



Facilities Administrator

WHAG was formed over 40 years ago to provide accommodation and support to homeless vulnerable women in Rochdale. At the time there was no other support for women in Rochdale.

40+ years later WHAG is a leading charity delivering quality support services to women, men and their families who are affected by domestic abuse, homelessness and young parents across Northwest England. Improving the safety and life opportunities of our service users and supporting them in their recovery.

We empower them to build up the skills and resources they need to take on a tenancy of their own and maintain a quality of life in the long term. We give them the information they need to make positive choices about their futures.

As well as delivering courses to our staff WHAG delivers Healthy relationship training to employers and schools to assist in the education and prevention of Domestic abuse.

Our Vision - To support and empower vulnerable women and those affected by domestic abuse

Our Mission - End Domestic Abuse, Homelessness, and relationship breakdown.

Our Values - Empowerment, Choice, Change, Strength

Guiding Principles - Our guiding principles help define how we will act at all times through the development and delivery of WHAG in the future

Be non-judgmental and supportive at all times.

Ensure trauma-informed, flexible support is accessible to all those in need

Support individuals to take responsibility and accountability for their actions

Support individuals, partners and families to live independently within the community of their choosing.

Help develop new knowledge and create new skills for individuals and families to make better life choices.

Provide positive alternatives to current services and resources available in a community.

WHAG has a strong values base, embedding, empowerment, choice, strength and change into our organisation. We are looking for staff that can deliver person-centred, trauma-informed services, are innovative, trustworthy, can do, self-motivated and excellent at all times, so it is important that you are as passionate about these principles as we are.



JOB DESCRIPTION

Job Title:	Facilities Administrator
Reports to:	Facilities Team Leader and Ultimately the CEO
Location	All WHAG Projects (predominantly Rochdale)
Responsible for	Part of a team of Administration staff ensuring the efficient, effective, and smooth running of WHAG's administration requirements. Resolving and recording a variety of facilities administration issues and records. Being part of a Health and Safety team that supports the organisations H&S obligations.
Date Reviewed	May 2024

Overall Aim

- To provide administration support to the highest quality for the facilities team, supporting Facilities Team lead in scheduling works and record keeping.
- Supporting the administration of the facilities team to ensure turnaround of void properties meet targets.
- Ensure records of all properties remain in a methodical manner
- Support with ensuring Compliance of all with safe working practices and high standards. Maintaining H&S regulations, housing standards and landlord legal obligations for all properties and follow WHAG policy and procedure.
- Assist in the development and implementation of administrative processes to improve efficiency and ensure WHAG policy and procedure is followed at all times.

Requirements

- Relevant administrative qualification or equivalent to Diploma/ Degree/NVQ 3 or equivalent work level experience and the willingness to achieve a level 3 relevant qualification.
- Ability to work across WHAG's contract area and travel for training and meeting purposes, sometimes outside normal working patterns.
- Access to a car for work purposes.
- Ability to work flexible hours including evenings and weekends as part of a rolling rota/ when required.



Job Description

The list does not cover the full scope of tasks and responsibilities of a Facilities Administrator but illustrates some of the areas of emphasis for this post.

Key Objectives

- To be accountable and responsible to the Facilities Team Lead and ultimately the Chief Executive Officer (CEO) for the effective administration for all WHAGs owned or rented properties/offices.
- To ensure the working environment meets health and safety requirements.
- To ensure that the delivery administration services for the organisation, clients, funders, stakeholders and is underpinned by a commitment to anti-discriminatory practice and equality of opportunity.
- To work within the organisations policy and procedure underpinned by WHAGs values, Empowerment, choice, change and strength.

Key Tasks and Responsibilities

- To demonstrate a proactive and positive approach to all facilities administration; showing willingness to take initiative and tackle tasks with a cheerful and enthusiastic attitude to work.
- To ensure our customers and their properties are cared for to the highest possible standards, in line with budgets, service level agreements and regulatory requirements.
- To assist with or organise contractors to treat and pest infestations and bulky refuse collections.
- Assist in Liaising with external contractors and property owners when appropriate to ensure maintenance repairs are completed in a timely manner to appropriate regulations.
- To maintain flat, unit and office accommodation in good repair, keeping records of all repairs due to damage and/or wear and tear accurately and up to date.
- To record flat, unit, and office inventories and keep this up to date every month.
- To support/carry out PAT testing or organisation of PAT testing at all office and accommodation venues as required, keeping records updated and stored safely.
- To support organisation and preparation of vacant units and flats for re-letting, including cleaning of the units/flats, ensuring ready to let to the agreed standard and move-in and out inventory completed, and turnaround targets are met.
- To ensure communal areas in relevant WHAG buildings are maintained and cleaned to an agreed standard.
- To ensure all property records are updated regularly ensuring all properties are landlord compliant.
- Assist with transfer of utilities, council tax and TV licenses on client turnaround.
- Ensure all housing related records are updated and keys are available for contractors.



- To support facilities and services ensuring turnaround of properties is complete, including completing or arrangement of repairs, re-stock, utilities set up etc.
- To assist with ordering goods, as well as delivery of items to properties when required.
- Communicate with a professional manner.
- Ability to support the wider facilities team with practical skills, covering for annual leave sickness etc.
- Maintain effective information systems, processes and record keeping ensuring all works are documented and ensure all parties involved are informed of all progress.
- To conform to all data protection rules, and regulations, and keep sufficient records for audit purposes.
- Occasionally support flat and office checks for health and safety and property maintenance purposes on a weekly basis and keeping up-to-date records.
- Assist with the organising of meetings, activities, and events, supporting with minutes when required.
- Assist Facilities Team lead with changes in legislation with a focus on Health & Safety, landlord regulations and Risk Management, recommending changes to internal processes as appropriate, ensuring we conform.

Responsibilities shared with all staff

- To ensure that the values and principles underlying WHAG's services are maintained and developed.
- To participate in regular supervision and annual appraisal and help in identifying your own job-related development and training needs.
- To undertake any other duties that may be required which are appropriate to your role
- To be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all staff and volunteers to share this commitment.
- To work at times other than office hours to attend meetings, participate in networks, and fundraising events and ensuring that the service is accessible.



Person Specification

Experience and Knowledge of	Essential	Desirable
Proven experience in an administration or facilities role (Housing/ Supported or safe accommodation setting would be advantageous).	X	
No specific academic qualification required but must be willing to undertake training e.g. PAT training	X	
Relevant administrative/ IT qualification or equivalent to Diploma/ Degree/NVQ 3 or equivalent work level experience and the willingness to achieve a level 3 relevant qualification.	X	
Ability to communicate clearly verbally and in writing in a confident and professional manner.	X	
Excellent diagnostic and problem-solving skills to identify issues and effectively deal with them.	X	
IT skills, particularly Microsoft Office, Outlook and Internet.	X	
Effective record keeping working to deadlines	X	
Good communication and organisational skills. To ensure the individuals and families we work with receive the attention and service they deserve	X	
Ability to work on own initiative and of working as part of a team.	X	
Ability to communicate verbally and in writing in a confident and professional manner.	X	
Ability to work flexibly within the confines of the role	X	
Have a high degree of integrity, tact, diplomacy, and organisational spirit.	X	
Experience of working within the voluntary sector.		X
Knowledge of the dynamics and understanding of individuals and families, who have or are experiencing domestic abuse.		X
Knowledge of the impact of multiple disadvantages, complex support needs, and homelessness.		X
Knowledge of Health & safety standards such as manual handling, hazards (list not exhaustive)		X
Ability to travel to other locations		X



Other Information

Principle Terms and Conditions	
Salary Scale:	Up to NJC Salary Point 13
Actual Salary:	Up to £14, 755 depending on experience
Hours Per Week:	21.6 hours
Annual Leave:	23 days per annum rising to 28 + 8 Bank Holidays (Pro Rata)
DBS	Valid DBS
Car user	<p>Occasional travelling is required. The role holder must have access to a car. Business mileage is payable from an agreed base.</p> <p>The role holder must possess a full current driving license, road fund license and business use.</p> <p>Insurance and MOT, providing proof when requested. The role holder must ensure the car is maintained and in a roadworthy condition.</p>
Benefits	
Pension:	WHAG operates an auto-enrolment pension plan, which all employees are enrolled after a 3-month probation period via NEST. WHAG contribute to this pension in line with legislation.
Health Plan	<p>WHAG operate a health plan for all employees after completion of their probationary period.</p> <p>This includes Free eye testing Access to counselling Reduced gym membership</p>
Bike to work scheme	WHAG operate a bike-to-work scheme.
Tech Scheme	<p>WHAG operate a salary sacrifice tech scheme.</p> <p>This includes all products from Curry's</p>
Christmas saving scheme	Save January – November
Flexi for non-rotas posts	(Core hours 10.00-3.30)
Holiday Purchase	One week

I confirm that I have read and understood this document

Signed _____

Name _____

Date _____