



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



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JOB DESCRIPTION ACCOMMODATION AND FACILITIES MANAGER

Accountable to: Operations Director

Responsible for: Maintenance workers x3 (1 in Cambridge and 2 in Loughborough)

Hours: 37.5 hours per week (with some evening and weekend hours and be part of the on-call team to deliver out of hours emergency support where necessary)

Salary: £34,500

Location: Baca office, Loughborough, England with regular travel to Cambridge and locations where Baca's services are delivered.

PURPOSE

1. As a key member of the team, model servant leadership and the practice of Baca values in the pursuit of Baca's vision, mission.
2. This is a critical role in the service model; to ensure that young people have safe, quality accommodation that they call home.
3. To ensure staff, volunteers and young people have safe, functional, inspiring work and service delivery spaces.
4. To ensure unaccompanied asylum-seeking children are welcomed, nurtured and equipped to transition to adulthood while ensuring they are safeguarded from bad actors and poor practice.

KEY RESPONSIBILITIES

1. To manage the ongoing operations of Baca accommodation ensuring they are a safe, homely and culturally-relevant environment for young people to heal and transition to adult life.
2. To manage Baca offices and facilities used for service delivery, ensuring they are a safe, functional and culturally-relevant environment for people.
3. Ensure all properties complies with all regulatory compliance standards and protocols.
4. Collaborate with the service team to identify and provide opportunities for young people to develop their living and work skills.
5. Build and maintain a strong network of stakeholders necessary for the management of all properties.
6. Grow in confidence and capability in the practice of Baca's values.

Desired Results	Indicators
<p>1. Team & Partnership Collaboration</p> <ol style="list-style-type: none"> 1. Co-ordinate with all team leaders to ensure all spaces are safe, functional, efficient and inspiring 2. Administrative system enables speedy, notification and effective resolution of tasks 3. Strong and effective premises team 4. Strong and effective partnership with a network of contractors, landlords, partners enable effective management of all properties. 	<ol style="list-style-type: none"> 1. Evidence of cross-team casework leading to improved outcomes and effective notification of needs. 2. Effective cross-working and use of administration systems enable efficient and effective management of properties. 3. Categorising of needs enables accurate prioritisation involves all relevant team leaders 4. Speed of resolution of tasks appropriate to prioritisation / categorisation of issue considers all team priorities 5. Regularly updated on regulatory and compliance protocols and clearly communicated to teams where relevant. 6. Traceable documentation of decision making for audit/ inspection and reviews. 7. Team is supported to resolve challenges where appropriate. 8. Feedback from contractors, partners, landlords indicate strong partnership and support for mission.
<p>2. High Quality young people homes, offices and service delivery spaces</p> <ol style="list-style-type: none"> 1. All Premises are maintained to the Quality Homes Standard. 2. Premises are safe, and furnished in culturally appropriate format representing the diversity of the young people 3. Network of qualified maintenance contractors to support in-house team and provide specialist skills. 4. Spaces in Offices, Centre and Car parks are safe, tidy, clean, functional ensuring visitor experience is positive, professional, welcoming, friendly and helpful. 	<ol style="list-style-type: none"> 1. Monthly, quarterly and annual reports demonstrate all properties are meeting expected standards, support young people's recovery and future outcomes. 2. Premises maintenance plans are outworked for identification, setup, refurbishment and sustainable use of all premises – in short, medium and long-term. 3. Cost management and energy management reports indicate properties being managed safely, economically, efficiently whilst also fulfilling the service model. 4. Preparation and completion of all our internal and external health and safety audits are in place to ensure that they comply with regulations 5. All young people accommodation is homely and represents their cultural diversity. 6. Values-aligned partnerships are in place to facilitate efficient and effective

	<p>property maintenance and management.</p> <p>7. Meet expected standards of all health and safety and regulatory checks and audits from Local Authorities, Ofsted etc.</p> <p>8. Number of Health and safety incidents.</p> <p>9. Feedback from young people indicate progress.</p>
<p>3. Team development - team is growing in confidence, character and capability to consistently fulfil their responsibilities according to the service model.</p> <ol style="list-style-type: none"> 1. Team knows how their activity and process contribute to outcomes 2. Team understands policy and procedures relevant to their activity. 3. Team and individuals have the skills and capacity to deliver activities. 4. Team can troubleshoot, amend, customise activities in response to individual young person's context. 5. Progress for each young person is efficiently tracked. 6. Meet agreed stakeholder service and contracts expectations 	<ol style="list-style-type: none"> 1. Culture of curiosity and continuous learning from young people, team, stakeholders and wider opportunities is embedded across team. 2. Team model and explain values practice. 3. Team can evidence application correct policy and procedures for their area of work 4. All interactions are documented accurately, efficiently and effectively with clear and traceable audit trail. 5. Team is developed in confidence and consistency of application of skills and working across disciplines to fulfil service delivery priorities. 6. Learning is documented, shared and incorporated in people and process development. 7. Team is learning and practice is being adapted based on evidence and insights from practice. 8. Team knows their delegated authority responsibilities and are equipped to deliver them. <ol style="list-style-type: none"> 1. No. of instances requiring manager intervention when not necessary 2. No of instances where team are responding to complex issues with greater confidence 3. Reduction in repeated crisis of same nature and or degrees of severity of issues of same nature.
<p>4. Budget Finance value for money</p> <ol style="list-style-type: none"> 1. Property maintenance meets short-, medium- and long-term value for money propositions without compromising on young people outcomes. 	<ol style="list-style-type: none"> 1. Oversee maintenance budget including day-to-day expense management and quarterly reforecasts. 2. Providing timely and accurate input to capital and maintenance budgets 3. Provide value for money analysis of each individual property and premises team activities.

<p>2. Premises capital and expense budgets provide excellent value for money on economic, and efficacy indicators.</p>	<p>4. Effective collaboration with finance and fundraising teams to raise, manage and expense funds.</p>
<p>5. Support young people skills development 1. Premises functions support young people skills development strengthening their progress towards adulthood.</p>	<p>1. Identification of opportunities for young people engagement within Baca's maintenance and refurb activities. 2. Train young people in safe working protocols. 3. No of young people supported to develop appropriate skills in building, maintaining and repairing physical spaces. 4. Reports indicate growing scope of young people engagement 5. Feedback from young people indicate progress and opportunities of development.</p>

POSITION COMPETENCIES

Competency	Proficiency
<p>Interpersonal and Communication Skills</p>	<p>Requires ability to effectively integrate facts and information. Considerable tact and diplomacy in interacting with other parties is necessary to secure cooperation and obtain desired information or action. There may be opportunities to influence the outcome of decisions and contribute ideas, so communication needs to be clear and persuasive in putting forward points of view. Confident in having crucial conversations that seek to encourage strengths and highlight areas of concern.</p>
<p>Planning and Organizing Skills</p>	<p>Tasks performed require planning, organising, leading and directive diverse, complex and difficult activities. Decision-making is a critical element of the job and requires analysing different options before deciding on the action to take.</p>
<p>Problem Solving Judgment and Impact</p>	<p>Required to make decisions involving checks or comparisons against well-defined procedures. Selection of appropriate work approach or method is required. Problems encountered can vary and require simple analysis to diagnose. Questionable matters are normally referred for a decision. Errors would normally be detected but could lead to minor problems.</p>
<p>Stakeholder Satisfaction and Service Delivery</p>	<p>External and/or internal contacts are a key area of the job and jobholder handles complex customer related problems or responds to customer complaints or unusual requests including resolving escalated cases. Situations require careful handling to maintain goodwill, achieve co-operation or solve problems.</p>

Material and Financial Responsibility	Drafts and manages the budget for own team or strategic objective. Oversees the team's compliance with financial procedures and reviews budget-versus-actual performance.
People Management Responsibility	Required to provide line management or provide professional HR guidance or training/coaching to managers.
Information Responsibility	Accountable for the preparation, safekeeping or distribution of information used by others within small team or a part of the activities of the organisation externally, or that is confidential and accessible only internally.
Knowledge Expertise	Develop, maintain and apply an advanced technical or administrative skills knowledge and expertise and may provide advice to others in relation to their own field or specialism.
Cultural and language humility, reflection and learning skills	<p>Adapts language and practice to meet each young person's cultural and emotional needs, reflecting regularly on power and bias.</p> <ul style="list-style-type: none"> • Reflects critically on the impact of culture, identity, and power in professional relationships. • Adapts communication styles and approaches to meet cultural preferences and emotional needs. • Learns common phrases relevant to day-to-day life to demonstrate interest, inclusion and support development. • Models' humility by asking and learning rather than assuming "cultural knowledge." • Shares reflections with peers, promoting learning within teams.
Working Environment	Considerable exposure to environmental working conditions: part of an on-call rota; regular and significant time spent working outside normal office hours; working away from home.



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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 on Monday 11th 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.

[Cover letter]

You can apply electronically by sending a cover letter and CV to recruitment@bacacharity.org.uk clearly identifying the role you are applying for.

Completed cover letters and CV's should be returned to us by **9:00am on Monday 11th May 2026**

Please make sure that your cover letter demonstrates how your experience, skills and abilities meet the selection criteria set out in the Job Description and Person Specification. You may be asked to provide us with further information as part of the recruitment process.

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.

Other information

Online searches may be done as part of due diligence checks for shortlisted candidates. Successful candidates will be asked to apply for an Enhanced DBS Certificate including a check on the children's barred list.