



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

Salary: Starting at £36,477 FTE per annum to £40,699 FTE per annum
Grade 4 point 29-33 - 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 period 3-9 months after the role begins, travel to an office base in the above listed regions will be required 2-3 times per week. Before and after this period of time, we are open to this role being home-based or hybrid working. 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 165 services across England, addressing all issues with hardware, networks and buildings.

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!

Reporting to the Head of Facilities, the successful post holder will be responsible for the management of Facilities Assets and be responsible for the implementation of Health and Safety and environmental management in Family Action's Central region (approx. 40 sites). You will also 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 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:

- To supervise the performance of external contractors for minor and major project work.
- To monitor the Family Action contracts, including the payment of invoices and budgets.
- Assisting in the procurement of necessary services such as M&E, security and telecoms.
- Collaborate with relevant stakeholders and suppliers through meetings and KPIs.
- Conduct Health and Safety site audits to a schedule across the central region.
- Support project managers with risk assessments and advise regarding their H&S system.
- To work closely with the Head of Facilities to develop corporate services for the region.
- Help develop the Facilities departments' JWA (SLA) and regional measurables reported.
- Assisting with planning and undertaking major repairs, refurbishment and maintenance.
- Help continue to develop central procurement of services, equipment and goods and negotiating terms in liaison with the Head of Facilities.

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

- Member of IWFMM to at minimum at Affiliate level (or equivalent).
- Trained to IOSH Managing Safely Level.
- Good working knowledge of standards and legislation as applicable to Facilities Management.
- Broad understanding of Telecommunication systems including VOIP phones, smartphones, and networks.
- Experience of delivering small site relocation projects.
- A friendly, helpful, and welcoming manner as well as excellent written and oral communication skills.
- Ability to deal calmly and efficiently with difficult situations both on the telephone and face to face.
- Willingness and ability to deal with emergencies.
- Experience of setting up and running office systems, maintaining records, and collating statistics.
- 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.
- 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 Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
- To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.

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
- **Closing Date :** Monday 8th 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

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.