



Discover
something *new!*

Job Description

Title:	Facilities Manager
Type:	Permanent, Full time
Start date:	ASAP
Hours:	40 hours per week
Salary:	Competitive, dependent on experience
Location:	This role is 100% based at our new HQ in Snodland, Kent

Who is Must Have Ideas?

Whilst still only young, we're one of the UK's fastest growing ecommerce brands, helping over 2 million customers 'discover something new' every year. One in ten homes in the UK now have one of our clever, problem-solving products and we're widely recognised as one of the leading ecommerce innovators of the past few years. Named by The Sunday Times as the 66th fastest growing company in 2024, we're a British success story and our incredible growth isn't stopping any time soon – and we'd love you to join us on this exciting journey!

The Team

You'll be working with a group of exceptional people who think independently but collaborate as a strong team to deliver exceptional results. Career progression? Absolutely - there are plenty of opportunities to grow and develop, as our rapid growth continues.

We're fully office-based

We believe that we are at our best when we're together, and that's why our team fully works from our office from our swanky new offices in Snodland, near Maidstone. Being together facilitates easier collaboration, encourages conversations, and sparks creativity. And there's some pretty sweet incentives to coming to the office, too, including free breakfast every day!

This Role

This is an excellent opportunity to join us on our fast-growth journey and be part of something special.

We're looking for a hands-on, experienced Facilities Manager to join our team to help accelerate our growth even further.

You will be responsible for preserving the good condition and infrastructure of our sites, ensuring that facilities are safe and functioning well so that our team – your colleagues - can do their best work, in the best possible environment.

This is a newly created role to support the ongoing expansion of the organisation.

Your responsibilities will include:

- Ensuring that high standards are maintained and that facilities are safe and fit for purpose at all times
- Manage third party office systems and maintenance contracts, oversee renewals or proactively source alternative options to streamline processes and reduce costs
- Managing the janitorial team to ensure our sites are kept clean, including management of regular deep cleaning
- You will ensure that all key equipment, facilities and services operate correctly
- You will organise reactive maintenance where necessary, coordinating and managing external tradespeople and contractors
- Scheduling, tendering and management of planned maintenance and refurbishment works
- Manage contractor and vendor relationships
- Conduct regular inspections, identify potential issues, and implement effective solutions to prevent downtime and costly repairs
- Managing any office or site moves as required
- You'll be willing to get 'hands on' and roll your sleeves up to fix minor building issues

You'll excel in this role if you have the following skills & experience:

- You'll have a passion for building maintenance and a commitment to delivering operational excellence
- Experience with Facilities Management or a similar trade
- An awareness of Health and Safety regulations and safe working practices
- A keen eye for detail – you'll be unapologetically a perfectionist
- A proactive approach to maintenance with an attitude of wanting to deliver a first class environment for our team

What's it like to work here?

We know that our people are key to our success. That's why we strive to make MHI a great place to work – just ask our team. It's a friendly, welcoming and fun environment here. We've worked hard to create an amazing experience for our people because we know that workplace happiness goes way beyond just your salary. We're proud to offer one of the best packages of team perks in the area, including:

- Free breakfast every morning
- Minimum of 25 days holiday per year as standard (plus more the longer you stay)
- Flexible hours
- Your birthday off work
- Free EV charging
- Free car washing
- Regular team and charity fundraising events
- Free products from our range
- Generous staff discount
- Company pension
- Casual dress code
- Free and unlimited sweets, cold & hot drinks

What happens next?

If we think you could be a good fit, we'll be in touch to arrange an initial call to get to know you. If all goes well, you'll be invited to come and see our new state-of-the-art facilities and for a more in-

depth conversation. We may ask you to complete a small task to show us your skills and there may be a second interview stage, too.

This is an excellent opportunity to join us while the company is still young and to be part of our high-growth journey, with all the opportunities that brings.

Must Have Ideas Ltd is an equal opportunities employer and we're working hard to build a diverse and inclusive workforce.