

## Job Description

<b>Job title</b>	Workplace Manager	<b>Grade</b>	A
<b>Department</b>	People & Operations		
<b>Responsible to</b>	Director of People & Operations		
<b>Revision Date</b>	February 2026		

### Organisation Context

The Institute of Physics (IOP) is the national society for the discipline of physics in the UK and Ireland. As well as being a learned society, we are also the professional body for members based in the UK, Ireland, and overseas.

We are a professional, modern, and ambitious organisation seeking to unlock the potential of physics and physicists nationally and internationally. Our purpose is to promote the advancement and dissemination of knowledge and learning in pure and applied physics for the benefit of all. We do this by building a thriving and diverse physics workforce, raising standards, supporting careers, and addressing barriers.

We demonstrate the importance, relevance, and impact of physics in everyday life and the role it plays in addressing society's major societal, economic, and environmental challenges. We influence change, actively engage in public and government dialogue, improving the quality of debate, informing policy, and influencing funding strategies. Above all, we are pioneering. We foster a sense of community amongst employees, members, volunteers, and people with an interest in physics, providing a platform and a voice for ideas to be heard and creating an environment which enables game-changing innovation.

Our organisational values are at the heart of IOP and provide the foundations to empower us all to lead cultural change, deliver high performance across the organisation, and enable us to promote advancements and learning in pure and applied physics for the benefit of all.

Our 2024–2029 strategy, titled "Physics for our Future," focuses on three key priorities: addressing the skills shortage and expanding opportunities in physics education and careers; strengthening physics across science, research, innovation, and technology; and exploring and communicating the social and economic benefits of physics to ensure they are widely understood. The strategy emphasises collaboration within the physics community, inclusivity, and diversity, aiming to make physics accessible and welcoming to all. It also highlights the central role of IOP Publishing in supporting the organisation's mission, with profits directed towards public benefit and scientific advancement.

To deliver on the ambitions; our property strategy and management are key. Our flagship London HQ was built by the IOP with physics in mind and capturing the latest sustainability infrastructure to achieve BREEAM Excellent. Within our London premises, we have rented office spaces and meeting rooms, an IOP office, and space for our membership to connect. We have rented hubs in Cardiff, Dublin, and Belfast which are a

mixture of serviced offices, an access agreement, and STEM hubs.

The IOP is made up of about 150 staff, 1000 volunteers (specific short-term roles, and longer-term committee or group representatives), and a subsidiary company called IOP Publishing (IOPP), with around 600 staff globally. This role provides services to the Institute whilst working closely with the IOPP. Most colleagues work in a hybrid way between an IOP office and home, and it is the Workplace Managers' responsibility to support creating a positive workspace and reduce risks wherever our people work.

We work with a wide range of stakeholders—from physicists and policymakers to business leaders, professionals, students, and children. Creating a welcoming experience requires carefully balancing these varied levels of knowledge, professionalism, and age so that everyone feels included and engaged.

### **Purpose of the Role and Accountabilities**

#### **Purpose of the Role**

To own and deliver end-to-end workplace and facilities operations for a technically complex building due to its specialist build nature and multi-site portfolio of rented spaces so that IOP colleagues, members and guests experience safe, compliant, welcoming and productive spaces.

The role enables programme delivery, meeting room provisions, and business operations by leading across Hard FM (asset care, PPM, critical M&E), Soft FM (front-of-house, cleaning, security, catering, waste), meeting room hire (rooms/AV/logistics), and employee experience (workspace services and continuous improvement). It supports IOP's 2024–2029 strategy by ensuring our workplaces are inclusive, sustainable, and resilient, and by using CAFM/BMS insights to drive uptime, performance and value.

#### **Key accountabilities**

- Lead the teams, contractors, and individuals to provide operational delivery and continuous improvement of workplace services, meeting agreed SLAs/KPIs, incorporating best practice, and statutory compliance obligations.
- Maintain accurate asset registers, budget management, and a risk-based PPM schedule aligned to SFG20 and manufacturer guidance; ensure timely remedial close-out.
- Act as senior point of contact for stakeholders (landlords, tenants, suppliers, People/HR, IT, and IOP staff) and manage contractor controls (inductions, permits, RAMS, site management, and outcomes).
- Oversee the meeting room hire (space planning, AV readiness, furniture/catering logistics) ensuring room readiness and hybrid working requirements.
- Own supplier governance, procurement and contract performance; manage opex/capex forecasts, purchase orders, accruals, ensuring value for money across all contracts and services.
- Drive sustainability outcomes (energy, water, waste, carbon) and ensure environmental data is tracked and reported.
- Prepare reporting covering compliance, risk, SLAs/KPIs, incidents, budget and energy and action tracking.
- Own business continuity for the organisation, ensuring a comprehensive plan is in place which is regularly tested and improved as needed.

- Ensure technical resilience (UPS testing, critical spares strategy and escalation protocols etc) in support of business continuity and service level improvements.

### **Contribution to Governance**

While formal governance responsibilities rest with the Executive Team and strategic boards governance is supported by contributions from colleagues at all levels of the organisation. The Workplace Manager contributes to governance and operational health by:

- Sitting on relevant boards and contributing expertise within their specialism, such as health and safety.
- Working with the Compliance Officer to ensure that mandatory training is delivered and auditable.
- Channelling Workplace priorities through appropriate governance processes, ensuring they align with the IOP's broader strategic goals.
- Defining, developing and implementing new initiatives serving as a key collaborator to ensure alignment with organisational goals.
- Ensuring Workplace activities are prioritised within organisational planning and are evaluated against relevant performance metrics.
- Identifying risks associated with Workplace activities and IOP properties and implementing effective mitigation plans.
- Providing detailed updates on the progress and impact of Workplace initiatives to support organisational oversight.

These contributions are essential to ensuring transparency, accountability, and the successful implementation of strategic objectives.

### **Ways of Working**

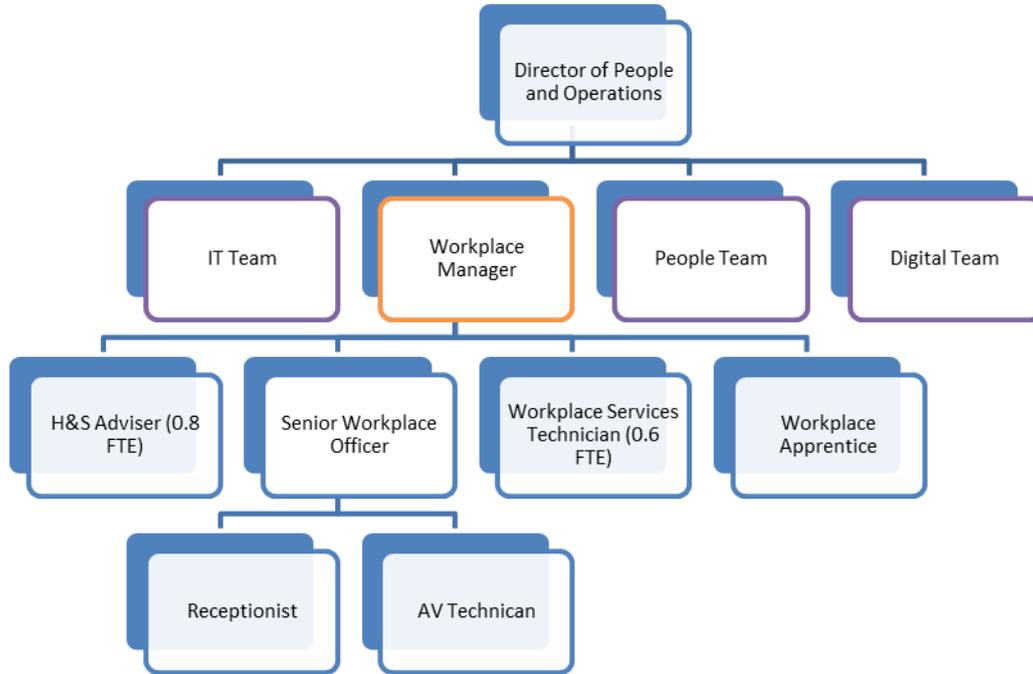
At IOP, we are committed to fostering a collaborative, inclusive and impact driven working environment.

All colleagues are expected to:

- Work collaboratively across teams and functions to deliver shared goals and contribute to a culture of transparency and mutual support.
- Demonstrate integrity by being a good corporate citizen, ensuring that work is evidence based, impartial and aligned with IOPs strategic priorities.
- Champion diversity and inclusion, actively contributing to an environment where everyone feels respected, valued and able to thrive.
- Engage constructively with stakeholders, to promote the value and impact of physics.
- Embrace flexibility and innovation, adapting to change and seek continuous improvement in how we work and deliver services.
- Take ownership and accountability for individual and team outcomes, upholding high standards of professionalism and conduct

**Organisational chart**

*The Institute of Physics is an open and inclusive organisation that welcomes and celebrates diversity.*



**Main responsibilities of the role**

Manage and lead the Workplace team and the wider contractor on-site roles.	Ensure the team is well managed with clear objectives, a high-level delivery of day-to-day activities, and supported to develop further. Embed a sense of pride and high-quality service provision.
Hard Facilities Management at the London HQ purpose-built premises	Manage a complex designed technical environment including BMS, HVAC (both mechanical and passive systems with AHU/FCU/trench sourced through ASHP), electrical, lighting, plumbing, life safety systems (fire alarm/suppression), lifts, UPS and water hygiene. Ensure PPM and reactive maintenance is delivered; lead root-cause analysis and continuous improvement. leverage BMS data to optimise comfort, energy and uptime.
Compliance	Ensure statutory inspections and records (EICR, F-Gas, LOLER, PUWER, pressure systems) are completed on time; maintain HSAW Act through risk assessments, SSOW, COSHH, DSE, PTW, Workplace Regs, incident management and periodic testing.

Soft Facilities Management	Oversee cleaning, security, reception, mailroom, catering, waste/recycling and pest control: maintain SLAs/KPIs and drive service improvements.
Meeting room and Space Utilisation	Deliver end-to-end support for internal/external meeting room usage (space booking, room planning, AV setup, furniture moves, catering coordination, day-of logistics); maintain meeting space readiness and hybrid requirements.
Employee Experience & Workplace Operations	Manage space allocation, moves/adds/changes and occupancy planning; maintain accurate floor plans; run satisfaction surveys and communicate planned works and disruptions clearly.
Telecommunication Building & AV Systems	Liaise with IT on the system such as AV, stage lighting, Network(WiFi), hearing loop, printers, switchboard, CCTV, and any other cabling/server systems in the premises.
Supplier & Budget Maintenance	Own supplier relationships, governance, procurement, mobilisation/demobilisation; manage budgets, recharges, variation management and benchmarking.
Sustainability & ESG	Deliver measurable improvements in energy, water, waste and carbon; promote circularity (reuse, recycling, responsible disposal), track utilities and whole-building performance.
Projects & Change	Scope and deliver minor projects (refurbs, lifecycle replacements, space changes) safely and on time; coordinate design reviews, method statements, commissioning and handover documentation; maintain O&M manuals and drawings.
Stakeholder Management & Reporting	Act as primary contact for building users, staff, IT and Security.
Risk Management	Identify, assess and manage risks and threats to the IOP, its programmes and projects within their specialism. Encourage best practice in managing, following and promoting IOP EDI standards through their work, interaction with colleagues, stakeholders and members.

## Person Specification

### We are looking for someone who...

#### **Creativity and Thought Leadership**

Demonstrates the ability to apply clear insight and creative thinking to complex challenges. Uses analytical skills and evidence-based reasoning to contribute innovative ideas and solutions. Offers intellectual input that supports the development of projects, programmes, and team initiatives.

#### **Communication**

Communicates effectively through clear, concise, and engaging written and verbal communication. Presents ideas with clarity and impact and actively listens to others to ensure mutual understanding. Engages constructively with colleagues and stakeholders to support collaborative working.

#### **Priority Awareness**

Effectively manages the resources within the Workplace team to align with the organisational priorities. Demonstrates sound judgement in identifying what is most important and takes proactive steps to address potential barriers to progress.

#### **Planning and Organisation**

Plans and organises work efficiently, setting clear objectives and timelines for their team and personally. Anticipates potential challenges and adapts plans accordingly. Monitors progress and evaluate outcomes to support continuous improvement and delivery of high-quality results.

#### **Collaboration and Delegation Support**

Works collaboratively with colleagues, contributing to shared goals and supporting the delegation of tasks where appropriate. Demonstrates a strong sense of shared responsibility and is proactive in offering support to others.

#### **Responsibility and Accountability**

Takes ownership of individual responsibilities and understands their contribution to wider organisational objectives. Demonstrates a commitment to accountability, transparency, and risk awareness in all aspects of work. Escalating where appropriate.

#### **Work Quality and Impact**

Delivers consistently high-quality work by setting clear goals, monitoring progress, and incorporating feedback. Strives for continuous improvement and contributes to the overall effectiveness of the team.

#### **Team Contribution and Motivation**

Fosters a positive and inclusive working environment. Recognises and values the contributions of others, encourages collaboration, and supports a culture of openness, respect, and shared success.

**Experience this person should have is...**

- Leading a team with wide range of skill/knowledge levels and individuals who are in a different location.
- Proven experience managing both Hard FM and Soft FM in a technically complex high-spec office environment. Ideally this will include experience of managing complex HVAC systems with a combination of passive and mechanical elements.
- Demonstrable track record of statutory compliance delivery for building systems, (e.g., L8 water hygiene, EICR, F-Gas, LOLER/PUWER, pressure systems).
- Strong understanding of health & safety law (eg. HSAW Act, Management of HSAW, RIDDOR, DSE, Workplace (HSW) Regulations) and keeping audit-ready records.
- Supplier and contract management with SLAs/KPIs, value-for-money outcomes and mobilisation/demobilisation experience.
- Budget management across opex/capex, forecasting and commercial controls (variation management, benchmarking).
- Risk management identification and minimisation and leading on business continuity to raise the overall organisational knowledge in this area.
- Experience with rented office and meeting room space including AV/room logistics, with strong customer-service orientation.

**Skills this person requires are...**

- CAFM and BMS literacy; able to interpret trend data to improve comfort, energy and uptime.
- Strong stakeholder management and communication; able to influence and collaborate across People/HR, IT, Executive team, IOP staff, tenants, and Finance.
- Strong risk management; confident in Business Continuity Planning and Management, RAMS, permits to work and incident management.
- Project management skills (minor works, lifecycle replacements) with safe-systems-of-work discipline.
- Digital literacy (Microsoft 365) and data-driven decision-making.

**Qualifications this person requires are...**

- IWFM Level 4–5 (or equivalent experience).
- IOSH Managing Safely or NEBOSH General Certificate.
- First Aid at Work and Fire Marshal/Warden (or willingness to obtain).
- Alcohol licence and designated premises supervisor (or willingness to obtain).
- Authorised Person (AP) disciplines (e.g., Electrical) where applicable (desirable).