

<b>Job Title</b>	<b>Head of Facilities</b>
<b>Location</b>	This role will be based at one of the main hostels but will require travel between all YMCA Humber locations and partners.
<b>Job Purpose Statement</b>	<p>This role, reporting to the Chief Executive and as a member of the Senior Leadership Team, has the scope for –</p> <ul style="list-style-type: none"> <li>- The management of the property portfolio of YMCA Humber in relation to the Health &amp; Safety, Housekeeping, Maintenance, Cleaning, and security.</li> <li>- Management of the café, conferencing, and reception facilities at the Freeman Street building.</li> <li>- Management of the buildings out of hours with an effective concierge service</li> <li>- Management of the associations Health &amp; Safety, environmental and risk policies, and procedures.</li> <li>- Management of the Associations procurement process to ensure best value purchasing.</li> </ul>
<b>Structure</b>	<pre> graph TD     CEO[Chief Executive] --- CAO[Corporate Administration Officer]     CEO --- HFS[Head of Finance &amp; Information Systems]     CEO --- HPP[Head of People and Policy]     CEO --- HDMC[Head of Digital Marketing and Comms]     CEO --- HH[Head of Housing]     CEO --- HF[Head of Facilities]     HF --- FM[Facilities Manager]     HF --- CM[Cafe Manager]     HF --- NCE[Night Concierge and Evening Cleaning Team]     HF --- REC[Receptionist]     FM --- MO[Maintenance Officer]     FM --- MOp[Maintenance Operative]     FM --- HK[Housekeeping]     CM --- C[Cook]     CM --- KS[Kick Start &lt;br/&gt; Cafe &amp; Conference]     </pre>
<b>Internal Relationships</b>	<p>This role requires relationships across the Association with key areas being –</p> <ul style="list-style-type: none"> <li>- Heads of services and managers.</li> <li>- Housing and support teams.</li> <li>- Residents and building users.</li> </ul>
<b>External Relationships</b>	<p>A diverse range of external stakeholders, in both face to face and written format, including -</p> <ul style="list-style-type: none"> <li>- External contractors.</li> <li>- Health &amp; Safety and Environmental Health officers.</li> <li>- Suppliers of goods and services.</li> <li>- Regulatory bodies.</li> <li>- Outsourced contracts if appropriate.</li> <li>- Community groups and service users.</li> </ul>
<b>Accountabilities</b>	<b>Communication and relationships</b>
	-Ensure excellent communication process and systems to between café and conferencing facilities to ensure seamless services for conference centre users.

	<ul style="list-style-type: none"> <li>- Ensure first class customer service for external visitors to provide an excellent first impression of the Organisation.</li> <li>- Development of effective, professional relationships with enforcement bodies, suppliers and contractors.</li> <li>-To be the Association’s named officer, responsible for the management and delivery of Building Safety and Health &amp; Safety, always ensuring full compliance with current external regulation and internal policy and effective risk management.</li> <li>-To be the Charity’s lead on environmental and sustainability initiatives.</li> <li>-To pursue opportunities outside of the Association that will improve its long-term service provision and sustainability, including but not exclusively, property development opportunities, outsourcing, and shared services, and build relationships with providers, commissioners, and influencers.</li> <li>-Communication of health and safety requirements to all employees.</li> <li>-Promotion of a safety conscious attitude within the workforce.</li> </ul>
	<p><b>Financial</b></p>
	<ul style="list-style-type: none"> <li>-In conjunction with the CEO and Head of Finance, develop annual income and expenditure budget for areas of accountability.</li> <li>-Management of operational spend budgets for housekeeping, maintenance, cleaning, café and conferencing. Ensure these are managed within YMCA Humber financial procedures.</li> <li>- Support the Head of Digital Marketing and Communications in the income generation activities for the ground floor commercial ventures of the Freeman Street building.</li> <li>-Purchase order approval up to £500 and dual signature approval up to £2k.</li> <li>- Where appropriate write innovative and compelling grant proposals for submission to funding bodies and compile the components of each grant application/submission in accordance with the grant organisation’s requirements.</li> <li>- In conjunction with the Head of Housing prepare appropriate business cases for the CEO / Finance Sub-committee in relation to accommodation upgrades or proposed expenditure above individual authorisation limits.</li> </ul>
	<p><b>Information</b></p>
	<ul style="list-style-type: none"> <li>-Use internal YMCA Humber IT systems to support day to day delivery of the role.</li> <li>- Manage the appropriate IT systems to support areas of accountability.</li> <li>- Ensure robust work order processes are in place to effectively manage organisations repairs and maintenance processes.</li> </ul>
	<p><b>HR and Training</b></p>
	<p>Day to day Line manage the team including –</p> <ul style="list-style-type: none"> <li>- Carry out appropriate appraisals, 1:1’s and supervision for the Team.</li> <li>- Approval of staffing levels and timesheets.</li> <li>- Identification of training and development needs and carry out personal development reviews.</li> <li>- Ensure effective team work to enhance the efficiency, operation and profile of the Housing and Facilities team.</li> </ul> <p>- Ensure all Association HR policies are carried out appropriately and direct reports fully trained on appropriate policies.</p>

	<p>-Support the Association in the application of HR policies, outside of the role holder’s direct reports as appropriate.</p> <p>- Support the selection, recruitment, and induction of staff members.</p> <p><b>Policies and strategies</b></p> <p>In conjunction with the CEO and SLT, develop and update the Facilities Strategy to form an integral part of the YMCA Humber Strategic Plan.</p> <ul style="list-style-type: none"> <li>- Ensure that the Organisations Health and Safety Policy is legally compliant, clear and accurate, with a documented health and safety plan.</li> <li>- Work in conjunction with the Leadership Team to identify potential opportunities to develop the service and secure appropriate funding.</li> <li>-Develop appropriate Facilities’ policies as necessary and ensure appropriate approval through Sub-Committee and Board structure.</li> <li>-Provide input into YMCA Humber policies from other departments as required.</li> <li>-Carry out research of other organisations and YMCAs and YMCA England &amp; Wales to inform future policy / strategy.</li> </ul> <p><b>Planning and Organisation</b></p> <ul style="list-style-type: none"> <li>- This role requires the post holder to operate on a horizon of up to 12 months with the ability to multitask on a daily basis. <ul style="list-style-type: none"> <li>- Manage conflicting priorities based on day to day needs whilst ensuring progress against strategic objectives.</li> <li>- Implement and monitor all organisations safety precautions, procedures, and operating instructions within their area of control.</li> <li>- Setting and coordinating standards of safe working practices.</li> </ul> </li> </ul>
<b>Freedom to act and decision making and Analytical skills</b>	<ul style="list-style-type: none"> <li>-The Head of Facilities will work under the guidance of the CEO and within the budget levels as detailed above.</li> <li>-The role holder has the authority to act in line with the policies and procedures set out by the Association.</li> <li>-As a key member of the leadership team on occasions they will need to make immediate decisions outside of their usual level of authority, when the CEO is unavailable – these may include out of hours decisions or where they believe there is an immediate threat to a resident or the Association.</li> <li>- Judgements involving complex facts or situations, which require the analysis, interpretation and comparison of a range of options for a recommendation to be made.</li> </ul>
<b>Safeguarding and confidentiality</b>	<ul style="list-style-type: none"> <li>-Ensuring any potential safeguarding issues are highlighted, actioned and/or reported as soon as possible.</li> <li>-Ensure all information remains confidential and is processed in accordance with the General Data Protection Regulations 2018.</li> </ul>
<b>Emotional effort</b>	<ul style="list-style-type: none"> <li>-Due to the nature of our services, occasional indirect exposure to distressing or emotional circumstances.</li> <li>-Carry out lead role in major incident management as required.</li> <li>-Deal with escalated issues (outside of the on-call rota) as required.</li> </ul>



<p><b>Other requirements</b></p>	<ul style="list-style-type: none"> <li>-Undertake any other duties as may from time to time be required which are commensurate with the post, including the occasional need to work beyond office hours.</li> <li>-Conduct yourself in line with the general standards of conduct and behaviour which include awareness of risk, health and safety at work, data protection and embracing the cultural diversity of all colleagues and customers.</li> <li>-A driving license is essential for this role</li> </ul>
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Experience and Qualifications required for the role.

<u>Minimum Qualifications</u>	<u>Experience</u>
<p>Degree level education or equivalent in terms of either a relevant professional/specialist qualification or at least ten years' relevant professional experience.</p>	<p>Knowledge of both theoretical and practical aspects of leadership.</p> <p>Experience of managing contracts, contractors and outsourced contracts.</p> <p>Management of health and safety in a similar environment.</p> <p>Management of commercial café and or conferencing facilities.</p>