



Deptford Lounge Facilities Manager

Recruitment Pack

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TERMS AND BENEFITS

WHAT WE ARE OFFERING

Job title:

Facilities Manager - Deptford Lounge

Salary:

£34,320 pro rata per annum

(FTE 0.8, £27,456 annual salary, £16.50 p/h)

Contract:

32 hours per week, including early mornings, evenings, weekends and bank holidays

The shift patterns include early mornings, evenings, weekends and bank holidays. Shift lengths may vary depending on the nature of the business and staffing requirements, to ensure smooth handovers with the evening delivery teams. Any additional hours worked will be compensated through a TOIL (Time Off in Lieu) system on quieter days, supporting a balanced work week.

Responsible to:

Head of Building Operations and Programming (Head B.O.P)



We were shortlisted for the
Art Explora Academie des
Beaux Arts Award 2023

Championing new forms of
audience engagement and
participation in the arts.

Responsible for:

Premises Team

Key Relationships:

Tidemill Academy, Deptford Lounge resident offices,
Library staff, Maintenance contractors

Benefits include:

- 25 holiday days per annum (pro-rata), plus bank holidays
- stakeholder pension scheme
- Complimentary tickets to Albany performances
- Albany café discount
- Training and development opportunities
- Health and wellbeing support
- Access to interest-free season ticket loan and cycle scheme partnership.

HOW TO APPLY

We are looking forward to receiving your application form via our online platform, before the deadline of:



Timelines

Application deadline:

Wednesday 23 September, 12.00

noon

Interviews:

Monday 28 September at Deptford

Lounge

“I love making connections with wonderful individuals at Deptford Lounge. I always bump into friends.”

Local Community Member

Feedback

We will be in touch with all candidates regardless of whether you have been shortlisted or not, but the timing of this will depend on the current status of your application.

All applicants who attend an interview will be offered individual feedback. For those not selected for interview, we can provide, on request, a short summary of what we found that the strongest applications had in common, which we hope will help you with future job applications.

OUR HIRING POLICY



The Albany aims to encourage a culture where people can be themselves and be valued for their strengths. It's important to us that our team represents the same diversity of audiences and artists we welcome into our venues every day.

We have a dynamic and flexible internal culture that gives employees control over the way they work and supports wellbeing. We will be as flexible as we possibly can be when supporting staff to balance their work and their personal lives. We are keen to have a conversation to find practical solutions to accommodate candidates' own situations whilst meeting the needs of the organisation.

You may not have worked in a cultural organisation before, perhaps you have worked in music, events, in management & leading teams – these are all very transferable contexts. We are keen to hear from a diverse range of candidates from all backgrounds, drawing on different perspectives, experience and knowledge.

We particularly encourage people to apply who have lived experience of the Black and Global Majority communities we serve. The Albany will offer an interview to anyone who identifies as a person who is D/deaf or disabled who meets the essential criteria.

If you would like support to think about how your experience is transferable to this role; or would like to ask us practical questions about the organisation, role or the recruitment process, you can book a confidential conversation with our recruitment contact.

We believe in fair recruitment. We will ensure everyone who wants to be a part of the Albany has the resources and confidence to apply. Feel free to contact us online, over the phone or in person if you need further assistance, or require the recruitment pack or application in a different format.

Recruitment contact: Ceri Ellen Payne

☎ 020 8692 4446 ext.206

✉ vacancies@thealbany.org.uk

ABOUT DEPTFORD LOUNGE

Nestled in the heart of Deptford stands Deptford Lounge, a modern building just over ten years old. Over the decade, the library, school, resident organisations, and event space have provided a brilliant venue for this vast and varied community.

The Albany has been working in partnership with Lewisham Council to manage the Lounge and its room hire, facilities and to develop a community programme.

One of our proudest achievements is the work we have done with the Vietnamese community. Working with Vietnamese Family Partnership to deliver their Mid-Autumn and Lunar New Year Festivals, attracting over 5000 visitors on the day and showcasing Deptford Lounge as a hub, purpose built to cater for our local communities.

The Albany is Southeast London's leading arts centre offering a programme of family performance, theatre, comedy, music, spoken word and much more, situated a two-minute walk from Deptford Lounge on Douglas Way. With year-round activities and events including award-winning programmes for young creatives and adults over 65, the Albany is led by the talent and imagination of its local community. Together we have infused Deptford Lounge with its own spirit which has lifted the venue to prominence in the area and exists to inspire, develop and support creativity in Southeast London.

In 2025:



Deptford Lounge supported

514 events

81 exhibiting artists

25,081 audience members

**4,789 people attending
Vietnamese Mid-Autumn
Festival**

**4,500 people attending LDN
Queer Mart events**

OUR VALUES

Open and welcoming

We foster an inclusive space, both physically and culturally, where anyone can feel welcome and heard.

A home for ideas, creativity and action

Everyone has the potential to be creative. We believe that creativity can make real change for individuals and on urgent issues around social justice and the climate crisis.

Committed to representing the extraordinary creativity and diversity of Deptford and Lewisham

We are deeply rooted in Lewisham and South East London. We advocate for its residents, representing the diversity of our borough and the voices of Black and Global Majority people.

Responsive and Flexible

We're co-operative, willing to listen and adjust our approach according to the task in hand. We love seeing amorphous ideas become reality.

A connector of people

We put our communities at the heart of any process. We share our knowledge to shape change and create something better for everyone.

Adventurous and ambitious

We believe that a sense of adventure is essential to achieving our vision. While we are rigorous in our approach and celebrate our successes we're not afraid to try something new.

"The affordability and the quality of the studio outmatch all other spaces around. The staff and facilities are absolutely excellent, making the Lounge so accessible and welcoming."

Deptford Lounge Hirer

PURPOSE OF THE ROLE

The Facilities Manager supports the Head of Buildings, Operations and Programming in delivering the Deptford Lounge management contract through both practical facilities management and effective administration.

The role combines hands-on repairs and maintenance with responsibility for building compliance, health and safety, security, and statutory requirements. The post holder will lead a small team of Premises Officers and Assistants, oversee maintenance activities, maintain accurate records, and ensure high service standards are consistently achieved.

Working across both Deptford Lounge and Tidemill Academy, the Facilities Manager will take a proactive approach to identifying issues, implementing solutions, and supporting the successful delivery of the Council contract.

The successful candidate will be confident, highly organised, detail-oriented, and committed to maintaining safe, compliant, and well-presented facilities. They will be adaptable, solution-focused, and motivated to take on new challenges while delivering excellent standards of service.



[Download our Impact Report](#)



PURPOSE OF THE ROLE

The role will also require occasional Duty Manager cover, supporting the day-to-day operation of the building, event delivery, customer service, and ensuring the safety and smooth running of the venue during operational hours.

This job description is a guide to the nature of the work. It is not wholly comprehensive or restrictive and may be reviewed as required; other responsibilities may be added depending on experience and need. Please note you will be required to obtain an Enhanced DBS check with this role, administrated and paid for by the Albany.



MAIN OBJECTIVES

Key Skills and Experience

- Experience supervising facilities, premises, or building operations within a public, community, education, or commercial setting.
- Proven ability to undertake basic building repairs, maintenance, and troubleshooting across a range of building systems.
- Good knowledge of health and safety legislation, risk assessments, and compliance requirements.
- Understanding of building systems, HVAC, plumbing, electrical, water and other related systems.
- Experience managing contractors, maintenance schedules, and planned preventative maintenance programmes.
- Maintain accurate records of inspections, maintenance activities, and contracts on the facilities management portal, Core Vision.
- Ability to lead, motivate, and support a small team to achieve high standards of performance.



Health and Safety

- Excellent organisational skills with the ability to maintain accurate records and manage competing priorities.
- Strong problem-solving skills and a proactive approach to resolving operational issues.
- Good IT skills, including Microsoft Office and maintenance management or reporting systems.
- Strong communication skills with the ability to build positive relationships with colleagues, contractors, service users, and stakeholders.
- Ability to work independently, use initiative, and make informed decisions.
- Commitment to excellent customer service and continuous improvement.
- Understanding of safeguarding, security, and duty of care responsibilities within community and education environments.
- Conduct routine safety and security inspections to identify and address potential issues.
- Act as a Fire Warden.
- To ensure keys, access cards and access codes/fobs are signed out and recovered according to procedures, to maintain security of the building.
- Act as a key-holder and respond to emergency call outs if required.
- To understand and comply with the Albany and the Councils' Health and Safety Policies and to ensure that all staff, users and contractors observe the requirements of the Health and Safety at Work Act when on the premises
- To assess and manage risk for all activities overseen by the Albany, its partners and the users of the Lounge
- To maintain auditable records of all Health & Safety management under centre management control.

Other Duties

- Support the Head of Building, Operations and Programming at Deptford Lounge, with the maintenance budget
- To cover Duty Manager shifts as required, such as holiday/sick cover
- To undertake additional or other duties as may be appropriate to achieve the objectives of the post and as directed and deemed appropriate by the Albany Senior Team.
- To provide and attend training sessions as required; support the Albany's objective to offer work training to volunteers, trainees and apprentices.
- To be responsible for carrying out duties in line with Council policy on Equality and Diversity and be sensitive and caring to the needs of others, promoting a positive approach to a harmonious working environment.
- To promote and safeguard the welfare of children, young and vulnerable people that come into the centre.

- Work actively within the Albany's Policies including IT, Equality & Diversity, Safeguarding, Environmental Sustainability and Health & Safety and to support its work within other contracts and/or venues.

REVIEW ARRANGEMENT

The Albany is a fast-developing organisation, and it is to be expected that this post may change and evolve over time. Changes to the role will be subject to periodic review in consultation with the post holder.

This job description is a guide to the nature of the work. It is not wholly comprehensive or restrictive and may be reviewed as required; other responsibilities may be added depending on experience and need.

“Deptford Lounge is fabulous!! Gives a real sense of community - everyone is welcome and all the staff are friendly and very helpful”

Deptofrd Lounge Event Attendee

PERSON SPECIFICATION

WHAT WE ARE LOOKING FOR

Essentials

- Proven experience in facilities, premises, or building management, with responsibility for maintaining safe, compliant, and well-presented environments.
- Practical maintenance and DIY skills, including carpentry, painting and decorating, and minor plumbing repairs, with a willingness to undertake hands-on work as part of the role.
- Understanding of Planned Preventative Maintenance (PPM) programmes and the importance of proactive maintenance in reducing downtime, risk, and reactive repair costs.
- Experience of being a key holder, including responsibility for opening and securing buildings, responding to alarms, and dealing with emergency situations when required.

“Deptford Lounge is such an amazing venue, with energetic and professional staff thank you”

Deptford Lounge Hirer

- Strong staff supervision skills, with experience of leading, motivating, and supporting a team to deliver high standards of service.
- Good verbal communication and interpersonal skills, with the ability to build positive relationships with colleagues, contractors, customers, and stakeholders.
- Excellent organisational and administrative skills, with the ability to maintain accurate records, monitor compliance requirements, and manage multiple priorities.
- Excellent IT skills, including Microsoft Office and the ability to learn and use facilities management, booking, and reporting systems, such as Core Vision.
- Ability to work independently and use initiative, while also working collaboratively as part of a wider team.

Essentials

- Ability to remain calm under pressure, respond effectively to incidents, and prioritise workloads in a busy operational environment.
- A flexible and proactive approach, with a willingness to step in and support operational requirements whenever needed, including occasional Duty Manager cover.
- Strong problem-solving skills and the ability to identify issues, implement solutions, and drive continuous improvement.
- Enthusiastic, positive, and committed to learning, with a desire to develop new skills and take on additional responsibilities.

Desirables

- IOSH Managing Safely, or an equivalent health and safety qualification.
- Experience working within a public, community, education, or multi-use building environment.



Desirables

- Experience of general building maintenance, including the management of contractors and specialist maintenance services.
- Experience of budget monitoring and expenditure control, including obtaining quotations and ensuring value for money.
- Experience using Core Vision, or similar facilities management, compliance, or maintenance management systems.
- SIA Door Supervisor Licence, or experience supporting building security and managing challenging situations.
- Experience supporting events and venue operations, including customer service and front-of-house activities.
- Understanding of safeguarding responsibilities when working in environments used by children, young people, and vulnerable adults
- Lived experience of the communities we serve, with a specific understanding of the challenges facing Black, Asian and ethnically diverse communities



We're looking forward to hearing from you.
We welcome feedback about how you found your
recruitment journey with us - you can contact us at:
vacancies@thealbany.org.uk

the Albany

The Albany, Douglas Way, SE8 4AG
The Albany is a registered charity number 1112521



@TheAlbanySE8 | www.thealbany.org.uk

phf Paul Hamlyn
Foundation



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