



The Bishop's Palace  
WELLS · SOMERSET

### Job Description

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| <b>Title</b>                       | <b>Heritage Building &amp; Facilities Manager</b>   |
| <b>Hours</b>                       | 30 – 37 Hrs pw – worked over 4 to 5 days per week.  |
| <b>Remuneration &amp; Benefits</b> | From £35,000 (FTE)<br><br>8% Employer Pension contributions, Death in service, Health Assistance Package.<br>25 days annual leave, Training, Mentoring and career progression support, Outdoor Theatre tickets, Membership and Guest membership to the Bishops Palace & Gardens.  |
| <b>Report to</b>                   | Chief Executive Officer   |
| <b>Responsible for</b>             | Building & Facilities Assistant and Cleaners<br>Maintenance and Archive Volunteers<br>Management of external contractors including Cleaning, Maintenance  |
| <b>About The Bishop's Palace</b>   | The site and buildings of The Bishop's Palace and Gardens is owned by the Church Commissioners and managed by The Palace Trust. As a charitable organisation our mission is to protect The Bishop's Palace by ensuring financial stability through engaging a wide range of people for their enjoyment and learning. The eight-hundred-year-old Palace sits among fourteen acres of stunning RHS partner gardens that draw 140,000 visitors per annum. The Palace is over 800 years' old and is Listed Grade I for its historic, cultural and architectural significance and there is huge potential to build on the success of the Gardens' visitor experience by bringing the built heritage much more into the consciousness of our visitors.  |
| <b>Purpose of role</b>             | The Heritage Building and Facilities Manager will play a leading role in managing the physical upkeep, conservation, repairs and compliance of this heritage site. Working with other members of the Senior Management Team (SMT) to deliver the strategic objectives balancing hands on operational delivery with stakeholder and contractor management.   |
| <b>Responsible for</b>             | <b>Property Maintenance &amp; Conservation</b> <ul style="list-style-type: none"><li>• Maintain a comprehensive Property Maintenance Manual complete with annual surveys, maintenance tasks and contracts relating to the property as appropriate to the scale and scope of this role.</li><li>• Keep up to date the Fixed Asset Register in relation to equipment, chattels and other items within the responsibility of this role.</li><li>• Update the Conservation Cleaning Rota to identify the method, materials and frequency of cleaning of historic fabric, chattels and other sensitive areas.</li><li>• Ensure the highest standards of conservation of the property and its contents are maintained.</li></ul> <b>Property management</b> <ul style="list-style-type: none"><li>• Responsible for all premises management systems and procedures such as Fire &amp; Security, Heating, Water and other utilities, pest control, conservation &amp; other Cleaning, maintenance of any environmental</li></ul> |

monitoring systems.

- Ensure communication across all property occupiers to enable frequent briefings for works to and involving access to the Palace. Contribute to the SMT meetings and provide timely reports for inclusion to Board and to any major building projects.
- Support colleagues to facilitate events requiring the buildings as a resource (e.g. filming, theatre, fairs, exhibitions, weddings, croquet, sculpture exhibition)
- Lead on agreed Buildings, Repair & Maintenance projects.
- Responsible for the management of staff, volunteers and contractors.

**Property Presentation**

- In collaboration with colleagues draw up a programme of engagement opportunities such that the work associated with the conservation and maintenance of the historic buildings and chattels are shared with our visitors as part of the visitor experience and to enhance visitor income, including through online and digital media.

**Financial Management**

- Responsible for the annual Property budget, any delegated annual budgets for purchasing of machinery and for delegated projects.
- Responsible for the Property Department to make a contribution to the overall income for the Palace Trust, through visitor income, Conservation in Action events, lectures, tours and donations.
- Contribute to the bid-writing process for any applications that will impact on the conservation and maintenance of the built heritage within our care.

**Operational Management**

- As part of the SMT, set out a clear plan for the department by contributing to the overall strategic planning process, and by setting clear departmental and individual targets and objectives which align with the overall strategy for The Palace Trust.
- Act as Duty Manager on a rota basis, taking responsibility for the safe operation of the entire site.
- Act as one of the Health & Safety Responsible Persons to ensure security and safety of staff and visitors across the estate through development and implementation of best practices.

**Internal customers**

- Working closely with other Heads of Department and colleagues to ensure the built heritage within the care of The Palace Trust is suitably presented and protected as part of the visitor experience including any events, weddings and other performances within.
- In collaboration with colleagues and other HODs, ensure the property is open and safe to visit for the optimum number of days to support the income stream of visitor welcome.
- Ensure that there are strong lines of communication across the team during works, events and other extraordinary activities.

**External Contractors and Partners**

- Responsible for supervision of agreed portfolio of small projects and to provide input into larger projects that impact on the property management and maintenance duties associated with this role.

**Health and Safety**

- Act as the Responsible Person for property maintenance and management areas.

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|  | <ul style="list-style-type: none"> <li>• Maintain up to date working knowledge of all aspects of Health, Safety &amp; Well-being in relation to the scale and scope of this role.</li> <li>• Create and maintain a comprehensive list of SSRAMS (Site Specific Risk Assessments &amp; Method Statements), IOSH &amp; other mandatory records for safe systems of work in relation to the scale and scope of this role.</li> <li>• Maintain relevant documents for the safe working and maintenance of all equipment, tools, machinery &amp; hazardous substances.</li> <li>• Part of the team who decide on when adverse weather makes the site unsafe to open &amp; recommends appropriate action to secure the buildings in such conditions.</li> <li>• Ensure volunteers and any direct line reports are appropriately trained and guided in relation to all appropriate aspects of health and safety.</li> </ul> <p><b>Water Course Management</b></p> <ul style="list-style-type: none"> <li>• Part of the team who manage safe operation of the sluice systems to ensure the water-flow is always balanced, in response to forecast and actual levels of rainfall; to prevent damage to the property.</li> </ul> <p><b>Palace Collection and Archive</b></p> <ul style="list-style-type: none"> <li>• Ensure all items of The Palace collection are condition checked annually and details added to CMS.</li> <li>• Maintain CMS to SPECTRUM standard.</li> <li>• Record all documentation and photography to industry standard.</li> <li>• Digitise selected documents from the archive.</li> <li>• Set up an area where the Palace Archive can be used as an education resource.</li> <li>• Identify items from the collection and documents from the archive that may be used in the Palace Interpretation project.</li> <li>• Maintain Museum Accreditation for The Palace Trust, completing documentation as is required.</li> </ul> <p><b>Interpretation</b></p> <ul style="list-style-type: none"> <li>• Support the CEO in developing the interpretation offering at The Bishop's Palace.</li> <li>• Work alongside appointed company project manager to ensure deadlines met for each phase of the project.</li> <li>• Ensure all content required is delivered on time.</li> <li>• Support with funding opportunities for Palace Interpretation Project.</li> <li>• Deliver in-house interpretation development.</li> </ul> |
| <b><i>Purpose, Vision and Values</i></b> | <p>As a charitable organisation our aim is to protect The Bishop's Palace by ensuring financial stability through engaging a wide range of people for their enjoyment and learning.</p> <p><b>Our Vision</b><br/>To inspire and touch the lives of many by offering joy, healing, hope and wellbeing.</p> <p><b>Our Purpose</b><br/>To conserve and share the Palace and its story as a place of enjoyment and reflection for the benefit of all.</p> <p><b>What we value</b></p>   |

|                              |  |   |
|------------------------------|--|---|
|                              | Authenticity • Inclusivity • Hospitality • Spirituality • Generosity • Sustainability                            |   |
| <b>Key internal contacts</b> | <ul style="list-style-type: none"> <li>• CEO</li> <li>• Trustees</li> <li>• Bishop and Bishop's Staff</li> </ul> | <ul style="list-style-type: none"> <li>• SMT</li> <li>• Property Team</li> <li>• Garden Team</li> <li>• Volunteers</li> </ul> |

## Person Specification

### Knowledge, Experience, Skills and Personal Attributes

| Essential   | Desirable  |
|---|--|
| <ul style="list-style-type: none"> <li>• At least 4 years' experience in the practical maintenance, management and conservation of historic buildings or in a similar setting.</li> <li>• Experience in property management of historic sensitive sites open to the public.</li> <li>• Experience in practical management of historic building projects</li> <li>• Degree or equivalent experience in relevant subject</li> <li>• Certificate of H&amp;S training at appropriate IOSH or NEBOSH level.</li> <li>• Leadership and strategic awareness</li> <li>• Experience of managing volunteers</li> <li>• Excellent skills in engaging with people and able to live our EDI principles and values</li> <li>• Excellent budget management skills</li> </ul> | <ul style="list-style-type: none"> <li>• Affiliated with recognised conservation bodies such as SPAB, ICON CIOB or equivalent</li> <li>• Good knowledge and relationships with organisations like Historic England, National Trust, English Heritage</li> <li>• Practical experience and knowledge of how historic buildings can be adapted to accommodate modern utility systems to better support environmental principles.</li> <li>• Experience of media engagement</li> <li>• Ability to engage with donors and potential donors to support applications for additional external funding</li> </ul> |

To Apply:

Send your CV along with a Covering letter to [Recruitment@bishoppalace.org.uk](mailto:Recruitment@bishoppalace.org.uk).

Applications should be received by 12noon, Sunday 25 January 2026.

Applications should be a CV along with a covering letter giving details of experience and skills relevant to this role. Applications without a cover letter may not be considered for shortlisting.

Interviews will be held at The Bishop's Palace on Thursday 5 February 2026.

Anticipated start date from March 2026.

