## 

## ROLE PROFILE

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| **Job title** | Facilities Manager | **Salary:** | £22,000 - £24,000 (Depending on experience and qualifications) |
| **Reporting to:** | Executive Director | **Holidays:** | 25 days plus 8 Bank Holidays (pro rata) |
| **Location:** | Wigan Youth Zone | **Hours:** | 40 hours per week – (flexibility required, including evenings and weekends) |
| **Key Relationships:** | Chief Executive, HR and Office Manager, Wigan Youth Zone staff, volunteers and stakeholders, and young people | | |
| **Benefits:** | Gym Access, Training opportunities and CPD – including First Aid, Safeguarding, Health and Safety etc. Career Development Opportunities, Access to the Onside Talent Academy, Birthdays off, Employee Assistance Programme (EAP), Cycle to Work Scheme | | |

**Role purpose**

Wigan Youth Zone’s Facilities Manager is responsible for keeping our members, staff and volunteers safe by managing and maintaining our fantastic Youth Zone 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.

**Context of the post:**

Wigan Youth Zone, the largest youth club in Europe, 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. The two-storey building has a four-court sports hall with climbing wall, a fully fitted fitness suite, a boxing gym, dance and performing arts studios, as well as music, media and visual arts facilities.  There is also a cafe, together with recreational and social areas.  Externally there are four all-weather kick-pitches and full-size skate park. Wigan Youth Zone is open 7 days a week, 52 weeks a year, providing local young people with somewhere to go, something to do and someone to talk to for almost eight years, winning UK Youth’s award ‘Youth Organisation of the Year’ in 2018 and shortlisted for the ‘Youth Work Award’ in the Children and Young People Now Awards 2020.

Since opening, the Youth Zone has facilitated over 500,000 visits to over 23,000 young people with impressive outcomes for those members across a range of measures such as confidence building, facilitating positive relationships and instilling ambition for adulthood. In 2020, the Youth Zone was primed for another year of significant outcomes – starting with a record attendance in January – however, in March the operation completely changed at pace to support as many young people, and the wider community, as possible in the wake of the Coronavirus pandemic. The context of our current recruitment drive is for Wigan Youth Zone to relaunch mass universal programming over the current year, ensuring that we continue to have a positive impact on as many young people’s lives as possible in Wigan and Leigh.

**Values and Aspiration**

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

Learn more here

<https://www.wiganyouthzone.org/our-present-our-past-our-impact/>

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

* Is a positive role model for young people and who believes in and recognises young people’s potential
* Has a positive and “can do” attitude
* Takes responsibility for their own actions
* Is committed to a culture of continuous improvement and subscribes to a “tonight’s better than last night” philosophy
* Is willing to go the extra mile to ensure great provision for young people

**Duties and Responsibilities – General**

* Work within the performance framework of Wigan Youth Zone and OnSide;
* Represent Wigan 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 Wigan Youth Zone policies at all times, with particular reference to Health and Safety, Safeguarding and Equal Opportunities.

**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 ensure that tenants who occupy the Youth Zone adhere to all Health and Safety legislation
* 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 line manage the catering team and ensure that the area meets health and safety requirements at all times
* 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 the Senior Management Team
* To carry out any other reasonable duties as requested by the Senior Management Team

The job holder will be required to adhere to the Youth Zone’s policies at all times, with particular emphasis on Equal Opportunities and Safeguarding. Attendance at events and conferences will sometimes be required.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Experience** |  |  |
| Extensive experience (minimum of 2 years) of caretaking or premises/buildings maintenance and management in a similar environment | ✓ |  |
| Experience of line managing staff and contractors | ✓ |  |
| Experience of producing Risk Assessments | ✓ |  |
| Experience of contract administration, working with external contractors and consultants | ✓ |  |
| Experience of establishing and managing PPMs | ✓ |  |
| Building management systems |  | ✓ |
| **Educational / Vocational Qualifications** |  |  |
| GCSE English and Maths or equivalent literacy and numeracy | ✓ |  |
| NEBOSH, COSHH, IOSH or similar qualification |  | ✓ |
| First aid |  | ✓ |
| ✓ |  |  |
| Excellent people skills the ability to establish good professional relationships with young people and adults | ✓ |  |
| Demonstrates a mind-set of continuous improvement | ✓ |  |
| Practical application of journey/plumbing/building/maintenance skills in a busy working environment | ✓ |  |
| Ability to work on own initiative and as part of a team | ✓ |  |
| Ability to plan, organise, monitor, evaluate and prioritise work | ✓ |  |
| Ability to lead and motivate a team of staff to deliver results | ✓ |  |
| Able to work under pressure and manage multiple priorities | ✓ |  |
| Basic ICT skills | ✓ |  |
| **Knowledge** |  |  |
| Working knowledge of health, safety and environmental legislation within a Facilities Management capacity | ✓ |  |
| Working knowledge of fire safety regulations and COSHH | ✓ |  |
| Understanding of security systems | ✓ |  |
| **Personal Attributes** |  |  |
| Able to work unsociable hours as per the needs of the post | ✓ |  |
| A willingness to cover events, holidays and staff absence | ✓ |  |
| DBS clearance and committed to Safeguarding children | ✓ |  |

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**Remuneration package**

Salary: £22,000 - £24,000 (Depending on experience and qualifications)

Holidays: 25 days plus 8 Bank Holidays (pro rata)

**Wigan Youth Zone is also committed to the safeguarding of young people. This post is subject to a DBS check.**

**Closing date:** 7th November 2021

**Interview date:** Interviews will take place on-going

**Start date:** ASAP