



FACILITIES MANAGER

JOB DESCRIPTION



OVERVIEW

COMPANY: Wigan Youth Zone

LOCATION: Wigan Youth Zone

SALARY: Up to £30,000

BENEFITS:

- 33 days annual leave (including bank holidays) pro rata. Plus additional leave for length of service.
- Hybrid work,
- Birthdays off,
- Gym access,
- training and CPD including first aid, safeguarding and health and safety,
- Career development opportunities,
- Employee assistance programme,
- Cycle to work scheme,
- Strong team culture,
- Workplace pension,
- Free eye tests,
- Discounted to £2 access to holiday club for WYZ staff.
- Access to Lifeline Plus: Virtual medical care

POSTED: 5th January

CLOSING: Sunday 4th January

First interviews: WC 5TH January

Second interviews: TBA

SPECIALISM: Facilities/ Compliance/ Maintenance/ Housekeeping/ Security/ Health and Safety/ Buildings/ Functions

REPORTS TO: Head of Operations

CONTRACT TYPE: Permanent

HOURS: Full Time

WORK PATTERN:
Monday – Friday 8am – 4pm

ORGANISATION TYPE: Charity

WHO WE ARE LOOKING FOR:

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.

Keep on track of all planned preventative maintenance and ensuring contracts between suppliers are in line with agreed SLAs.

Where possible review and look to continuously improve on supplier relationships keeping the expense of wigan youth zone to a minimum.

The post holder will carry out and manage multi-disciplined activities including housekeeping, subject to qualification and competence with general maintenance.

Wigan youth zone currently operates as a single service operator for SITE SUPERVISOR meaning all suppliers manage an individual task / asset on site for servicing & maintenance.

The post holder will be on site to manage the below provisions - general maintenance duties, security and operational 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.

The role holder will also manage our catering manager and the oversee the efficiency of our catering offer.

KNOWLEDGE AND UNDERSTANDING

Technical Knowledge: Building systems, maintenance processes, and compliance standards.

Health & Safety Expertise: Understanding of legislation (e.g., COSHH, fire safety).

Project Management: Ability to plan, prioritize, and deliver maintenance schedules.

Budget Management: Cost control and financial planning.

Communication & Leadership: Managing teams and liaising with suppliers effectively.

QUALIFICATIONS

- GCSE English and Maths or equivalent literacy and numeracy – Essential
- IT literate – Essential
- NEBOSH, COSHH, IOSH or similar qualification – Desirable
- First aid – Desirable
- Level 3 in Facilities Management – Desirable

WHAT WILL YOU NEED TO SUCCEED:

EXPERIENCE	
Extensive experience (minimum of 3 years) of buildings maintenance and management in a similar environment	Essential
Experience of line managing staff and contractors	Essential
Experience of producing Risk Assessments	Essential
Experience of contract administration, working with external contractors and consultants	Essential
Experience of establishing and managing PPMs	Essential
Building management systems	Desirable
SKILLS	
Excellent people skills the ability to establish good professional relationships with young people and adults	Essential
Practical application of journey/plumbing/building/maintenance skills in a busy working environment	Essential
Ability to work on own initiative and as part of a team	Essential
Ability to plan, organise, monitor, evaluate and prioritise work	Essential
Ability to support volunteers and develop staff	Essential
KNOWLEDGE AND UNDERSTANDING	
Knowledge and understanding of managing buildings	Essential
Knowledge and understanding of Health & Safety principles and practices	Essential
Knowledge of Health and Safety, diversity awareness and safeguarding best practice and how these relate to children and young people	Essential

WHAT YOU WILL BE DOING

Maintenance & Compliance

- Responsible for planned and preventative maintenance of the premises, including heating, lighting, plumbing, and security systems.
- Act as the on-site operational presence for Health & Safety matters affecting day-to-day work (strategic H&S outsourced to external provider).
- Carry out minor repairs and installations (e.g., joinery, basic plumbing, painting, and decorating) as required.
- Perform statutory and non-statutory checks and inspections, maintaining accurate records (e.g., daily walkarounds, weekly fire alarm tests, monthly Legionella checks).
- Ensure all building and maintenance service contracts are monitored, serviced, and documented in line with SLAs.

Contractor & Risk Management

- Oversee contractor control, including sign-in processes, permits to work, and review of risk assessments before work begins.
- Follow up on service reports, remedial works, and collaborate with the Operations Manager and Board of Trustees to make cost-effective decisions.
- Log all checks and incidents (e.g., fire testing, near misses) in line with current procedures.
- Identify, report, and manage building defects, arranging repairs within budget.

Health & Safety & Energy Management

- Work with third parties and department heads to ensure risk assessments are in place and regularly reviewed.
- Monitor and record energy usage, act on inefficiencies, and promote an energy-conscious culture across the organisation.

Operational Support

- Assist other departments with event setups and equipment requirements.
- Maintain the building entrance and external areas to ensure an excellent first impression.
- Manage security procedures, including inspections, perimeter checks, alarm activation/deactivation, and suspicious occurrences.
- Serve as a key holder, responding to emergency callouts, securing premises, and arranging emergency repairs.

Team Leadership

- Line manage the cleaning team, develop robust cleaning schedules, monitor standards, and assist with cleaning when necessary.
- Line manage the catering team, ensuring compliance with health and safety requirements.
- Order cleaning equipment and supplies as needed.

Communication & Reporting

- Communicate planned and urgent maintenance work to Front of House and relevant departments.
- Report facility issues promptly and escalate serious hazards to the Senior Leadership Team.
- Carry out any other reasonable duties as requested by the SLT.

SPECIAL REQUIREMENTS

This role will be come with an understanding that their may be some communication with the team out of hours or a call out to return to site in an emergency. Our Centre is open 9am to 9pm and occasionally their maybe an evening call out.

A willingness to work unsociable hours when required

DBS clearance and committed to Safeguarding children

The ability and willingness to travel to meetings and events both in the region and beyond

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.

In accordance with our Child Protection and Safeguarding procedures, this position requires an enhanced DBS check and business satisfactory references.

Please note that in line with our Safeguarding Policy, you must be age 21 or over to work in our Senior Sessions and 19+ to work on our Junior Sessions and Holiday Clubs. All applicants must also be inactive as members for at least 12 months.

WHAT IS WIGAN YOUTH ZONE?

Wigan Youth Zone is a purpose built, state-of-the-art youth facility in Wigan town centre which opened in June 2013. It offers young people from across Wigan the opportunity to meet friends, have new experiences, learn new skills and access the support they need to develop and achieve their potential.

The Youth Zone is open to all young people across Wigan aged from 8 to 19 (up to 25 with additional needs), striving to offer something for everyone, regardless of their interests or abilities. With almost 15 dedicated areas to choose from including our four 40-metre floodlit football pitches, art room, music room and climbing wall – there's something for everyone here at Wigan Youth Zone.

Our aim is simple, to provide the town's young people with somewhere to go, something to do and someone to talk to.

WHAT DO YOU NEED TO DO NEXT

Please complete our application form and return it to hr@wiganyouthzone.org

*88% OF OUR TEAM WOULD RECOMMEND WIGAN
YOUTH ZONE AS AN EMPLOYER TO THEIR FAMILY
AND FRIENDS*

