

YMCA North Tyneside

Job Description

Job Title:	Estates and Facilities Manager
Salary:	£23,000 - £26,000 per annum (dependent on experience)
Hours of work:	37.5 hours per week
Duration of contract	Permanent - 52 weeks per annum
Reporting to:	Head of Operations: Client Services

Organisational Context:

YMCA North Tyneside is a Voluntary Sector Organisation undertaking community programme work in areas of North Tyneside.

Over time YMCA North Tyneside has become recognised as a well established services delivery Voluntary Organisation in the area as well as playing an active role both sub-regionally and regionally.

This role contributes to the provision of services to the North Shields community, which also include; YMCA Gym, provision of space for tenants, room hire for meetings, activities and conferences. In June 2017 YMCA will unveil a new entrance, with purpose built reception area and café.

YMCA has recently committed to the following Customer Charter and the creation of the Customer Service Manager role is fundamental to achieving the high bar that we have set for ourselves. Our Customer Charter reads:-

We promise:

- A warm and friendly welcome
- A safe and supportive environment
- To make you feel valued and cared about
- To treat everyone as an individual and with respect
- Exceptional service in all that we do

Job Purpose:

To manage maintenance and improvements to our buildings, ensuring timely and effective interventions are made that maintain the building to the expected standards. To manage resource, including contractors, in the respect of all building related developments. To take responsibility for the delivery of the building development and fit out aspects of agreed projects.

Reporting to:

Head of Operations: Client Services

Main Responsibilities:

To manage all aspects of the management, maintenance and development of YMCAs estate. This includes:-

Procurement

1. The procurement of best cost utility supplies
2. The procurement of best cost for quality supplier contracts for items such as sanitary disposal, fire detection maintenance, lift maintenance, alarm and security maintenance, pest control, air conditioning servicing, and other facility supplies. And the subsequent management of these contractors.

Maintenance

1. To ensure there is a well documented and managed plan for cyclical testing and planned maintenance, which must at least meet our legal obligations in respect of our obligation to Health & Safety and insurers.
2. The above includes the management of periodic electrical testing and PAT.
3. To facilitate timely and effective temporary and emergency repairs (reactive maintenance) to make safe and prevent further damage.
4. To manage contractors and internal resource to make effective repairs and improvements.
5. To proactively investigate time and money saving initiatives that will improve or reduce the cost of maintenance.
6. To champion the need for investment in maintenance to ensure the business maintains its estate to high standards.
7. To ensure safety and security systems and fit-for-purpose and functioning effectively. Specifically including fire detection, intruder alarm and CCTV.

Health and Safety at Work

1. To operate an Approved Contractors list and a Permit to Work scheme, ensuring that all contractors employed are operating within our standards for Health & Safety, as agreed with our Health & Safety consultant.
2. To work with the Head of Operations: Client Services and external Health & Safety contractors to ensure that all elements of our health and safety at work practices are constantly up to date, fit for purpose and effective.
3. To manage the implementation of all required improvements to equipment, processes or maintenance to meet the appropriate standards.
4. To champion health and safety at work and health and safety for the public.
5. To be responsible for the recording of incidents, accidents, near misses and opportunities for improvement and to report these to senior management, health and safety advisors and HSE as appropriate.
6. To be the person nominated by the CEO as responsible for the management of our actions in respect of Legionella testing.
7. To undertake appropriate training and achieve appropriate qualifications in respect of Health & Safety.
8. To manage the replenishment of first aid kits and the maintenance of AED's (defibrillators).

Security and General Safety

1. To manage the security systems and protocols of our buildings to protect both people and property and to contribute to our commitment to safeguarding.
2. To audit, store and manage keys for the organisation. Including the responsibility to authorise the cutting of keys and maintaining a key register for safeguarding purposes.
3. To be able to issue security fobs for our buildings.
4. To be a nominated keyholder and code-holder.
5. To be a nominated emergency call-out contact.
6. To be the primary person with responsibility for the day-to-day management of CCTV systems in terms of accessing and reviewing images in line with YMCAs Code of Practice.

Fire Safety

1. To be a champion for fire safety across the organisation.
2. Take responsibility for the fire detection and alarm systems and ensure 24/7 365 operation, including provision of monitored services.
3. To ensure that all other aspects of fire safety including emergency lighting and fire extinguishers, are in place and effective at all times.
4. To provide training to Fire Marshals and brief other staff, as required.

Development Projects

1. To take responsibility, as an ad hoc "Buildings Project Manager", to deliver the building development aspect of projects, on time and within budget. (The responsibility for each project being clearly laid out at the project conception and normally limited to the development of buildings and the fit out).

General

1. To support the Marketing Team by organising the installation and removal of marketing items such as banners within agreed timescales.
2. To transition new or improved buildings into full working use and to develop management strategies to ensure they are maintained to a high standard.
3. Responding to the needs of internal "clients" such as Housing Manager, Gym Manager and tenants in an efficient and timely manner that portrays a culture of a business striving to achieve exceptional customer service.
5. Management of budgets in respect of standard operating expenditure and the freedom to operate within the constraints of detailed project budgets to achieve the best return on investment, as well as ensuring a consistent and long term investment in maintaining our buildings.
6. To be responsible for tools, equipment and other stored items within designated storage areas.
7. To be a qualified First Aider.
8. To manage attendance to monthly Health & Safety Meetings and to ensure participants are delivering upon their actions in the required timeframe.
9. To ensure all new employees undertake general Health & Safety training.
10. Member of the Operations Working Group
11. Compile reports and feedback to the business, as required, in respect of all elements within the remit of the role.

Scope and Limits of Authority:

The post holder is free to act in the performance of day to day duties. Any new development must be discussed with the Head of Operations: Client Services.

Relationships:

The post holder will liaise with the following on a daily basis:-

- Head of Operations: Client Services
- Client Service Manager
- Project Manager (for each project involved in)
- Gym Manager
- Housing Manager
- IT Manager
- Health & Safety consultant
- Contractors and suppliers

Job Description agreed on: 16th October 2017 (updated 2nd February 2018)

Post Holder signature Date

Job Title: Estates and Facilities Manager

Line Manager signature Date

Job Title: Head of Operations: Client Services

HR signature Date

Job Title: Head of Operations: Programme Support and Strategy

SECTION B. Person Specification

Attitude:

Essential:

- Commitment to compliance with codes of practice in respect of areas including Health & Safety at Work and CCTV.

Experience:

Essential:

- Prior experience of supplier management.

Skills and Abilities:

Essential:

- Qualification in Health and Safety at Work: IOSH (minimum)

Essential to the role ongoing, but not at application stage

- Additional training and qualifications in COSHH, Manual Handling and Working at Heights
- SIA Licence: CCTV

SECTION C: Terms and Conditions

Salary: £XXXXXX per annum

Hours of work:

YMCA is open ~360 days per annum. On weekdays we open from 6.30am until 9pm. Weekends operate at reduced hours.

Flexible working is encouraged for the Building Services Manager to ensure that supervision of "off peak" hours is regularly made. This means there is an expectation to vary hours of working to enable the postholder to regularly spend time supervising all team members and ensuring that standards are being adhered to during early mornings, evening and weekends as well as 9am - 5pm.

Paid Leave entitlement: As per contract of employment

Sick pay provision: As per contract of employment

Pension entitlement: You will be auto enrolled into the YMCA pension scheme, subject to meeting government set thresholds.

Period of notice offered and required: As per contract of employment

Conditions of appointment:

- Subject to satisfactory references, and criminal background check through the Disclosure and Barring Service (DBS).
- A requirement to training / events / courses deemed relevant and appropriate when post requires.
- The first three months of your employment will be regarded as a probation period, during which time an assessment of your performance, conduct and attendance will be made. The completion of your probationary period will,

however, be subject to a formal review and you will not have completed your probationary period until that review has taken place and you have been confirmed in post.

Miscellaneous:

Outside paid employment must not take place within, overlap or interfere with YMCA contracted hours

This job description sets out the task requirements required of this post.

Along with the Staff Handbook and the letter of appointment it forms the terms and conditions of employment within the Association.

It is recognised that the Association is involved in a dynamic environment and as such, job descriptions will be required to be periodically reviewed and amended, reflecting any changing of the job. Such reviews will be carried out in conjunction with the staff concerned and one month's notice given of any change in the job description.