including call-outs on weekends/out of hours and supervision of volunteers, suppliers and contractors.

KEY RESPONSIBILITIES

The Key Purposes of the job will be met by:

- Assisting with, along with the Facilities Manager and NTS Building Surveyors, the specification and procurement of planned preventive and reactive maintenance contract work at Culzean Castle and Country Park.
- Inspection of non-visited/vacant properties.
- To undertake ad-hoc minor maintenance/repair across the site which may include plumbing, joinery, painting, and decoration.
- Carry out various compliance related inspections such as Fire Routes, Fire Extinguisher Inspections etc.
- Carry out testing of various systems such as Fire Alarms, Emergency Lighting, Legionella related testing etc
- Ensuring the maintenance and upkeep of various building areas
- Painting, decorating, and making good in buildings as required.
- Assisting with regular planned maintenance and repairs and carrying out and/or supervising regular routine maintenance of all areas; including, but not limited to, septic tanks, water treatment plants, PAT testing, gutter clearance, roof checks, drainage clearance, etc.
- To provide emergency support for the Facility Manager through understanding the operation of the property systems e.g. heating/lighting, CCTV, fire and security, water, and sewage.
- Providing support to other departments as required, including support at property events throughout the year.
- Vehicle and Machinery Checks and Maintenance

- Participation in Culzean Castle and Country Park's emergency call out protocol. The post holder will act as an out of hours responder for the buildings on site, responding to alarms and emergencies on a rota basis.
- Documents and uploads to facilities management systems defects, actions, monitoring and compliance testing/inspections as part of the daily duties.
- Contributes to the compliance tasks associated with each building and facility at Culzean, and ensures all records are kept up to date.

SCOPE OF JOB

Technical

- The job is very much practically focused, with the post holder assisting and providing front-line maintenance for the site, alongside the Facilities Manager, appointed contractors and specialist suppliers as required. It is expected that the post holder will take a proactive approach to technical issues and, where necessary, liaise with other Trust staff, external contractors, and specialists to identify the most effective strategies for ensuring consistent standards.
- The post holder will report directly to the Facilities Manager. The post holder will be expected to work under their own initiative to plan, prioritize and program maintenance to best deliver the Trust's high standards of quality and conservation.
- The post holder will have access to a workspace within Culzean Castle and Country Park.

Resource Management & People Management

- The post holder is not a budget holder.
- Is not a line manager but will work closely with all departments. Whilst not a visitor facing role, the post holder must be well presented and an effective communicator.
- Liaise with appointed contractors in the delivery of all planned preventative and reactive maintenance at the property.
- Ensure accurate and up to date records are maintained for all statutory repairs, compliance works and maintenance.
- The post holder will be responsible for managing a suitable stock and materials necessary for day-to-day maintenance alongside the Facilities Manager.

Tools/equipment

- The post holder will be expected to use a wide range of hand-tools with a reasonable degree of proficiency.
- The post holder will have access to a shared vehicle.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

The above outlines the key skills the post-holder will need to possess and exercise. In addition, knowledge of or experience in the following is required:

Essential

- Experience of working in the safe and effective operation of buildings and facilities in a busy operational context.
- Experience of carrying out ad-hoc minor maintenance and repair works within buildings with a working knowledge of one or more of the following trades: plumbing, joinery, painting, decorating.
- Experience of risk assessment and management.
- Ability to read and understand building plans and drawings and evidence of good record-keeping skills.
- ICT skills including use of email; internet; general office applications.

- Ability to work under own initiative.
- Ability to cope with the physical demands of the job: capable of working at height and lifting/carrying tools and materials.
- Willingness to develop new skills and knowledge in relevant fields.
- Valid driving license.

Desirable

- Experience of working with environmental and/or building management systems
- Building related qualification in one or more trades e.g. NVQs, City and Guilds etc.

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

How to Apply

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk by Sunday 13th July 2025.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example, "Facilities Officer - Culzean"