



**ID: 1223**      **Facilities Manager Central, Facilities Department**

**Salary:**            Starting at £33,580 FTE per annum to £35,445 FTE per annum  
Grade 3 point 26-28 - pro-rata for part-time hours

**Location:**        Ideally based in Hertfordshire, Buckinghamshire, Bedfordshire, Cambridgeshire,  
Essex or Greater London (north) with the ability to travel within this region.

**Hours:**            Full-time (37 hours per week) or open to part-time (22 hours per week)

We are flexible on hours of work and open to discussing part-time hours and other flexible working options - it is expected that for the first 12 months after the role begins, travel to properties based in the above listed regions will be required several times per week. After this period of time, we are open to this role being home-based or hybrid working with occasional ongoing travel required. This will be discussed in more detail with the successful applicant.

**Contract:**        Permanent

#### **Family Action & the Role's Impact:**

Family Action is a registered charity, building stronger families since 1869. Today we work with more than 60,000 families in over 150 community based services, as well as supporting thousands more through national programmes and grants. We transform lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation.

The Facilities department manages all Assets and Estates that Family Action own or lease across the whole organisation, overseeing all the services across England.

**Are you an innovative team player, who is solution focused and passionate about making a difference? Do you have an excellent track record of retaining and delivering excellent operational services? Are you a motivated and passionate Facilities Manager? If so, we want to hear from you!**

Working closely with the Head of Facilities, the successful post holder will be responsible for the management of Facilities Assets and the implementation of Health and Safety and Environmental Management in Family Action's Central region (approx. 40 sites). You will support with our assets across the whole of the charity, including supervising some external contractors. You will be a confident communicator who is able to work under pressure, achieve targets and meet deadlines. And you will be comfortable working in a small team environment where priorities can change at short notice.

#### **Your skills**

You will have a strong track record in delivering Facilities Management and a focus on quality, performance, safety, welfare and management controls. We want to hire a 'can-do' and energetic leader who will build and sustain positive working relationships with key internal customers, while developing partnerships that will continue to evolve and effectively meet the needs of the charity and every service user we support.



### **Main Responsibilities:**

- Conduct Health and Safety site audits to a schedule across Family Action's Central region.
- Support responsible managers with risk assessments across Family Action's Central region.
- Support and give advice to local management teams regarding their Health & Safety system, through regular meetings and tickets raised within the Facilities helpdesk.
- To work closely with the Head of Facilities to develop corporate services for Family Action's Central region sites.
- Help develop the Facilities departments' JWA (SLA) and ensure they are consistently applied and regional measurables are reported to the Head of Facilities.
- Assist local management teams with planning and undertaking repairs and refurbishment as well as the day-to-day maintenance of Family Action assets (properties and equipment) in conjunction with the relevant budget holders and landlords.
- Monitor and respond to tickets raised within the Facilities helpdesk system (SalesForce), as well as all relevant emails sent to the Facilities mailboxes.
- Collaborate with stakeholders and suppliers, including the engagement of new suppliers and nurturing of existing relationships through meetings and KPIs.

### **Main Requirements (for details check the job description and person specification):**

- Member of IWFM to at minimum at Affiliate level (or equivalent).
- Trained to IOSH Managing Safely Level.
- Good working knowledge of standards and legislation applicable to Facilities Management.
- Experience of delivering site relocation and mobilisation projects.
- A friendly, helpful, and welcoming manner as well as excellent written and oral communication skills.
- Experience of setting up new properties, developing systems, and managing projects.
- Experience with Office 365, One Drive, Outlook, Word, and Excel.
- Ability to organise own work and time, using own initiative and recognise matters that require urgent attention.
- Experience of working within a team providing a service to others.
- To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.
- A commitment to the aims, objectives and ethos of Family Action including its equal opportunities policy.
- To ensure you have an understanding (appropriate to your role) of, and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
- To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
- To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.

**Benefits:**

- an annual paid leave of 30 working days plus bank holidays.
- up to 6% matched-pension contributions.
- flexible working arrangements and new starters have the right to make flexible working requests from day one of employment.
- enhanced paid sick leave and paid family leave provisions.
- eye care and winter flu jabs vouchers.
- cycle to work scheme.
- investing in your professional development with ongoing quality training and career development opportunities.

We are forward looking, ambitious and committed to continuous improvement. We are a **people focused, can-do** organisation, which strives for **excellence** in all we do and operates with **mutual respect**

**To Apply:**

- **Complete:** the [Application Form](#) & send to: [completed.application25@family-action.org.uk](mailto:completed.application25@family-action.org.uk)
- **Closing Date :** Monday 1<sup>st</sup> July 2024 at 23:59 (midnight)
- **To learn more about Family Action:** [Recruitment Pack](#)
- **To learn more about our terms & conditions:** [Summary Terms & Conditions of Employment](#)
- **To help us fulfil our commitment to diversity and promoting equal opportunities:** complete our anonymous [Equality & Diversity Monitoring Information survey](#)

For direct queries or if you would like to discuss any aspect of the selection process or flexible working requests, please email **Andrew Millard, Head of Facilities:** [Andrew.Millard@family-action.org.uk](mailto:Andrew.Millard@family-action.org.uk)

**Our commitment to Equality, Diversity & Inclusion:**

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process and you will be asked whether you require any adjustments if shortlisted for interview. We also make reasonable adjustments on the job, where required.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. Intersectionality is important to us and we particularly welcome applications from ethnically diverse communities, LGBTQIA+ candidates and disabled candidates because we are committed to increasing the representation of these groups at Family Action. We know that greater diversity will lead to even greater results for families and children and strive for our workforce to be truly representative of the diverse communities we support. We offer a guaranteed interview scheme for disabled applicants and will reimburse your travel cost if you attend an in person interview.

\*Ordinarily Family Action appoints new starters at the starting point of the salary scale (with subsequent annual pay progression), unless you have experience that would justify appointment further up the salary scale or there are any other exceptional reasons.