

Facilities Manager – Hindleap Warren (2 year FTC) Job description & person specification

Jan 2023



| Role Outline

Title:	Facilities Manager, Hindleap Warren
Accountable to:	Head of Centre
Responsible for:	Maintenance Operative
Location:	Hindleap Warren, Wych Cross, Forest Row, East Sussex, RH18 5JH

| An introduction to London Youth

We are London Youth – a charity on a mission to improve the lives of young people in London, challenging them to become the best they can. Young people need opportunities outside school to have fun with their friends, to learn new skills, to make a positive change in their communities and to shape the city they live in.

In a normal year, we work with over 27,000 young people through our sports development, employability, youth action and involvement, arts and outdoor education programmes.

Throughout our history, community youth organisations have provided a constant lifeline and a vital safe space outside the family and formal education, where young people can develop confidence, resilience and skills.

Our vision is that all young Londoners grow up healthy, able to express themselves, navigate a fulfilling career and make a positive contribution in their communities. Our mission is to support and challenge young people to become the best they can be developing their confidence, resilience and relationship skills.

We do this with, and through, our network of community youth organisations and at our two residential centres. We look to work with all young people, focusing particularly on those who wouldn't otherwise have access to the kind of opportunities we offer.

Because good youth work works.

| About Hindleap Warren

Set in 300 acres of private land on the Ashdown Forest, Hindleap Warren is a purpose-built residential outdoor learning centre, sleeping up to 184 visitors. We work with over 10,000 children and young people every year, providing residential and day courses for children and young people from schools, youth groups and organisations that work with young people with additional needs.

The residential centre is used predominantly by school groups during term time weekdays, while weekends and holidays play host to London Youth member organisations and other youth organisations from across the country. Our team of instructors delivers personal development, focusing on confidence, resilience and relationship skills. The residential experience is fully

catered (we have an outsourced catering contract covering both of our centres) and the centre seeks to provide comfortable and supportive surroundings for all our guests.

Hindleap Warren offers a wide range of outdoor adventurous activities, including high ropes, bushcraft, climbing/ abseiling, zip wires, archery, orienteering and team building challenges. We operate predominantly on site, while also taking groups out to local sites where we run rock climbing and mine exploration along with canoeing/ kayaking at two nearby reservoirs.

We also have a long history of delivering outdoor adventure to youngsters of all abilities, regularly working with groups with a specific focus on those with additional needs.

Hindleap Warren holds the AHOEC Gold Standard.

The Team

The Facilities Manager looks after the health and safety compliance aspects for the site and the maintenance aspects of the buildings and grounds. They are in turn supported by a full-time Maintenance Operative and a Housekeeping Team.

This role forms part of the leadership team for the centre, sitting alongside the Sales & Marketing Manager and two Operations Managers.

The operations team manage the compliance checks, maintenance and procurement relating to our outdoor activity equipment. These elements are therefore out of the scope of the Facilities Manager role.

The Role

We are looking to professionalise our approach to estates and facilities management and are looking for an experienced Facilities Manager to join the team. This is initially a two year fixed term appointment as the focus will be on understanding where are now and putting the systems and processes in place to get us to where we need to be. You will be a key member of the Hindleap leadership team and essential in supporting the Head of Centre by ensuring Hindleap Warren is safe, welcoming and a fantastic place to visit. You will take primary responsibility for health and safety compliance of the Outdoor Centre and the grounds, overseeing all aspects of facilities management and coordinating suppliers, contractors and occasional corporate volunteering groups.

This role plays a key part in the future success of Hindleap Warren by providing first-class customer service experiences to our residential customers who will keep wanting to return. We are looking for a highly effective, resourceful and enthusiastic individual who will ensure that the buildings and grounds are safe, secure and accessible, while promoting teamwork and motivating staff to ensure effective working relationships across the board. You will lead, train and supervise your team in delivering these outstanding experiences.

We expect you to bring your knowledge and experience of health and safety compliance and best practice in buildings, environment and grounds management; where you will be able to

confidently hit the ground running from the outset. You will have an analytical mind and be well equipped with critical thinking skills, enabling you to effectively come up with effective solutions and make decisive decisions when faced with complex scenarios. You are an effective collaborator and an excellent communicator who can advise and drive forward improvements and efficiencies across the site. You bring excellent people management, organisational, and service skills, and have a passion for making a difference.

Job Description

- To be responsible for all aspects of the day-to-day buildings and facilities management across the Centre, including 300 acres of forest, which is a Site of Special Scientific Interest
- Provide line management and support to the Maintenance Operative Housekeeping Team, ensuring appropriate cover is in place to maintain service levels
- Lead on environmental and sustainability issues across the Centre, including ensuring maximum efficiency in the Centre's energy consumption and providing regular reports and recommendations for improvement
- Management of contractors and minor/ maintenance works
- Prepare and manage the annual budget for Estates and Facilities and advise on Estates and Facilities related issues to wider capital projects and/ or minor works programmes
- Manage resources related to Estates and Facilities efficiently and effectively, ensuring optimum balance between cost and quality
- Manage Estates and Facilities contracts and procurement, including specification, tendering, contract negotiation, securing requisite licenses, warranties and assurances, snagging and budgeting
- Asset management, safety testing, audits and maintenance planning, developing systems where necessary
- Development of effective and compliant planned and responsive maintenance schedules, identifying and resolving areas of non-compliance, including, but not limited to: lifting equipment, DSE, PAT, lightening conductors, asbestos, legionella, and emergency lighting
- Ensure maintenance schedules meet contractual, warranty and insurance requirements
- Working with our Head of Health, Safety and Environment to ensure H&S audit works are completed and actioned
- Maintain accurate records in relation to the inspection and testing of mechanical equipment
- Any other duties commensurate with the grade as appropriate

| Volunteers Responsibilities

- Build relationships with community groups, corporate bodies and professional partners to provide essential volunteer support locally
- Ensure best use of volunteers to benefit Hindleap, and that they work safely, under any necessary supervision

| Person Specification

It is important that in your written application you give evidence of examples of proven experience in each of the selection criteria below marked as “essential”. These responses will be developed and discussed with those candidates invited for interview.

Qualifications

- (E) – Essential
- (D) – Desirable

At least two of the following three qualifications:

- ✓ NEBOSH Occupational Health & Safety Qualification
- ✓ Membership of Appropriate Professional Body i.e. IOSH, CIPS, BIFM
- ✓ Degree in a relevant field; or equivalent BIFM/ IWFM / CIPS/ IFMA Facilities Management Qualification

| Essential Experience and Knowledge

- ✓ Minimum of 3 years’ experience working as an Facilities Manager or in an equivalent relevant role
- ✓ Strong technical and working knowledge across Health & Safety legislation, compliance, regulations and good practice in a facilities and grounds management context
- ✓ Knowledge of woodland management plans, associated grants and experience of working with the Forestry Commission
- ✓ Knowledge and experience of ISO standards in Facilities Management is desirable
- ✓ Demonstrable experience managing a complex workload, with an ability to prioritise and make confident effective decisions when faced with conflicting priorities
- ✓ Demonstrable ability to identify and troubleshoot problems, resolving them promptly and efficiently, demonstrating excellent interpersonal, communication and service skills
- ✓ Demonstrable experience of gaining best value through sound procurement processes
- ✓ Highly experienced in managing external suppliers to support delivery of essential services
- ✓ Experience of financial management and delegated budget control
- ✓ Computer literate and comfortable using Microsoft Office (Word, Excel, PowerPoint) including SharePoint. Knowledge of Facilities Management technical tools and systems desirable

| Essential Personal Attributes

- ✓ Customer centric mindset with exceptional service delivery skills
- ✓ Strong collaborator with impeccable interpersonal, relationship-building and networking skills
- ✓ Excellent leadership and people management skills, able to motivate and inspire your team
- ✓ Outstanding organisational skills, able to effectively manage and prioritise a complex and varied workload under pressure with conflicting deadlines

- ✓ Strong analytical critical thinking skills with good attention to detail, and also with the ability to see implications for the bigger picture when making decisions
- ✓ Articulate communicator with a confident negotiation technique and excellent written skills
- ✓ Able to work independently and on own initiative, as well as in a team environment
- ✓ Practical, flexible approach to work, able to work evenings or weekends if required
- ✓ Committed to and actively promotes London Youth's policy and procedures to value and respect diversity and inclusion in all aspects of their duties and working relationships

Terms and Conditions

Salary: £37,810 per annum

Hours: 37.5 hours per week – some flexibility required in case evening or weekend working was required to meet the delivery needs of the Centre

Pension: London Youth complies with the employer pension duties concerning pension auto-enrolment in accordance with Part 1 of the Pensions Act 2008. London Youth currently uses The People's Pension as its pension vehicle and once you are eligible for auto-enrolment or opt into the scheme, London Youth will make employer contributions of up to 5% into the scheme on your behalf. You will be required to make equivalent contributions to your pension account to receive the full benefit of the employer contributions.

Leave: 31 days plus 8 bank holidays

Term: On-going

How to apply

London Youth embraces equality, diversity and inclusion. We are committed to the ongoing development of an organisation that values and represents a variety of backgrounds, perspectives and skills and welcome applications that reflect this.

Interviews are likely to be in the week commencing 30th January 2023 and will involve a visit to Hindleap and a full tour of the site, prior to the interview.

A second interview may be held if required.

Please submit your CV and covering letter to be considered for the role. Applications without cover letters will not be considered. All applications must be submitted to recruitment@londonyouth.org with the subject line "Facilities Manager, Hindleap Warren" by the deadline stated above.

If you would like to ask any questions about the role or process, please contact the Head of Centre, Dave Hays on 07875 965 393 or by email at dave.hays@londonyouth.org.