

JOB DESCRIPTION

Job title	Facilities Manager
Reporting to:	Chief Executive
Location:	The Way Youth Zone
Key Relationships:	Youth Zone staff, contractors, chairman of the board, external organisations hiring facilities, young people and parents

Job Purpose:

As Facilities Manager at The Way Youth Zone's state of the art, building, you will be responsible for ensuring safe, effective and efficient running of maintenance and security of the Youth Zone premises and facilities. In addition to ensuring full compliance with all requirements for equipment, buildings, and the safe management of sub-contractors, the post manages the cleaning team. Ensuring that all areas of the Youth Zone are open and safe always is paramount. This is a critical role which will significantly contribute to enabling young people to achieve their potential through the Youth Zone offer.

Contribute to our aim that the young people coming through our doors deserve the best possible customer service and as part of that we have set a target that the building must be as good in year 10 as in year one.

Context of the post:

Youth Zones are amazing places: accessible, vibrant, welcoming, fun and caring are just some of the words used by young people to describe their Youth Zone. The Way Youth Zone, which opened in January 2016 is no exception, and is part of the OnSide network of ten Youth Zones. Youth Zones are for young people aged 8 to 19, and up to 25 for young people with additional needs.

The Way Youth Zone is centrally located, dedicated to young people and makes a bold statement about the importance of giving young people high quality places to go in their leisure time. Open 7 days a week, at weekends and during school holidays, the Youth Zone's purpose is to give young people a space, so they can be happy, healthy and successful adults. The state-of-the-art £5.5 million building provides young people with access to a range of activities, offering all young people the opportunity to try new things, meet new friends and gain support from friendly, warm and positive staff and volunteers. The facilities include a 3G pitch, a gym, sports hall, climbing wall, training kitchen, recreation area, and dance, arts, music and media suites.

Values and Aspiration

The Way Youth Zone is a place of activity, adventure and fun for all young people where they can try new experiences and learn new skills. The Way Youth Zone supports young people to reach their full potential, grow their dreams and achieve their goals.

*Selection criteria for guidance only, alternative methods may be used to assist the selection process

We are looking for someone who can deliver this aspiration for Wolverhampton's young people and share the following values:

TOGETHER We are committed to building positive, inclusive relationships with all. Individuals are respected and celebrated within The Way community.

HONEST We are open and sincere. We act with integrity and transparency and are accountable for our words and actions.

ENERGETIC We approach all we do with a 'can-do' attitude. We are positive, dynamic and flexible and always give our best for Wolverhampton's young people.

WELCOMING We create a safe, positive and supportive atmosphere for all. We care for people and are passionate in all we do.

ASPIRATIONAL We are constantly evolving and always seek to improve. We grow, progress and develop as an organisation and as individuals. We lead by example and inspire others.

YOUTH-LED We are needs-led and young person focused throughout our work

Duties and Responsibilities - Detailed

To support all members of the Youth Zone team in achieving their objectives via the following responsibilities and support for specific projects;

Building Management

- To be responsible for general maintenance of the premises including; electrics, mechanics, heating, lighting, plumbing and security systems, carrying out minor repairs, maintenance and installation work such as joinery and plumbing, and appropriate painting and re-decorating across the Youth Zone where appropriate;
- Implementing planned maintenance, repair and renewal programmes;
- Responsible for all service contracts including the monitoring and servicing of equipment and recording when this needs to be carried out, when it has been done, and filling maintenance record sheets;
- Project management, supervising and coordinating work of contractors; checking that any commissioned work by staff or contractors has been completed satisfactorily and following up on any deficiencies;
- To establish systems carrying out and recording all necessary checks including; alarms, lighting, escape routes, security, building condition and equipment;
- To note, monitor and report any defects in the building and arranging for repairs within set budgets and the quickest possible time frame, including preparing documents to put out to tender for contractors ensuring high quality and best value for money is achieved;
- To immediately report any serious hazards to the CEO/Youth Work Manager/HR and Office Manager (as applicable);
- Manage and lead change to ensure minimum disruption to core activities;

- To be responsible for the aesthetics and cleanliness of the building including painting and the monitoring of the entrance and other external areas, ensuring that there is always an excellent first impression of the Youth Zone;
- To communicate all facilities issues to relevant staff in a clear and timely manner;
- To register as one of the Key Holders for the Youth Zone, be the first point of contact on a rota basis in an emergency callout situation and to check and secure the Youth Zone premises after callout;
- To be responsible for the induction and training of additional key holders;
- To respond to and reset the alarm when required, liaising with the alarm company and police as necessary;
- To work flexibly and be available at unsocial hours or at weekends to deal with security problems, make emergency repairs or allow access to contractors;

Health and Safety Management

- As nominated competent person, be responsible for and manage The Way's health and safety provisions, ensuring the highest standards of health and safety at work and building safety always including (but not limited to) fire regulations, insurance obligations, equipment, first aid and maintenance;
- Working with HR and Office Manager/ Youth Work Manager to ensure the charity has effective health and safety policies and procedures in place particularly regarding key issues such as accident and incident reporting, and risk assessment;
- To work with the Youth Work Manager and CEO to ensure risk assessments are in place for the full range of activities offered by The Way Youth Zone;
- To deliver in-house training to the staff team on areas relating to the safe and effective operation of The Way Youth Zone

Facilities/Cleaning Team Management (Currently 5 staff)

- To supervise and manage the cleaning staff, monitor standards of cleanliness and assist in cleaning as required;
- To compile the work duties and rotas of cleaning staff, ensuring clear cleaning schedules are in place and monitored;
- To be responsible for the management of ordering cleaning equipment and supplies, including COSHH

Event Support

- Setting up equipment and facilities for events in the Youth Zone, and supporting staff in their internal and external requirements

Vehicle Management

- Manage the cleaning, maintenance and management of the Youth Zone minibus carrying out appropriate safety checks as required

Management and Leadership

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- Be an active member of The Way’s management team and deliver a focused, measurable contribution to The Way’s overall strategic plan operating in line with The Way’s values, principles, policies and procedures

Duties and Responsibilities – General

- Work within the performance framework of The Way Youth Zone and OnSide;
- Represent The Way Youth Zone positively and effectively in all dealings with internal colleagues, and external partners;
- To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the designated Child Protection Officers using the safeguarding policies, procedures and practice (training to be provided);
- To assist with any promotional activities and visits that take place at the Youth Zone;
- To actively promote the Youth Zone and positively contribute towards increasing Youth Zone membership;
- To adhere to The Way Youth Zone policies at all times, with particular reference to Health and Safety, Safeguarding and Equal Opportunities;
- To carry out any other reasonable duties as requested by manager

Person Specification

Selection Criteria* A = Application Form I = Interview	Essential or Desirable	Method of Assessment
Experience		
A minimum of three years’ experience in facilities and buildings maintenance and management	Essential	A & I
Experience of planning and co ordinating a range of facilities and maintenance projects	Essential	A & I
Experience of building management systems	Desirable	A & I
Use of cleaning equipment	Desirable	A & I
Experience of delivering in house training and inductions	Desirable	A & I
Proven Leadership and Staff Management	Essential	A & I
Experience of implementing quality assurance procedures relayed to facilities and health and safety	Desirable	A & I
Experience of managing and monitoring Health and Safety at work	Desirable	A & I
Experience of working collaboratively with senior managers in a range of organisations including the voluntary sector, schools, parents and carers and other external agencies	Desirable	A & I
Educational / Vocational Qualifications		

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GCSE or equivalent literacy and numeracy	Essential	A
Relevant additional qualifications in Health and Safety Management (or the willingness to gain one)	Essential	A & I
Driving License	Desirable	A
Skills		
Excellent people skills the ability to establish good professional relationships with young people and adults	Essential	A & I
Ability to carry out general repairs and painting	Essential	A & I
Ability to work on own initiative and as part of a team	Essential	A & I
Ability to plan, organise, monitor, evaluate and prioritise work	Essential	A & I
Ability to lead and motivate a team of staff to deliver results	Essential	A & I
Numerate with good attention to detail	Essential	A & I
Basic ICT skills	Desirable	A & I
Knowledge		
Working knowledge of health, safety and environmental legislation	Essential	A & I
Working knowledge of fire safety regulations and COSHH	Essential	A & I
Understanding of security systems	Desirable	A & I
Special Requirements		
A willingness to work unsociable hours as per the needs of the post	Essential	A & I
DBS clearance and committed to Safeguarding children	Essential	A & I

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The Way Youth Zone is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups.