**ROLE PROFILE**

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| **JOB TITLE:** | Facilities Manager | **SALARY:** | Circa. £31,000 - £33,000 (dependent on experience) |
| **REPORTING TO:** | Business Administration Manager | **HOLIDAYS:** | 33 days including bank holidays |
| **LOCATION:** | Future Youth Zone, 201-225 Porters Avenue, Dagenham, RM9 5YX | **HOURS:** | 40 hours per week (including early  mornings, evenings & weekends) |
| **THE PERSON:** | The Facilities Manager plays a crucial role at Future Youth Zone as they keep our members, staff and volunteers safe by managing and maintaining the Youth Zone building effectively and efficiently. They will ensure the Charity is compliant with health and safety regulations including building, equipment, services, and related contracts, as well as carrying out general maintenance and managing Future Youth Zone’s Cleaning team, ensuring that the building is upheld to the highest of standards and accessible for all young people. | | |
| **KEY RELATIONSHIPS:** | Chief Executive, Business Administration Manager, Head of Youth Work, Future Youth Zone Team, stakeholders, and young people | | |



**JOB PURPOSE:**

Future Youth Zone’s Facilities Manager is responsible for keeping our members, staff and volunteers safe by managing and maintaining our fantastic Youth Zone (opened 2019) effectively and efficiently. The key purpose

of the role is to ensure compliance and contractual obligations are met throughout, whilst maintaining an efficient and operational building. The post holder will carry out and manage multi-disciplined activities including housekeeping, maintenance, general maintenance duties, security and health and safety. This is a varied role and the ideal candidate will have proven experience of managing similar types of buildings, e.g. schools, college/university, sports or leisure centres or other large, multi-use/function buildings.

Our state-of-the-art £6.15 million building provides young people with a range of activities, giving young people the opportunity to try new things, meet new friends and gain support from friendly, warm and positive staff and volunteers. Facilities include a 3G pitch, climbing wall, gym, sports hall and recreation area, and dance, arts, music and media suites. The Facilities Manager plays a critical role in Future’s mission to

provide young people with affordable access to fun and inspiring opportunities, all designed to help them lead active, positive lives and raise aspirations.

**CONTEXT OF THE POST:**

Barking and Dagenham Youth Zone, named “Future” by local young people, was the first Youth Zone in London opened by the national charity, OnSide in Spring 2019. This is an exciting and unique opportunity to join a passionate team and play a critical part in shaping opportunities for East London’s young people and supporting a grass roots, committed, universal youth service.

Future, like all OnSide Youth Zones, exists to give young people, particularly those who are disadvantaged, somewhere to go, something to do and someone to talk to. Future Youth Zone is open 7 days a week, at weekends and during school holidays, with the purpose of supporting young people to become happy, healthy and successful adults.

Future’s state-of-the-art £6.15 million building on Parsloes Park provides young people with access to a range of activities, offering them 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, recreation area and dance, arts, music and media suites, with facilities equipped for a wide range of sporting, artistic, cultural and general recreational activities and targeted services. To access a Youth Zone, young people aged 8 – 19 (or 25 with additional needs) simply pay 50p per visit and £5 per year membership.

**DUTIES AND RESPONSIBILITIES – DETAILED**

* To be responsible for the general maintenance of the premises including heating, lighting, plumbing and security systems.
* To carry out minor repairs, maintenance and installation work such as joinery and plumbing and appropriate painting and re-decorating across the Youth Zone when required
* To carry out a variety of statutory and non-statutory periodic checks and inspections and maintaining accurate and up to-date supporting records.
* To be responsible for all service contracts including the monitoring and servicing of equipment and ensuring Contractor’s responsibilities/tasks are completed within the Service Level Agreement and appropriately documented
* To undertake reactive and planned maintenance, repair and renewal tasks, as well as monitoring of and accompanying Contractors when dealing with their assigned tasks
* To establish systems carrying out and recording all necessary checks including; alarms, lighting, escape routes, security, building condition and equipment
* To identify, report, monitor and then manage any defects in the building and arranging for repairs within set budgets
* To produce and undertake a variety of building and activity related Risk Assessments
* To operate the water, electricity, and heating systems to specified standards ensuring conservation measures are taken
* To set up equipment and facilities for events in the Youth Zone to support youth work staff with their internal and external requirements
* To be responsible for the buildings entrance and other external areas, ensuring that there is always an excellent first impression of the Youth Zone
* To prepare rooms and areas for a range of uses, including setting out, removal and storage of furniture and equipment
* Be responsible for security procedures for the building, facilities, and grounds, i.e., security inspections, lock/unlock perimeters, activate/deactivate automated alarm equipment, and suspicious occurrences
* To open and close the premises as required
* To register as one of the Key Holders for the Youth Zone and 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 callouts
* To respond to and reset the alarm, liaising with the alarm company and police as necessary
* To be available at unsocial hours or at weekends to deal with security problems, make emergency repairs or allow access to contractors
* To line manage the cleaning staff team and develop a robust cleaning schedule, as well as monitoring the cleanliness standards and assist in cleaning when required
* To be responsible for the ordering of cleaning equipment and supplies
* To communicate all facility issues to relevant staff in a clear and timely manner
* To immediately report any serious hazards to a member of management
* To carry out any other reasonable duties as requested by management

**DUTIES AND RESPONSIBILITIES - GENERAL**

* Be a role model for young people and present a positive “can do” attitude.
* Take personal responsibility for own actions.
* Commit to a culture of continuous improvement.
* Work within the performance framework of Future Youth Zone and OnSide.
* Represent Future 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 Safeguarding leads 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 adhere to Future Youth Zone policies at all times, with particular reference to Health and Safety, Safeguarding and Equal Opportunities

**PERSON SPECIFICATION**

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| **Selection Criteria\***  A = Application Form I = Interview T = Test/Personality Profile | **Essential or Desirable** | **Method of Assessment** |
| **Experience** | | |
| Extensive experience (minimum of 2 years) of caretaking or premises/buildings maintenance and management in a similar environment | Essential | A & I |
| Experience of line managing staff and contractors | Essential | A & I |
| Experience of producing Risk Assessments | Essential | A & I |
| Experience of contract administration, working with external contractors and consultants | Essential | A & I |
| Experience of establishing and managing PPMs | Essential | A & I |
| Building management systems | Desirable | A & I |
| **Qualifications** |  |  |
| GCSE English and Maths or equivalent literacy and numeracy | Essential | A |
| NEBOSH, COSHH, IOSH or similar qualification | Desirable | A & I |
| First aid | Desirable | A & I |
| **Skills** |  |  |
| Excellent people skills the ability to establish good professional relationships with young people and adults | Essential | A & I |
| Practical application of journey/plumbing/building/maintenance skills in a busy working environment | Essential | A & I |
| Ability to work on own initiative and as part of a team | Essential | A & I |
| Ability to lead and motivate a team of staff to deliver results | Essential | A & I |
| Able to work under pressure and manage multiple priorities | Essential | A & I |
| Basic ICT skills | Essential | A & I |
| **Knowledge** |  |  |
| Working knowledge of health, safety and environmental legislation within a Facilities Management capacity | Essential | A & I |
| Working knowledge of fire safety regulations and COSHH | Essential | A & I |
| Understanding of security systems | Essential | A & I |
| **Special Requirements** |  |  |
| Able to work unsociable hours as per the needs of the post | Essential | I |
| A willingness to cover events, holidays and staff absence | Essential | I |
| DBS clearance and committed to Safeguarding children | Essential | A & I |

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

Future Youth Zone is committed to the safeguarding of young people. In accordance with our Child Protection and Safeguarding procedures, this position requires a enhanced DBS check*.*

The strength of OnSide Youth Zones comes from the diversity of the people within our vibrant network. We are proud that our Youth Zone teams reflect the communities they serve, and we value people working together from a range of different backgrounds locally and nationally, and with different experiences, all with a shared passion for boosting the aspirations of young people across the country. Diversity brings innovation, fresh ideas and creativity, and we actively strive to create a culture that is truly inclusive and fair for all and where everyone in the team can be themselves and thrive.

For information regarding how Future Youth Zone and OnSide Youth Zones process your data, please visit [www.onsideyouthzones.org/applicant-privacy/](http://www.onsideyouthzones.org/applicant-privacy/)

