



JOB DESCRIPTION

Post:	Buildings & Facilities Manager
Contract:	Permanent, full-time
Salary:	£50,681 (scale points 36-38 on NJC scale range) inc. LW + pension and other benefits
Hours of Work:	40 hours per week excluding breaks - Monday - Friday with occasional evening and weekend working as required.
Annual Leave:	34 days per year including bank/statutory holidays
Probation Period:	6 months
Notice period:	12 weeks
Responsible to:	Director of Finance and Resources
DBS:	An enhanced DBS check is required for this post as the post holder will be directly working with vulnerable adults.

JOB PURPOSE

The Buildings and Facilities Manager is responsible for the effective, safe and compliant management of The Passage's buildings and for ensuring that facilities support the charity's residential services, day services and offices. The role ensures compliance with statutory, regulatory and organisational requirements, maintaining high standards of safety and sustainability as well as delivering value for money.

The Buildings and Facilities Manager is supported by a small but experienced Facilities Management team and a number of external contractors.

MAIN DUTIES

Buildings and Facilities Management

- Manage the day-to-day operation of the Passage's buildings ensuring they are safe, secure, accessible and fit for the services provided to our clients.
- Oversee the Facilities Management team to ensure the fabric and systems of all the charity's buildings are maintained in line with statutory and regulatory standards.
- Work with the Facilities Management team to (i) oversee planned preventative maintenance and improvements to all of The Passage's sites (ii) oversee and support the team to provide a quick, reliable response to maintenance and repair requests.

- Ensure colleagues and residents are engaged and informed in advance of any issues which may affect them, thereby minimising potential disruption.
- Be part of a team to develop and implement an Asset Management Strategy, including reporting on the condition of buildings, making recommendations for investment planning and capital works programmes
- Play a leading role in plans to acquire new property assets and to bring them into effective use.

Health and Safety

- Act as the lead and Responsible Person for Health & Safety (H&S) across the organisation including risk assessments, accurate and timely recording of health and safety issues, carrying out audits and investigations as necessary
- Respond to any reported H&S risks, prioritising any reported risks with a significant potential for harm.
- Ensure The Passage is compliant with all relevant H&S statutory, regulatory and legislative requirements, including but not limited to: Fire safety; Gas, Electrical and Water safety; Asbestos management; RSH regulations.
- Formalise, develop and monitor the H&S framework and policies
- Working with the Facilities Management team, ensure all work is carried out in full compliance with H&S requirements and best practice, whether that work is carried out by Passage staff or by third party contractors.
- Ensure robust record-keeping and compliance reporting to management and Board

Relationship Management (Contractors and Suppliers)

- Ensure relationships with key services suppliers are well managed by the Facilities Management team. Work with the team to monitor the quality and timing of external contractors' work and to address any shortcomings promptly.
- Ensure that all contracts for ongoing work and for one-off pieces of work are awarded in full accordance with The Passage's procurement policy, ensuring best value for money and high-quality delivery.
- Together with the Facilities Management team, ensure contractors conduct themselves professionally and respectfully whilst attending any of the Passage's locations and to ensure they follow our safeguarding policy at all times.

Teamwork and Line Management

- Line manage the Facilities Management Co-ordinator with an emphasis on supportive communication, skills development and progress towards personal objectives, including his line management of other members of the team
- Develop positive relationships with all other teams at The Passage's multiple sites and promote practices to reduce the need for repairs and replacements.

Financial

- Develop and manage the Facilities Management budget, including capital spend, monitoring spending against budget and explaining variances.
- Support business planning through accurate forecasting and long-term planning of major financial spending.
- Ensure value for money and effective financial control across all areas of responsibility.

GENERAL RESPONSIBILITIES

- Working with your Line Manager, develop your role to keep pace with The Passage's plans and ambitions; participate in regular supervision and annual appraisal and to lead in identifying your own development and training needs.
- Represent The Passage in a professional manner at all times, carrying out your role to a high standard, and to always work in accordance with the aims, values and ethos of The Passage
- Make sure The Passage's policies are followed within Buildings & Facilities Management, particularly those for Safeguarding, Health and Safety, Data Protection and Equality and Diversity.
- To participate in meetings, training and other events as required.
- Undertake any other duties that may be required which are commensurate with the role.

DISCLOSURE AND BARRING CHECKS

The Passage aims to promote equality of opportunity for all with the right mix of talent, skills and potential. The Passage welcomes applications from diverse candidates. Criminal records will be taken into account for requirement purposes only when the conviction is relevant.

As the Passage meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.



Person Specification: BUILDING & FACILITIES MANGER

Our vision is of a society where homelessness no longer exists and everyone has a place to call home.

The person specification sets out the essential abilities and qualities that will be used in the selection criteria for this post. When completing your application form, please address criteria E1 to E4 and K1 to K2 demonstrating your experience and knowledge, giving evidence of your experience and abilities.

DESIRED EXPERIENCE

- E1 Proven experience in leading a Buildings and Facilities Management function, including effective management of external contractors.
- E2 Experience of developing and getting the best from a small team.
- E3 Experience of effectively managing budgets.
- E4 Experience of playing leading role in major projects as well as day to day operations

DESIRED KNOWLEDGE

- K1 Strong understanding of Health and Safety and other legislative and regulatory requirements, ideally gained in an environment providing residential accommodation.
- K2 Professionally recognised Health & Safety and/or Buildings and Facilities Management qualification (eg IWFM, NEBOSH, IOSH).

How we behave at work matters. This Competency Framework sets out the knowledge, skills and behaviours we need to do our jobs well. They give the detail on how we can put our values into action, informing how we work with each other and the people who use our services. We should use our Competency Framework when we recruit new staff and volunteers, appraise performance and when we develop our careers at The Passage.

For each competence, staff should consider whether they are:



1 Values led performance

Our work is reflective of The Passage values:

- Seeing the big picture: We have an in-depth understanding and knowledge of how our role fits with and supports The Passage's objectives and our client's needs.
- Respect for others: We respect, treat and value each person as an individual, and recognise that the views and experiences of people from different backgrounds and with different experiences make us a stronger organisation.
- Effective communication & influence: We show pride and passion for The Passage and the services we deliver. We communicate purpose and direction with clarity, integrity, and enthusiasm.
- Hands on hard work: We are self-motivated, proactive and demonstrate a willingness to get involved and help others whenever possible.

2 Client centred working

We provide quality services to our enable our clients to thrive:

- Excellent customer service: We continuously strive to provide the highest level of customer service within our roles, responding positively to feedback and learning opportunities.
- Commitment to quality services: We are committed to providing excellent services to our clients, colleagues and supporters. We incorporate our core values and our knowledge of good practice into every aspect of our work.
- Making effective decisions: We make informed decisions based on sound judgment, evidence, and knowledge, always prioritising the best interests of The Passage, our clients, and our people. We empower individuals to know when and how to make decisions
- Creative problem solving: We handle complex situations and problems with innovation and creativity

3 Effective professional practice

We reflect on our own practice and the skills that are required to continuously improve.

- Readiness to change: We are curious, positive, agile and resilient, and that's how we deal with change.
- Planning & organising: We think ahead, managing time, priorities and risk. We develop structured and efficient approaches to deliver our work in a timely way and to a high standard.
- Analysis & problem solving: We ensure that we have sufficient evidence to make informed decisions and look outside of traditional solutions when appropriate.
- Continuous professional development: We are aware of our own abilities and areas for growth, as well as those of our colleagues. We are committed to continually learning so that we improve our own performance and inspire others to do the same.

4 Working together

We work positively together, knowing that collaboration and mutual support make us stronger.

- Leadership: We lead and take responsibility within our work areas. We demonstrate pride and passion for our clients, communicating purpose and direction with clarity, integrity, and enthusiasm.
- Collaboration & partnership: We work positively together, knowing that collaboration, partnership and mutual support makes us stronger.
- Reliability and communication: We are reliable and complete work commitments to agreed standards of accuracy, quality and time. We communicate effectively and appropriately, adapting communication styles as required.
- Connection: We behave with authenticity, empathy, & emotional intuition. We respect professional boundaries, and we build positive professional relationships.

