



JOB DESCRIPTION

Job title:	Facilities Manager Central (ID: 1223)
Service:	Corporate Services
Salary:	Grade 3 Point 26-28
Hours:	Full-time (37 hours per week) or open to part-time (22 hours per week)
Location:	Ideally based in Hertfordshire, Buckinghamshire, Bedfordshire, Cambridgeshire, Essex or Greater London (north) with the ability to travel within this region.
Responsible to:	Head of Facilities
Contract:	Permanent

Summary of job:

Reporting to the Head of Facilities, you will be responsible for the management of Facilities Assets within Family Actions Central region. You will also support with corporate services across the whole of the charity, including supervising some external contractors. You will be responsible for the implementation of Health and Safety and environmental management in Family Action's Central region. You will support the Head of Facilities to manage the Facilities Budget. Travel is expected between Family Action properties on a regular basis.

Key tasks and responsibilities:

Supervisory Responsibilities

To supervise the performance of external contractors for minor and major project work.

Administration

To help develop corporate services' SLA and ensure they are consistently applied.

Help develop and maintain the internal procedures for Facilities queries, ordering of supplies, equipment, and services.

To assist with the development and monitoring of the Facilities budget.

To help administer the Family Action contracts, including the payment of invoices.

Procurement

Assisting in the procurement of necessary services such as M&E, security, telecoms, and cleaning.



Collaborate with relevant stakeholders and suppliers, including the engagement of new suppliers and nurturing of existing relationships through meetings and KPIs.

Health and Safety

Conduct Health and Safety site audits to a schedule across Family Action's Central region.

Support project managers with risk assessments across Family Action's Central region.

Support and give advice to local managers with regarding their Health & Safety system, through regular meetings and tickets raised within the Facilities helpdesk.

Facilities Management

To work closely with the Head of Facilities to develop corporate services for Family Action's Central region sites including:

Help develop the Facilities departments' JWA (SLA) and ensure they are consistently applied and regional measurables reported to the Head of Facilities.

Assisting with planning and undertaking major repairs and refurbishment and the day-to-day maintenance of Family Action assets (properties and equipment) in conjunction with the relevant managers and landlords.

Help continue to develop central procurement of services, equipment and goods and negotiating terms in liaison with the Head of Facilities.

Monitor and respond to tickets raised within the Facilities helpdesk system (SalesForce), as well as all relevant emails sent to the Facilities mailboxes.

Person Specification

Essential

1. Member of IWFM to at minimum at Affiliate level (or equivalent).
2. Trained to IOSH Managing Safely Level.
3. Good working knowledge of standards and legislation as applicable to Facilities Management.
4. Broad understanding of Telecommunication systems including VOIP phones, smartphones, and networks.
5. Experience of delivering small site relocation projects.
6. A friendly, helpful, and welcoming manner as well as excellent written and oral communication skills.
7. Ability to deal calmly and efficiently with difficult situations both on the telephone and face to face.
8. Willingness and ability to deal with emergencies.



9. Experience of setting up and running office systems, maintaining records, and collating statistics.
10. Experience with Office 365, One Drive, Outlook, Word, and Excel.
11. Ability to organise own work and time, using own initiative and recognise matters that require urgent attention.
12. Experience of working within a team providing a service to others.
13. A commitment to the aims, objectives and ethos of Family Action including its equal opportunities policy.
14. To ensure you have an understanding (appropriate to your role) of, and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
15. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
16. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
17. To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.

Desirable

18. A level 2 food safety certificate.
19. Experience of delivering major site relocation projects.
20. Expertise in the field of Fire legislation, Health and Safety at Work Act, DDA regulations, environmental legislation.
21. Expertise in Salesforce CRM.
22. Full UK Driving License and access to a vehicle.