

Job description

Job title: Facilities Manager

Reports to: Director of Finance and Operations

Salary: £42,000 plus benefits

Hours: 35 a week (full time)

Contract: Permanent

About us:

The Cardinal Hume Centre works to prevent and tackle youth and family homelessness. We:

- Provide a home with support for up to 39 young people
- Support children and families in housing or other need
- Offer housing and welfare rights advice to help people keep or find a stable home and to manage their money
- Advise and coach people to find work, learning or training
- Provide immigration advice to help people secure their legal right to remain in the UK to access homes, work and benefits.

Last year we helped over 1200 people including nearly 600 families and 230 children and young people, aiming to break the cycle of homelessness and poverty from a young age. Our approach is personalised, acknowledging the unique complexities of each individual through six key services: residential; family support, legal advice, employment, education and immigration advocacy.

The Centre is based within five minutes' walk from Parliament but works in an area where homelessness in nearly all its forms has increased. Around 3,600 children from Westminster are housed in temporary accommodation. Over 25% of children live in poverty. Families face unaffordable housing costs, a challenging labour market and rising levels of crime.

With an annual income in the region of £3.5 million, the Centre currently employs around 65 dedicated members of staff and around 45 volunteers.

Team context:

This role reports to the Director of Finance and Operations and sits within the Central Services team. There are 9 members of the team in total, including two receptionists, a Senior HR manager with two direct reports, Finance Manager and Finance Officer.

Direct reports: Likely to be required as role develops.

About the role:

We own our own building and accommodation onsite for up to 39 young people as well as office space to deliver the remainder of the charity's services. In this role you will partner closely with the

Director of Finance and Operations. You will be key in ensuring that we adhere to all of the relevant compliance standards delivering a safe and well managed environment for Centre staff and volunteers, clients and visitors. In particular you will be responsible for delivering a safe and secure living environment for the young people living in our Hostel and Supported living accommodation.

Job description:

Health & Safety, Fire & Security

1. To act as the organisation's health and safety officer and to take overall responsibility for fire safety.
2. To deliver a safe, healthy and secure working / living environment ensuring that the Centre fully complies with all appropriate external regulations and has all of the relevant internal systems and procedures in place.
3. To monitor the day-to-day health, safety and security across the Centre and advise and support managers in implementing best practice.
4. To be responsible for ensuring all relevant individuals onsite are appropriately inducted in safety procedures including staff, contractors, volunteers and trustees, commissioning training as appropriate.

Budgets

1. To manage a budget of approximately £250k for facilities management ensuring that best value is delivered within budget.
2. To manage a capital budget of at least £50k per annum for building improvement works working with the fundraising or finance teams as necessary.

Polices & Procedures

1. To manage compliance and ensure best practice is followed in all areas including: asbestos management, water systems, working at heights etc delivering the required risk assessments including premises, fire risk and legionella and arranging statutory inspections as required.
2. To ensure all of the Centre's policies and procedures are updated and maintained including major incident, sustainability etc.
3. Advise and support other staff members in health & safety matter and work with the staff to ensure the Centre can demonstrate compliance externally where required.
4. To meet with trustees and attend Board sub-committees as required to provide reporting on Facilities compliance.

Maintenance

1. To ensure that the Centre's premises are appropriate for the delivery of its frontline and support services.
2. To ensure that buildings and services are well maintained within a cycle of planned maintenance, including heating, ventilation and air conditioning, mechanical and electrical services, cleaning and sanitation, security including CCTV, lift, external areas and pest control.

3. To ensure appropriate monitoring and maintenance records are maintained where required for example water hygiene, asbestos register etc.
4. To ensure contractors are appropriately managed on site.
5. To respond to maintenance requests made by or through staff members and ensure that resolution is timely and cost effective.
6. To put in place maintenance contracts, including the cleaning contractor and ensure that high standards and best value are maintained.
7. Ensure all works undertaken are safely assessed and authorised before they are carried out.
8. Oversee compliance of contractors and quality work delivered whilst onsite including out-of-hours works where required.
9. To ensure in-house inspections and testing of systems including fire alarms and emergency lighting is undertaken.
10. To take responsibility for capital projects such as refurbishments, upgrades and other small works to further develop and improve the premises and facilities.

Other

1. To be the point of contact for our tenants.
2. Other reasonable requests as required.

Person specification

Essential:

1. Relevant qualification such as NEBOSH National General Certificate in Occupational Health & Safety.
2. Good working knowledge of health and safety and other relevant legislation.
3. Previous experience in facilities management environment including contractor management, implementation of a robust Health and Safety policy and procedures, premises management and building maintenance.
4. Strong people management skills.
5. Extremely well organised with a wide range of practical skills, and willing to be hands-on when required.
6. Excellent documentation and record keeping.
7. Ability to build and maintain excellent working relationships.
8. Willingness to work flexibly including early mornings and occasional evening and weekend work as the role requires (TOIL granted to cover any out-of-hours work required).
9. A strong commitment to the Centre's mission, values and behaviours; a strong belief in the value of every individual.
10. Understanding of safeguarding requirements including standard processes and procedures to be followed.

DESIRABLE:

- Experience of supporting a hostel or other 24/7 homeless services.
- General knowledge and awareness of the issues around youth and family homelessness.
- A First Aid at Work qualification.
- Manual Handling training.
- Fire warden training.
- Knowledge of food safety.

Our people - we believe each person matters:

Our clients

Our clients guide everything we do. We're here to help children, families and young people experiencing or at risk of homelessness, or clients who have urgent needs that can be met at the Centre and not elsewhere.

We value every person; this is central to our work

We seek to develop trusting relationships with our clients. We rely on them to help us improve and develop our services so we include them wherever possible in our work.

Our staff and volunteers

Our staff and volunteers are diverse in their backgrounds, and their skills and experience. Many have lived experience of the challenges our clients face. We are proud of our warm welcome and our team's commitment to support people facing disadvantage to escape the cycle of poverty and homelessness.

The Centre's [website](#) has more about our work including our [approach](#), our [plans](#) and our [values](#) and behaviours.