



**Deputy Head of Property**  
**Full time, permanent**



## ABOUT ALEXANDRA PARK AND PALACE

As a charity and the most prominent cultural destination and park in North London, Alexandra Palace or Ally Pally as we're affectionately known, is 150 years old.

As we look to redevelop our vision, our longer term aim is to bring areas currently closed to the public back to life. With environmental sustainability underpinning our future, the next few years will see some incredibly exciting projects delivered across the site.



In return for your hard work we offer:

- Generous annual leave allowance – **28 days** (pro rata for part time employees)
- Additional 4 privilege days usually set around Christmas and New Year
- Opportunity to enter a ballot for **free event tickets**
- Summer and Winter social parties
- Discounts across our on-site catering units + more

## ROLE DESCRIPTION

The **Deputy Head of Property** is a newly created role that will support the Head of Property and Facilities in ensuring that the physical estate operates effectively, safely and in compliance with regulations.

Areas of responsibility include:

- Estates maintenance, repair and restoration
- Construction project management

The ideal candidate will hold a formal health and safety qualification alongside experience co-ordinating tradespeople and supervising or supporting on major capital or refurbishment projects.

Salary: **circa £50,000pa** depending on experience

## HOW TO APPLY

To apply please send your CV and a covering letter outlining how you meet the requirements of the role to [recruitment@alexandrapalace.com](mailto:recruitment@alexandrapalace.com)

Please also complete and return an [Equalities Monitoring Form](#) with your application.

Please note that applications will be shortlisted on receipt.

Due to the volume of applications, we are unable to offer feedback to those not shortlisted for interview.

## OUR COMMITMENT TO EQUALITY AND DIVERSITY

We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities.

<b>Job Title</b>	<b>Deputy Head of Property</b>
<b>Responsible To</b>	Head of Property
<b>Responsible For</b>	No direct reports
<b>Overall job purpose</b>	To ensure that construction and maintenance work on the physical estate is carried out to the highest standards, in compliance with regulations, and within agreed timeframes and budgets.
<b>Key internal relationships</b>	Head of Health and Safety Head of Security Head of Park and Environmental Sustainability Head of Strategic Planning and Programmes The post holder is expected to work collaboratively across all teams
<b>Key duties and responsibilities</b>	<p><b>1. Estates Maintenance, Repair, and Restoration:</b></p> <ul style="list-style-type: none"> <li>• Inspect and monitor the quality of work on the estate, ensuring it meets the required standards.</li> <li>• Ensure urgent maintenance requests are handled promptly and effectively.</li> <li>• Oversee all trades working on the estate, ensuring coordination and tasks are completed to an exemplary standard.</li> <li>• Assist in creating a long-term plan for preventive maintenance and a five/ten-year plan for protecting assets, in line with the current maintenance plan.</li> <li>• Develop and maintain effective procedures and policies to ensure efficient work practices and compliance with site rules, regulations, laws, and health and safety requirements.</li> <li>• Monitor external contractors to ensure they meet required standards, timeframes, and stay within budget.</li> </ul> <p><b>2. Project Management:</b></p> <ul style="list-style-type: none"> <li>• Assist with major projects carried out by the Property &amp; Facilities Team and external contractors, including construction, development, and maintenance projects.</li> <li>• Manage small projects independently while ensuring a long-lasting, maintenance-friendly approach, coordinating various trades, and ensuring timely completion.</li> <li>• Communicate regularly with key stakeholders to ensure projects run smoothly.</li> </ul> <p><b>3. Technical and Operational Duties:</b></p> <ul style="list-style-type: none"> <li>• Apply technical and practical expertise to support the organisation's Vision &amp; Goals.</li> <li>• Regularly inspect public areas and back of house to ensure they are well-maintained.</li> <li>• Continuously assess the quality of work, address feedback, and resolve issues.</li> <li>• Focus on improving service delivery.</li> </ul>

<p><b>Person Specification</b></p>	<p><u>Essential</u></p> <p><b>Education / Qualifications / Memberships</b></p> <p>NEBOSH, IOSH or Equivalent Health and Safety qualification.</p> <p><b>Experience</b></p> <p>Experience working in a similar role overseeing a variety of projects</p> <p>Experience in managing a team of tradespeople and coordinating various trades on-site</p> <p>Experience of managing major capital and refurbishment projects</p> <p><b>Skills and Knowledge</b></p> <p>Good working knowledge of all aspects of building works</p> <p>Organised and disciplined approach with strong prioritisation skills and the ability to work and deliver under pressure</p> <p>Able to solve problems with confident and effective decision-making skills, common sense approach</p> <p>Excellent communication skills, able to build relationships and present information to diverse audiences in a clear and succinct manner.</p>	<p><u>Desirable</u></p> <p>Formal Engineering qualification at HND level or above</p> <p>Relevant Professional qualification CIBSE, CIOB, RICS</p> <p>Experience of managing scheduled building maintenance including Mechanical and Engineering</p> <p>Experience of working in a commercial, cultural, arts, entertainment or leisure venue</p> <p>Familiarity with local government and its procedures processes and procurement practices</p>
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**Dimensions**

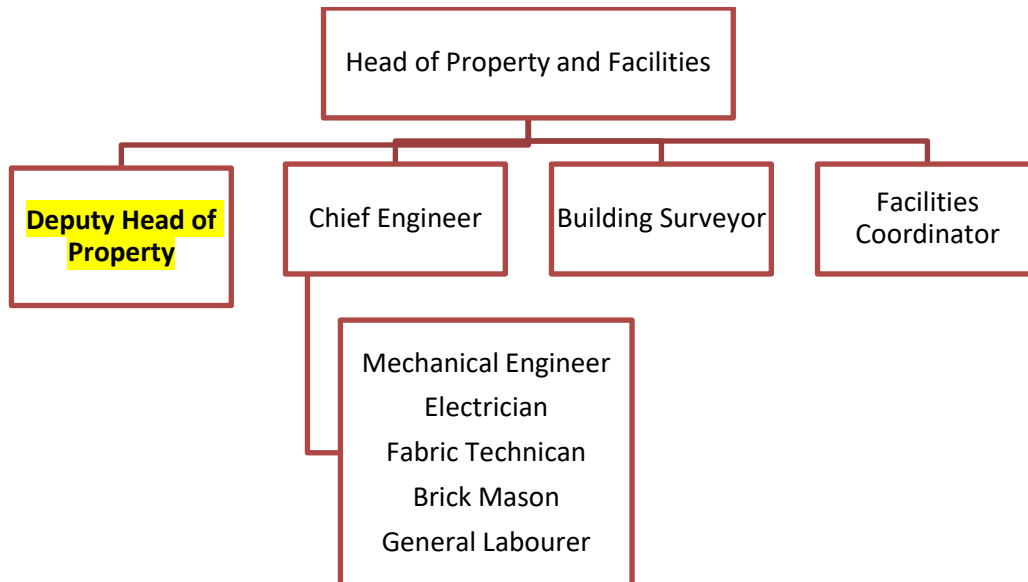
Financial responsibilities

Budget administrator

People management responsibilities

n/a

## DEPARTMENT STRUCTURE



## GENERAL OBLIGATIONS

### i. Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

### ii. Equality and Diversity

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

### iii. Safeguarding

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

### iv. GDPR

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

### v. Sustainability

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green

## VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Resourceful

### The Core Competency Framework

Each competency has an overall description. It is then broken down by level into "We will" and "We won't" indicators. This role is a level 3 (of 4) and therefore should be demonstrating behaviours from level 1 to 4.

**1. We are COLLABORATIVE**

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 3</b>	<ul style="list-style-type: none"> <li>• Work closely as an SMT even when under pressure</li> <li>• Actively share information and knowledge across our teams</li> <li>• Seek the opinions of other teams at the start of projects and where work crosses over</li> <li>• Arrive at meetings prepared and ready to actively input</li> <li>• Pro-actively support others – don't wait to be asked</li> <li>• Get out of the office and talk to people more</li> <li>• Communicate more often using a range of channels</li> </ul>	<ul style="list-style-type: none"> <li>• Withhold information</li> <li>• Cut others out of important discussions</li> <li>• Think our work is more important than that of other teams</li> <li>• Be afraid to ask for help from other teams</li> </ul>

**2. We are BOLD**

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 3</b>	<ul style="list-style-type: none"> <li>• Continually evaluate processes, systems and other ways of working</li> <li>• Actively research, benchmark and network more often – keeping up to speed with new trends</li> <li>• Act as pioneers - pushing the boundaries in innovative entertainment and experiences</li> <li>• Encourage and enable the ideas of others by demonstrating interest and excitement</li> <li>• Actively support others through change</li> </ul>	<ul style="list-style-type: none"> <li>• Be afraid to try new ideas, push boundaries, take risks and try new ways of working</li> <li>• Take the safe short-term work arounds</li> <li>• Be intimidated by a difficult and challenging change</li> <li>• Ignore or dismiss other people's ideas without exploring</li> <li>• Assume the way it is done now is the right way</li> <li>• Create a culture where blame is tolerated</li> </ul>

**3. We are OPEN AND GENUINE**

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 3</b>	<ul style="list-style-type: none"> <li>• Act as a role model for others - treating everyone with respect and valuing their contributions</li> <li>• Encourage the heart by knowing our people and acting with kindness, empathy and positive intent</li> <li>• Do what I say I will – on time and to quality</li> <li>• Act transparently</li> <li>• Challenge and address behaviours when they are out of line with our values</li> </ul>	<ul style="list-style-type: none"> <li>• Tolerate any exclusion or discrimination at an individual or team level</li> <li>• Forget to involve those I find it “harder” to work with</li> <li>• Act defensively</li> <li>• Talk down to people</li> </ul>

**4. We are PASSIONATE & FUN**

“Our job is to put smiles on people's faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	<b>We Will</b>	<b>We Won't</b>

<b>Level 3</b>	<ul style="list-style-type: none"> <li>• Demonstrate visible energy and enthusiasm</li> <li>• Talk about and expect quality</li> <li>• Bring more fun to our meetings and internal events</li> <li>• Focus on the positives and achievements more often</li> <li>• Encourage, inspire, develop and build individuals and teams</li> <li>• Address negativity through encouragement, development, feedback and coaching</li> </ul>	<ul style="list-style-type: none"> <li>• Lose heart when things go wrong</li> <li>• Allow negative behaviours to go unaddressed</li> </ul>
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**5. We are RESOURCEFUL**

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 3</b>	<ul style="list-style-type: none"> <li>• Engage with new stakeholders, experts, partners and audiences</li> <li>• Focus on reducing costs and waste, improving use of all resources</li> <li>• Look for economies of scale across the organisation</li> <li>• Ensure value for money in everything we do</li> <li>• Create time and opportunities for problems to be solved</li> <li>• Encourage and coach my team to come up with solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Ignore waste and poor use of resources across the organisation</li> <li>• Solve problems that our team could solve themselves</li> </ul>