



## JOB DESCRIPTION

<b>Title:</b>	<b>Facilities Officer</b>
<b>Reporting to:</b>	Head of Finance
<b>Responsible for:</b>	Properties, Property Maintenance, Health and Safety
<b>Salary Range:</b>	£26,530.37 – £28,233.33 per annum
<b>Hours:</b>	36 hours per week, 9 am – 5.00 pm
<b>Contract:</b>	Permanent
<b>Location:</b>	The main place of work will be: Orchard House and other locations from time to time.

Mind in Croydon is a charity concerned with the welfare of people with mental health problems living in the London Borough of Croydon and the surrounding areas. It provides a range of support services in Advocacy, Welfare Benefits, Social Networks, Therapeutic Services, Health and Wellbeing, Social Inclusion, Activities and Information.

### **Purpose of the role:**

The Facilities Officer role is pivotal in overseeing and managing property operations within the UK market. This position is designed to ensure the efficient utilization of properties, adherence to Health and Safety (H&S) regulations, and optimization of net income generated by investment properties. The key objectives of the role align with UK-specific property management and compliance standards.

### **Main responsibilities and key tasks:**

- Ensure the appointment of a managing agent for each flat/shop, with agreements specifying active relationship management.
- Regularly review managing agent reports and report to the Facilities, Real Estate, and General Purpose (FR&GP) team.
- Address Health and Safety (H&S) aspects of landlord obligations in managing agent agreements.
- Assist in the development of procedures and processes for the improvement of the operation of buildings' services
- Provide estimated cost for contracted services, minor works, arrange small works projects in line with the Charity's guidelines using approved contractors and the Charity's quote and tender limits policy, ensure work is completed to program, within budget, conforms to legislative requirements and to the Charity's accepted standards.
- Advise the budget holder with the product specifications and budget costs for specialist plant, tools, equipment and consumables required by the Charity's Offices
- Proactively manage properties to avoid negative feedback from the SHW report.
- Liaise with managing agents to ensure compliance with agreements.
- Collate and report managing agent updates to FR&GP.
- Collaborate with the H&S team to address concerns highlighted in SHW reports.



- Property Survey and Maintenance
- Conduct surveys of each property, including operational assets, and develop a maintenance schedule.
- Establish agreements for property maintenance contracts with third-party vendors.
- Oversee property surveys and maintenance activities.
- Negotiate and manage contracts with maintenance service providers.
- Ensure timely completion of scheduled maintenance tasks.
- Health and Safety Policy Compliance:
  - Ensure the operational implementation of the H&S policy.
  - Identify a lead person for H&S and establish processes for ongoing compliance.
  - Implement reporting mechanisms to FR&GP for H&S activities.
  - Appoint an H&S lead and communicate responsibilities.
  - Monitor and enforce H&S protocols across all properties.
  - Generate regular reports on H&S compliance for FR&GP.
- Cost Analysis and Net Income Reporting:
  - Liaising with contractors and explain the problems so that the contractor can evaluate a repair solution and take over the work in a safe and timely manner.
  - Fully cost out property management activities.
  - Produce an analysis of the net income generated by investment properties.
  - Track and document all expenses related to property management.
  - Generate regular financial reports on the net income of investment properties.
- Optimizing Property Use
  - Develop plans for renting out spare accommodation in Principal Place of Residence (PPR), Orchard House (OH), and Fairfield House (FFH).
  - Identify and market available accommodations for rent.
  - Manage the tenant onboarding process and ensure property readiness.
- Feasibility Study for Property Relocation
  - Produce a feasibility study for exiting PPR and relocating activities to Orchard House/Fairfield House.
  - Collaborate with relevant teams to assess the feasibility of relocation plans.
  - Provide regular progress updates on the feasibility study.
- Long-term Resourcing Planning
  - Identify and communicate resourcing needs for property management, including investment properties and owned/leased facilities.
  - Collaborate with HR and Finance to forecast long-term resourcing needs.
  - Regularly review and update resourcing plans based on evolving requirements.



### Other (Standard across all roles)

- Work in accordance with Mind in Croydon's Values, Aims and Objectives.
- Provide a positive representation for the organisation both internally and externally, including promoting our work, and attending external meetings and partnership events when required.
- Maintain quality standards in accordance with Mind in Croydon policies and procedures.
- Promote positive understanding, awareness and attitudes towards mental health and wellbeing as part of day-to-day duties.
- Be responsible for respecting and maintaining personal and professional boundaries concerning relationships with volunteers and staff.
- Work at all times to promote equality, diversity and individual rights.
- Participate in and actively contribute to individual supervision, training and team meetings; attend all staff meetings and organisational events as required.
- Recognise and accept the need to learn from experience, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by your line manager.
- Promote positive understanding, awareness and attitudes towards mental health and wellbeing as part of day-to-day duties. Also, to act in a professional and responsible manner which does not have a negative impact on the service or the organisation as a whole and which is in accordance with the policies and procedures of Mind in Croydon. It is the responsibility of all staff to inform a member of the senior management team immediately if service users, volunteers or staff do not comply with the above.
- Work within and implement all of Mind Croydon policies and procedures including Confidentiality, Health and Safety, and Equal Opportunities.
- In addition to the tasks and duties outlined in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.

### Job Description Agreement

The Job Description is not exhaustive and is subject to change considering service developments, work, priorities, or any other requirements. Such change will be discussed and consulted on with the post holder. Mind in Croydon reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the organisation. The statements contained in this description, reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:

Name:  Date:



## Person Specification

The role is a skilled, knowledgeable and empathetic person, who enjoys working with clients and thrives in a team. The following person specification is a guide to the Essential and Desirable attributes that Mind in Croydon wishes to find in the successful candidate for the post.

<b>Knowledge and Experience</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
Health and Safety NEBOSH or IOSH		
Building Management		
<b>Experience</b>		
Administration		
Building		
<b>Personal Attributes and Approach</b> (You may want to use some of these or add new)		
Values people and sees their potential, worth and strengths	<b>E</b>	
Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person's experiences, beliefs	<b>E</b>	
Works inclusively respecting the diversity of each person's experience, and their particular background or cultural context	<b>E</b>	
Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required	<b>E</b>	
Strong integrity and willingness to be held accountable	<b>E</b>	
A can-do attitude to solving problems and coming up with solutions	<b>E</b>	
Shares responsibility for their own personal development	<b>E</b>	