

Job Description

Role	Facilities Manager	Location	Hindleap Warren Outdoor Centre, Wych Cross, Forest Row, East Sussex, RH18 5JH
Reports To	Head of Centre at Hindleap	Responsible For	Facilities and Housekeeping team at Hindleap
Team	Facilities Team at Hindleap	Contract Type	Ongoing
Salary	£45,900 p.a.	Hours of work	37.5 per week

Summary Purpose - what you will be achieving

You will lead on all aspects of safety, facilities and estate management at our outdoor learning centre Hindleap Warren. You will also support and advise the facilities team (managed on site by the Director of Finance at our London Office). This role will be a blend of strategic and pragmatic thinking to create a great place to work, along with the need to 'roll up sleeves' and ensure our buildings, grounds and systems of work are safe, compliant, efficient and sustainable. A monthly visit to the London office will be expected.

About the role – what you will be doing

Facilities Management

- Lead on delivery of all Facilities Management services, including but not limited to: M&E, fabric, cleaning/ housekeeping, bed linen/ laundry, car parking, grounds, waste management, pest control and external contractors. Occasionally support may be needed out of normal working hours in emergency situations.
- Establish and maintain a comprehensive planned preventative maintenance programme ensuring the satisfactory operation of all buildings, plant and equipment and ensuring our buildings remain compliant, safe, fit for purpose and reflect our brand values at all times.
- Procure and manage services, evaluate contracts and tender processes through a blend of in-house and out-sourced delivery methods, as appropriate, and evaluate value for money.
- Work with the Director of Centres and Delivery and Heads of Centres to set the estates, facilities and health and safety elements of their annual budgets and advising on capital expenditure requirements.
- Lead an efficient and high-performing housekeeping and facilities team, ensuring all areas of responsibility are run effectively, maintaining the highest standards of safety, customer experience and service delivery.
- Effectively line-manage and support the development of your team through regular 121s, annual appraisals, guidance and training, including working on their personal development

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Health & Safety

- Maintain a health and safety management system -ensuring all regulatory requirements are met, including overseeing risk assessments, health & safety policies and procedures and annual audits.
- Attend monthly meetings of the Safety and Safeguarding Team, analysing reported accident and incident data.

About you – what you bring to the role

The following attributes are required for the role.

- Experience of delivering safe and effective work on customer-facing premises and grounds.
- Experience of managing high performing teams to deliver in line with the needs of an organisation.
- Experience of working and leading teams across multiple sites.
- Relevant qualifications in facilities and estates management and Health & Safety. NEBOSH General is essential.
- Knowledge of the Health & Safety compliance standards applicable to our sites and how these should be achieved. (Please note the outdoor adventurous activities are managed by the operations team – specialist knowledge of these areas are not required).
- Ability to communicate in a range of settings with people at all levels of an organisation.
- Ability and experience of training others in health & safety.
- Experience of working as a member of a management team and bringing about changes through the action of your peers and team.

You will be able to demonstrate our values of being:

- Ambitious
- Collaborative
- Inclusive
- Accountable

Benefits

- Generous holiday allowance of 39 days per annum (31 days A/L plus 8 bank holidays).
- Catered meals provided whilst working when the kitchen is serving young people in residence.
- Health Care Cash Plan.
- Free access to the Employee Assistance Programme for you and your family.
- Free access to the 'Headspace' app for you and your family.
- Free access to the Charity Mentoring Network, as a mentee or mentor.
- Free onsite parking.

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- Magnificent location surrounded by nature.
- You'll be working with a fantastic team of passionate colleagues across London Youth.
- An outstanding culture and ethos where staff and visitors enjoy, challenge, and achieve.
- You will be making a difference to the lives of young people!

About London Youth

We are London Youth: a charity on a mission to support the capital's youth sector to improve the lives of young people. We do this with and through our members – a network of 600 youth organisations – and at our two outdoor residential centres, Hindleap Warren and Woodrow High House.

Throughout our 135-year history, community youth organisations have provided a constant lifeline and a vital safe space outside the family and formal education, where young people can develop confidence, resilience and skills. Young people need opportunities outside school to have fun with their friends, to make a positive change in their communities and to shape the city they live in.

We look to work with all young people, focusing particularly on those who wouldn't otherwise have access to the kind of opportunities we offer.

In 2025, we worked with 597 member youth organisations who supported 616k+ young Londoners. Around 24,000 young people took part in our programmes, events and activities, with 16,549 enjoying our outdoor learning centres. We also created opportunities for 2,813 youth professionals to build their skills and strengthen their work through 220 training and network sessions.

