



**CAFM Systems
Administrator
Full time, permanent**



ABOUT ALEXANDRA PARK AND PALACE



Alexandra Palace was opened in 1873, having been designed as the 'Palace of the People', to provide entertainment and recreation for the masses. Today the Park and Palace are run by a charity – the Alexandra Park and Palace Charitable Trust – which continues this mission by caring for and restoring the listed Palace and 196 acres of awarding-winning parkland, as well as delivering our year-round programme of cultural, leisure and learning

ROLE DESCRIPTION

The **CAFM Systems Administrator** sits within the Property and Engineering team and will support the roll out of a new Computer Aided Facilities Management System across the business. Key duties include:

- Act as primary system administrator for CAFM system
- Maintain up to date and accurate asset registers
- Monitor completion of PPM and reactive maintenance tasks
- Produce maintenance performance, compliance status and asset condition reports
- Provide first line CAFM support to internal users and contractors
- Identify opportunities to improve data quality, system use and CAFM processes

Proven experience administering or supporting a CAFM system in a facilities, estates, or asset-management environment is essential along with experience managing PPM schedules and asset maintenance data.

This is a full time, permanent role.

The salary is between **£32,641 - £34,359pa** dependent on experience

HOW TO APPLY

To apply for the role of **CAFM Administrator** role please send your CV and a cover letter demonstrating how you meet the person specification to recruitment@alexandrapalace.com.

The deadline for applications is 12pm Friday 3 July 2026

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.

Job Title	CAFM Systems Administrator
Department:	Property and Engineering
Responsible To	Deputy Head of Property and Engineering
Responsible For	<i>No Direct Reports</i>
Overall job purpose	<p>The CAFM Systems Administrator plays a critical role in ensuring Alexandra Palace's facilities, asset and maintenance data is accurate, auditable and effectively used to support safe, compliant and efficient operations across the Palace and Park.</p> <p>Acting as the system owner for the Trust's CAFM platform, the postholder will administer, configure and develop the system to support day-to-day maintenance, statutory compliance, planned preventative maintenance (PPM) and performance reporting across a live events and heritage environment.</p>
Key internal relationships	Collaborative working across all internal departments
Key duties and responsibilities	<p>CAFM System Ownership & Administration</p> <ul style="list-style-type: none"> • Act as the primary System Administrator for the Trust's CAFM system, ensuring it accurately reflects the Palace, Park and associated assets. • Data on the system provides an accurate overview of assets across the park and palace. • Responsible for asset data management, planned maintenance schedules, forms, reporting templates and use access for optimal use of the CAFM System • Configure system workflows, asset hierarchies, locations, permissions and user access to support a multi-use estate. • Monitor system updates and enhancements, adapting processes to reflect new functionality. • Act as the key liaison between Property & Engineering, IT, The CAFM supplier and contractors. <p>Asset & Estate Data Management</p> <ul style="list-style-type: none"> • Maintain accurate, up-to-date asset registers covering the Palace, temporary event infrastructure, park assets and engineering systems. • Ensure data integrity to support statutory compliance, heritage management and lifecycle planning. • Manage data imports, exports, audits and cleansing activities, including asset updates, following projects and any potential renewals. <p>Planned Preventative Maintenance & Compliance</p> <ul style="list-style-type: none"> • Support office manager for the property and engineering team to build, maintain and optimise PPM schedules within the CAFM system, align statutory requirements, SFG20 guidance and internal policies. • Monitor completion of PPM and reactive maintenance tasks, supporting the property and engineering team to resolve overdue or high-risk items.

	<ul style="list-style-type: none"> • Ensure maintenance activity is recorded clearly and consistently to support inspections, audits and governance assurance. <p>Reporting & Performance Information</p> <ul style="list-style-type: none"> • Produce regular and ad-hoc reports for senior managers covering maintenance performance, compliance status, asset condition and trends. • Support audit preparation, inspections and reporting to internal governance committees. • Develop dashboards and management information to enable informed decision-making. <p>User Support & Training</p> <ul style="list-style-type: none"> • Provide first-line CAFM support to the property and engineering team, contractors and internal users. • Develop and maintain system user guides and procedures. <p>Continuous Improvement & Projects</p> <ul style="list-style-type: none"> • Identify opportunities to improve data quality, system use and CAFM processes. • Support CAFM aspects of new projects, estate changes, refurbishments and additional mobilisation. • Work collaboratively with colleagues across Property, Events, Finance and Procurement to ensure the CAFM system supports operational and commercial activity.
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Person Specification	<u>Essential</u>	<u>Desirable</u>
	<p>Education / Qualifications / Memberships</p> <p>Educated to GCSE level 4-9 (A-C) in Maths and English</p> <p>Fluent in English Language</p> <p>Right to work in the UK</p> <p>Experience</p> <p>Proven experience administering or supporting a CAFM system in a facilities, estates or asset-management environment.</p> <p>Experience managing PPM schedules and asset maintenance data.</p> <p>Understanding of statutory facilities compliance requirements.</p> <p>Skills and Knowledge</p>	<p>Experience working in a complex or public-facing environment (heritage, events, education, healthcare or cultural venues).</p> <p>Experience supporting CAFM system upgrades or implementations.</p> <p>Experience supporting live events or operational environments with fluctuating demand.</p>

	<p>Strong data management skills with exceptional attention to detail.</p> <p>Ability to produce clear, accurate reports for a range of stakeholders.</p> <p>Confident communicator able to support and train system users.</p> <p>Strong IT skills, including Excel and data analysis.</p>	<p>Knowledge of SFG20 maintenance standards.</p> <p>Understanding of working within a charity or public-sector governance framework.</p>
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DIMENSIONS

Financial responsibilities

Budget administrator

People management responsibilities

n/a

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.

CUSTOMER SERVICE STANDARDS



VALUES AND BEHAVIOURS

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

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 2 and therefore should be demonstrating behaviours at **level 2**.

1. **We are COLLABORATIVE**
 “We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	We Will	We Won't
Level 2	Work with other teams to raise and solve issues Hold regular meetings to gain team input Be visibly available to my team Book weekly catch ups with other teams Think and act as one organisation Pro-actively talk to others rather than sending emails	Encourage silos or working in isolation Think our work is more important than that of other teams Make decisions without consulting other teams that may be impacted

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

	We Will	We Won't
Level 2	Try new ideas and think outside the box Look for possibilities and opportunities everywhere – taking time to think creatively Have faith in my ideas and find my voice Encourage the ideas of others more often Utilise the experience of the whole team Strive to improve the customer experience Encourage others to see mistakes as learning	Say “I can do better” but then do nothing Accept something just because it is the way it’s always been done Shut down ideas without thinking about the pros and cons Resist change because it is too challenging Think “I can’t do it” Say “No” but not explain why

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.”

	We Will	We Won't
Level 2	Get to know my team members Be human – show empathy and care for others Thank people and make them feel good Accept all - embrace different points of view Confront difficult situations with openness, sensitivity, care and empathy Pro-actively address exclusion and discrimination	Exclude people because I find them difficult or challenging Ignore or belittle the ideas or thoughts of others Allow our own view to prevail not considering differences of opinion or approach Tolerate exclusion or discrimination Delegate to the same people as they always say “Yes” and avoid delegating to others

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”

	We Will	We Won't
Level 2	Act as a role model for others by demonstrating passion for my job and energy every day Go the extra mile – setting an example for the team Make time to celebrate success Inspire, develop and build my team Focus on delivering quality for myself and my team Create a culture of fun so that we can all enjoy what we do	Act negatively - moaning and criticising Forget to celebrate Just do the minimum to get by Accept negativity or inappropriate behaviours in our teams

5. We are RESOURCEFUL

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

	We Will	We Won't
Level 2	Bring solutions not just problems and complaints Take a “see it and own it” approach Make smart use of our resources Actively look outside for new ideas and research Attend and encourage others to attend training and conferences and bring back new ideas Understand what generates profit Free up budgets to spend where most needed Empower and coach my team to come up with their own solutions Make use of people’s skills from outside of work as well as at work	Use resources just because we have them Say “no” just because of lack of resource Just go for quick wins because they are easy Allow wastage in our work areas Take on too much at once Create a stressful environment for myself or those around me