

Job Profile

Post: Estates & Facilities Officer
Reporting to: Chief Compliance Officer & Head of Estates

Overview

Whitehaven Harbour Commissioners (WHC) are seeking an additional member of our Operations and Facilities Management team, which has responsibility for delivering Estates and Facilities Management services across WHC's properties and land assets, including some tenanted buildings and community spaces.

If you're experienced in managing PPM schedules and at the same time would love to join a small, local team of dedicated and passionate people working hard to manage and conserve our town's historic harbour and wider estate, in one of the most amazing locations in the country (in our opinion!) and a positive quality of life... you could be the one we're looking for.

Purpose

Reporting to the Chief Compliance Officer & Head of Estates, you will be part of a team responsible for the non-marine operational management of the WHC portfolio of assets and managing the interface with those undertaking marine obligations on WHC's behalf.

The estate is made up of a diverse range of facilities, operational premises, historic buildings and areas of high-profile public realm, mostly around – but not limited to – the harbour environment. Our many assets include Gordon Thomson House (aka The Fish Hall!), The Edge – Cumbria's Coastal Activities Centre, four surface car parks, a multi-storey car park, The Rum Story retail offer and heritage attraction in the town centre, and more... all of which underpin Whitehaven's marine and tourism industries.

You will play a key role in ensuring the highest standards are met in the delivery of services to this community.

Health and Safety compliance, timely reporting and excellence in quality and customer service are required across the portfolio. Management of service providers, efficient delivery of PPM and reactionary works is essential, while maintaining and monitoring performance against operational budgets.

WHC is a not-for-profit organisation, safely managing and maintaining Whitehaven Harbour and its environs for the benefit of all. We are committed to optimising our commercial revenues in order to continually improve by reinvesting in our assets, ensuring all of those assets are managed and proactively maintained to provide a safe, sustainable and enjoyable environment and experience for all users.

At the heart of the community, we celebrate our 400-year history to drive the future and protect the legacy of this unique local institution.

We are proud of our core values; we will:

- actively listen and put people at the heart of what we do
- treat people fairly and inclusively, embracing equality and diversity
- be honest, open and transparent in our dealings with customers, colleagues and partners
- stand up and take responsibility for our actions
- provide a safe and secure environment for all
- strive for continuous improvement and a better future

Our sector is niche but our operational delivery is broad, and we recognise it may be difficult to recruit someone who already ticks all the boxes for preferred knowledge and ability. Where enough essential criteria can be demonstrated, we will take transferable skills into consideration when shortlisting and are committed to supporting personal development to enhance the right individual's skills to help them deliver the very best.

WHC comprises a diverse team of 17 employees covering estate and harbour operations, car parking, The Rum Story and a range of administrative support functions. We are also fortunate to be supported by a wide network of retained specialist consultants, trusted contractors, volunteers, secondees and the skills and capabilities of up to eight volunteer Commissioners who provide strategic leadership and support across all our operational areas.

Many of our existing colleagues joined us from outside the sector and have proven themselves to be strong team players who thrive on variety and challenge, and have a get-things-done approach, which is ultimately what we want from every new recruit too – so don't let a lack of specific industry experience put you off applying!

Key duties and responsibilities

- Help establish and manage the delivery of effective PPM schedules for assets ensuring statutory compliance, a high standard of presentation and reliability of services and ensuring a seamless interface with colleagues managing 'wet' harbour operations.
- Bring forward recommendations for improvements in standards and efficiency, implementing improvements where appropriate.
- Ensure there are robust arrangements in place to deliver timely and effective responses to corrective works.
- Support the development of operational and maintenance budgets at appropriate levels to meet reliability and presentational standards commensurate with asset management plans on a building-by-building basis across all parts of the portfolio.
- Work with H&S and Compliance colleagues to ensure all policies and procedures are in place and adhered to, with appropriate reporting requirements met in a timely fashion.
- Check that monthly orders to FM service providers and purchase orders for all corrective works are issued, following up with FM providers to ensure tasks are actioned quickly and to a high standard and fully completed before invoices are signed off for approval.

Person specification

Essential

- Able to create and manage complex schedules of PPM works and oversee delivery by contractors, including small works contracts for corrective works and upgrades.
- Good working knowledge of workplace H&S; additional training can be arranged.
- A high level of computer literacy, especially Microsoft / Outlook programs, with excellent written and verbal communication skills.
- Experience of Facilities Management is required, but considered secondary to a proven ability to manage multiple workstreams in an organised and controlled fashion.

Desirable

- An understanding of building pathology and Mechanical and Electrical systems is desirable, particularly in marine environments.
- Some experience in managing listed buildings/structures would be beneficial.
- Demonstrate knowledge of local heritage and history with an interest in, and passion for, the betterment of Whitehaven and its community.

Headline terms & conditions

Contract: Permanent

Hours: 35 hours per week

Salary: £30,000 pa

Annual leave: 25 days per annum plus all statutory bank holidays

Probation and notice period: This role has a probation period of three months, during which the notice period on either side will be one week. The notice period then increases to four weeks' prior written notice until continuously employed for four complete years, with one additional week's notice required for each completed year of continuous employment thereafter, up to a maximum of eight weeks' notice

Pension: WHC operates an auto-enrolment pension scheme through Nest

Working arrangements: WHC is a seven-day operation and most full-time core team members work five days a week with one-hour unpaid lunch break per day. Some weekend and evening work may be required, with some weeks involving the post-holder working more than 35 hours, for which time off in lieu (TOIL) will be awarded.

We are responsive to flexible working requests and will take a collaborative approach to finding the right solution for the individual and the organisation. In exceptional circumstances we may be able to reduce elements of the role, alter core working hours or introduce job share arrangements, for example. Candidates should state at the outset if they wish to explore flexible working arrangements.

Location: This post is based at WHC's main office above The Rum Story in Whitehaven town centre, however the nature of the role will mean spending significant time around the whole harbour estate. Some travel outside the area may be required but only rarely.

Additional employee benefits: Staff discount in The Rum Story shop; free parking on WHC car parks.

How to apply

Please send a CV and supporting letter, setting out your relevant experience and knowledge, to Duncan Rogers, Chief Compliance Officer and Head of Estates, at Whitehaven Harbour Commissioners, 27 Lowther Street, Whitehaven, CA28 7DN or email duncan@whitehavenhc.org.uk

Deadline: 9am on Thursday 6th August 2026

Interviews: w/c 17th August 2026 (TBC), at Whitehaven Harbour Commissioners' office above The Rum Story, Lowther Street, Whitehaven, CA28 7DN. Requests for online first interviews may be considered in certain circumstances; however, any candidates selected for a second interview must attend in person

Further information: For an informal discussion about the role, or to clarify anything about the job description before applying, email CEO Deanne Shallcross on deanne@whitehavenhc.org.uk

Equal opportunities statement: WHC/The Rum Story are committed to promoting equal opportunities in employment. All job applicants receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics).

We are required by law to ensure all employees are entitled to work in the UK. Prospective employees, regardless of nationality, must be able to produce original documents before employment starts, to satisfy current immigration legislation