

# Job Description



<b>Job title:</b>	Facilities Manager
<b>Department:</b>	London Skylight – Client Services
<b>Reporting to:</b>	Skylight Director London
<b>Salary:</b>	£48,845 per annum
<b>Hours:</b>	35 per week
<b>Location:</b>	Based in Crisis Skylight London, 50 Commercial Street, London, E1 6LT
<b>Contract type:</b>	Permanent

## Aim and influence

- Day to day operation and management of Crisis Skylight London's (CSL) Commercial Street building and its facilities
- Ensuring the provision of a welcoming, efficient, and professional environment
- To work collaboratively as part of the FM service assisting the national Head of finance & Property with the provision of a FM service that supports the wider organisation.
- Work closely with and manage the relationship with partner organisations using the premises, as well as the administration

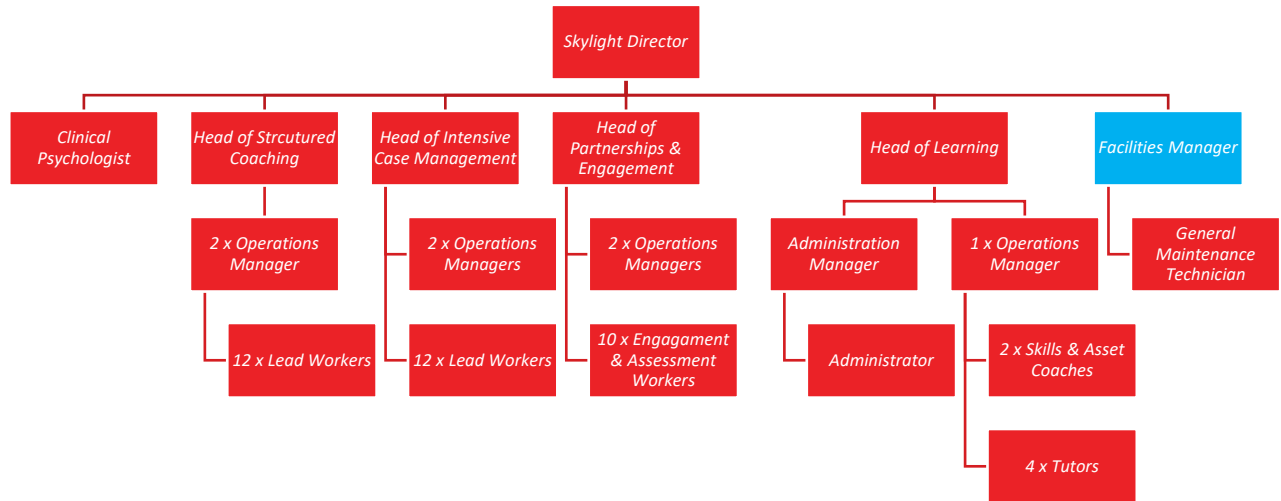
## Financial and supervisory responsibility

- Provide line management supervision to the General Maintenance Technician and any temporary employees or volunteers
- Delegated responsibility for the FM components of the CSL budget

## Other key details

- Reporting to the Director of Crisis Skylight London and working closely with and being part of the local management team.
- Based at London Skylight but, when required, occasionally travelling to other venues.
- Evening or weekend work may very occasionally be required
- 'On call' rota response to out of hours weekend emergencies

Organisational chart



Job responsibilities

- Proactively manage the physical environments of the Commercial St building, working collaboratively as part of the Skylight management team to ensure that Crisis’ aims, and purposes are fulfilled, and our organisational values are demonstrated.
- Take the lead role locally on Health & Safety, facilities, and environmental issues, including CSL’s component of Crisis Environmental policy, carrying out regular programmed checks and ensuring that all staff have received appropriate training and where appropriate suitably qualified. Ensuring that all staff comply with Crisis’ Health & Safety policies, all risk assessments are suitable and sufficient and shared with all affected and that Crisis demonstrates compliance.
- Support the Head of Finance & Property in the provision of a comprehensive service to all Crisis operations, including visiting other Crisis locations for Health & Safety inspections, Information, Advice and Guidance (IAG) and training activities.
- Act as the first point of contact for tenants and all other occupants and respond appropriately to emergencies or urgent issues as they arise.
- Ensure the building and activities comply with all relevant Health & Safety legislation, licencing laws and other regulations and maintain up to date documentation and records pertaining thereto.
- Ensure that all relevant information and documentation is supplied and checked to ensure that adequate insurance cover can be put in place for all events and activities as well as checking all relevant insurance documentation of contractors (including Risk Assessment

Method Statements (RAMS)) or venues, including partner agencies; also ensuring that workers driving on Crisis behalf in connection with their work have appropriate cover and licences in compliance with Crisis policies.

- Provide a safe, efficient, and comfortable working environment – managing all communal areas including meeting rooms, corridors, and storage facilities.
- Manage all 'building' aspects of combined/special events that are held in the building liaising closely with all staff involved to ensure that they run professionally and efficiently and ensure that all events are risk assessed.
- With the National Facilities Compliance & Assurance manager and procurement team, negotiate and manage all service contracts including, but not limited to; security, maintenance, cleaning, testing of fire systems, portable appliance testing, waste disposal and recycling.
- Improve, where possible, efficiency and value for money in all areas of resourcing.
- Encourage and develop policies and procedures for greater energy efficiency in the building. Encourage a paperless office ethos through electronic filing and archiving.
- Provide, where possible, an 'in house' maintenance service for minor works, delegating works to a handyman or volunteers as appropriate and implement a programme of planned and preventative as well as reactive maintenance.
- Implement and manage the security system with user codes and/or programming of fobs, and maintenance of corresponding records.
- Manage the locking up procedures for the building and maintain a register of keyholders, being one of the out of hours emergency contacts for the keyholding services/alarm company.
- Work closely with all staff, developing a culture of shared responsibility for the wellbeing of staff, of members and of the general public including the management of any difficulties that may arise.
- Work closely with the Operations Managers developing a culture of support and cover, but always prioritising the core functions of FM.
- Design and deliver local training to staff around Health & Safety, including lone work and risk assessment.
- Function as the contract administrator for lone working monitoring and Peoplesafe app and devices.

- Undertake special projects as requested by the Skylight Director, including leading on the co-ordination of the annual Skylight compliance audits.
- Collate all Incident/Accident/Illness reporting for review at managers meeting and all subsequent administration.
- Plan and forecast any major capital works projects.

#### General responsibilities

- Pro-actively seek out opportunities to promote and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of people facing homelessness
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act.
- Comply with all Crisis policies and procedures insofar as they relate to the provision of services, including Safeguarding and Equality, Diversity & Inclusion
- Deliver services that are person-centred, sensitive, and responsive to the diverse needs of Crisis Members
- Supervise, guide or direct Volunteers where necessary
- Work collaboratively across departments to support Crisis' mission to end homelessness
- Flexibility to cover other roles of comparable level to maintain and adapt service delivery where required
- Commitment to the utilisation of Crisis' chosen IT Systems
- Competent in the use of laptops, desktop PC's and headsets
- Competent in the use of Microsoft applications i.e.: MS Outlook, MS Teams, MS Word, and MS PowerPoint along with the use of online applications, for example Zoom and web browsers - Google Chrome or Microsoft Edge
- Understand and promote the importance of evidencing our impact in preventing and ending homelessness and evidence the barriers faced by members to directly inform our Policy and Campaigns strategies. Using the Crisis Member Achievement and Progression System (MAPS) and case management standards/matrix
- To contribute directly to the delivery of an effective and impactful Crisis at Christmas. Which will include an expectation to work at times over Christmas public holidays in return for time of in lieu (TOIL).

- Carry out any other duties reasonably associated with your role

## Person Specification

### Essential

1. NEBOSH National General Certificate qualified or willing to work towards
2. Experience of managing premises and central office functions
3. Experience of financial management and budget control
4. Experience of managing health and safety and implementing policies and procedures
5. Experience of managing external hirers and contracts
6. The physical nature of some of the duties means the post-holder must have the ability to undertake manual handling tasks involving bending, lifting, carrying, and pulling. Equipment to support such tasks will be made available.
7. Ability to work on own initiative and as part of a team
8. Strong interpersonal skills and an understanding of principles of customer care
9. Practical handyman/maintenance skills
10. Ability to understand the needs of a diverse range of building users
11. Ability to safeguard and prioritise workload and deal calmly with conflicting priorities
12. Demonstrate an ability to be highly organised and have an excellent attention to detail
13. Knowledge of safeguarding and commitment to act in compliance with safeguarding policy and procedures
14. Commitment to Crisis' purpose and values
15. Commitment to equality, diversity, and inclusion

*We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.*

## Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

**The person specification requires a qualification or experience that I do not have. Is it still worth me applying?**

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

**Can I apply by sending my CV?**

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

**What should I do if I can't complete an online application?**

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team [jobs@crisis.org.uk](mailto:jobs@crisis.org.uk) It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

**Does Crisis use Artificial Intelligence (AI) technology for shortlisting?**

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

**Can I use Artificial Intelligence (AI) technology for my application?**

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

**How can I maximise my chance of being shortlisted?**

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

**Please note!** If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

#### How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

#### If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

#### Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

#### Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

#### I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

## Crisis Jobs Online

#### I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

**Where can I get help?**

If your query has not been answered above, you can contact the Recruitment Team [jobs@crisis.org.uk](mailto:jobs@crisis.org.uk) for support.