



Baca

Safe to heal, free to thrive



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About us

Our Vision

A world where all child refugees are welcomed, safe and inspired with hope to rebuild their lives for a better future.

Our mission

It is our mission to serve young people who have been forced to flee their home country – offering safe homes, education, therapeutic care and support in every area of their lives.

We believe each young person, many of whom are victims of human trafficking, has a dignity worth celebrating, talents worth discovering and a life to live to its fullest potential, no matter their past experiences nor present circumstances. We are committed to providing an inspiring environment that raises hope and strengthens resilience.

Our Values

Respect

Treating everyone with dignity in all circumstances.

Integrity

Unexaggerated truth, expressed with humility, purity of motive and sincerity of intention, in both our words and deeds.

Passion

Embracing risk for the sake of the mission, with courage to take bold risks and to innovate despite adversity.

Grace

Costly additional opportunity for everyone, to enable us to be our best by being perpetual learners.

Compassion

Serving sacrificially, rooted in an unwavering zeal to seek the best for those we serve and not self.

Wisdom

Finding a way through a challenge by listening, learning, perceiving what is at stake, applying insight and considering diverse options.



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Our Impact, Outcomes and Goals

We are passionate about seeing the young people we serve become positive and empowered individuals, building on their resilience and strengths to contribute to the world around them.

Outcomes

We deliver this impact through our therapeutic support for all areas of life, specifically aimed at achieving the following outcomes - *Increased Personal Safety, Increased engagement with Education, Employment and Training, Improved Emotional Wellbeing, Improved Physical Wellbeing and Increased Social engagement.*

Strategic Goals

Strengthen Baca's holistic service for young forced migrants

Enhance Baca's service to maximise the potential of each young person

Engage locally, regionally and nationally to see a world where child refugees are welcomed, safe and have hope to rebuild their lives for a better future.

Thank you very much for your interest in this role at Baca. We support young people who have been forced to flee their home country, because of war, persecution, or trafficking. We provide the support they need which includes a safe home, education and therapeutic care. The young people we serve have lost the only life they know and have overcome all the odds to reach safety. Their courage inspires us but without support they are at extreme risk of harm and exploitation.

We are committed to providing an inspiring environment that raises hope and strengthens resilience – enabling them to fulfil their potential and become thriving members of the community. We consider it an absolute privilege to be able to walk with them on a daily basis. We take heart from the several positive stories of young people's transition into adulthood, establishing their lives and being a positive contribution to the world around them. However, we recognise the huge pressures they continue to face and therefore, we believe there is still a long way to go as we continue to learn from them. We believe there are greater depths of development for each young person to achieve so that they do not fall back into exploitation or any other dangerous environment.

If successful, you will be joining a passionate and committed team, with strong expertise. You will find that the team are committed to our values, which has built a culture that seeks to allow everyone to be their best in order to give their best for the sake of the young people we serve. I hope you will find all the information you need in this pack or on www.bacacharity.org.uk to help you complete your application.

We wish you all the best,

Jimmy Zachariah, CEO

Job Description

Job Title:	Maintenance Operative
Reporting To:	Accommodation and Facilities Manager
Location:	Baca office, Loughborough, England. The role will require regular travel to other locations where Baca's services are delivered
Working Hours:	37.5 hrs per week including some evening and weekend hours may be required
Salary:	£26,750

OVERALL PURPOSE

- To provide maintenance support to the organisation, ensuring premises are maintained at a standard that will serve the mission of Baca. This will include properties across Loughborough and 2 office sites.

DUTIES & RESPONSIBILITIES

- Organise and conduct required maintenance at all Baca sites. The below list is not exhaustive but some of the below skills will be required to fulfil the role;
 - General Plumbing; bathroom and kitchen plumbing repairs, blocked toilets & sinks etc
 - Painting and Decorating
 - Basic carpentry skills
 - Meter Reading for electricity and gas meters
 - Fire Testing; routine testing of smoke and CO alarms
- To become familiar and actively use the Baca's maintenance management system which aids the reactive and planned works across all sites.
- Communicating with contractors, residential workers and landlords as required, ensuring repairs and maintenance is conducted when planned.
- Administering quarterly checks, quarterly cleans, health and safety requirements and annual servicing such as: PAT testing and Gas safety on properties and reporting issues for follow up.
- Working alongside the Premises Manager, administer the Health & Safety checks on all Baca properties including the offices, to ensure regulatory requirements are met and associated paperwork is completed.



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- Support in the setting-up and closing down of properties and rooms between moves.
- Administering the setup and set-down of rooms for young people moves between Baca properties, ensuring the rooms are ready for new young people.
- Ensuring the office and car parks are clean and tidy, ensuring visitor experience is positive, professional, welcoming, friendly and helpful.
- Assist the Premises Manager and Finance Manager with year-end Fixed Assets verification.
- Supporting with other administrative activities in line with the team needs.

GENERAL

- Play an active and supportive role within the organisation.
- Take ownership of files allocated, ensuring they are up to date and stored correctly.
- Maintain strict confidentiality in relation to work undertaken and ensure all confidential material is stored according to Baca's Confidentiality statement and Data Protection Policy.
- Embrace the Vision and Values of Baca and reflect this in working practice.
- Treat all staff and young people fairly and without prejudice, in line with Baca's Equality and Diversity policy.
- Be aware of the correct procedures for dealing with any suggested incidences of safeguarding concerns and to follow them, in line with Baca's Child, Vulnerable Adult Protection & Safeguarding Policy.
- Adhere to all Baca's policies and procedures.

PERSONAL SPECIFICATION

Baca is looking for someone who can help the organisation with the housing maintenance and day to day function of all properties it houses young people in and our offices. The successful applicant will be motivated and passionate about the work that Baca does and the young people in our care. They will be very organised and practical, able to get on with tasks that need doing on a day-to-day basis, managing a varied and busy workload. They will be very approachable and enjoy working on their own as well as part of a team and supporting others. The successful applicant will need access to transport as the role requires travel between the properties that Baca manages including the transportation of items to the properties.

The successful applicant will have a personable style that is in line with Baca's vision and values. Someone who is supportive, approachable, responsible, reliable and personable.

Qualifications/Knowledge/Experience

- Good knowledge/understanding of the building and maintenance process.
- A good awareness of general health and safety, especially regarding maintenance work.
- Ability to use computers well, with experience in Microsoft Office and on-line email systems.
- Experience of prioritising workload to meet competing deadlines.
- Advocate of customer care including experience of dealing with a range of client queries/concerns in a professional and understanding manner.

Skills/Abilities

- Experienced in the use of hand tools and familiar working with timber, basic plumbing materials, furniture building, decorating and gardening.
- Excellent personal organization with a high attention to detail.
- Ability to manage a number of tasks at any one time.
- Self-motivated to complete a varied workload.
- Working well as part of a team is essential.
- Good interpersonal skills and able to interact well with staff, contractors and visitors to the office and other properties.
- Ability to work to deadlines and respond in a flexible way to the changing demands of Baca's work.

Other Expectations

- Appointment is subject to a satisfactory DBS check.
- Applicants to have a genuine concern for and commitment to asylum seekers/refugees, young people and UASCs in particular.
- Ability and commitment to work at all times within a framework of confidentiality and anti-discriminatory practice.
- Commitment to work within the aims, values and ethos of the organisation.
- Ability to have flexibility with working hours to facilitate occasional out of office hours access to accommodation for contractors.
- Holds a full, clean driving licence and has access to transport.



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How To Apply

You can apply electronically, by completing an application form on our website. Please complete the online application form or return a downloaded and completed application form, along with a CV to us by email. Please make sure that your application demonstrates how your experience, skills and abilities meet the selection criteria set out in the Job Description and Person Specification.

Please also make sure you complete the equal opportunities monitoring form. Completed applications should be returned to us by *9:00am Friday 22nd May 2026*.

Applications received after that time will not normally be considered for short listing.

Downloaded application forms must be sent to: recruitment@bacacharity.org.uk clearly identifying the role you are applying for.

Interview Process

A 30-minute online interview could be conducted as part of shortlisting. If suitably strong candidates are shortlisted before the deadline, in-person interviews will take place immediately after shortlisting.

If you are shortlisted for in-person interviews, we will contact you as soon as possible, to let you know the details of the interview process.