



Job Title: **Facilities Manager**
Job Grade: **Manager**
Reports to: **Head of People**
Based in: **Harrogate – with frequent travel within the Yorkshire area**
Hours: **Full time, 37 hours**

Overall purpose

Reporting to the Head of People, with dotted line reporting into the Head of Retail, the Facilities Manager will provide a single point of contact on day-to-day facilities management matters and ongoing health and safety responsibilities covering all Yorkshire Cancer Research premises.

Key responsibilities

Day to day management of building renovations, refurbishments and minor maintenance projects.

- Scoping all facilities projects, presenting recommendations and costings for approval.
- Identifying and managing relationships with sub-contractors, ensuring work is carried out to agreed specifications, whilst also acting as the first point of contact for queries.
- Creating project plans to facilitate minor office or shop repairs / refurbishments, ensuring delivery is on time and to budget.
- Managing ongoing stakeholder relationships, ensuring progress is communicated on a regular basis and next steps are agreed as appropriate.
- Ensuring sign off for completed building works is obtained in line with legislation.
- Ensuring all charity facilities meet the required government regulations - environmental, health and safety etc.
- Maintaining a good record keeping and reporting system for recording and sharing all details of maintenance projects, suppliers and costs.

Management of contracts

- Acting as the lead for the day to day upkeep of all premises to ensure the fabric of buildings (externally and internally) is maintained and serviced to a high standard, in accordance with regulations, policy and budget.
- Overseeing the day to day management of service contracts for the supply of equipment and services ensuring that planned preventative maintenance is adhered to, problems are recorded and resolved promptly, and service level agreements are complied with.

- Maintaining a good system of record keeping for all contracts including renewal dates, warranties and maintenance requirements.
- Regularly reviewing supplier and contract costs, making recommendations where appropriate, to ensure high standards of service delivery and best value to the charity.

Health and Safety

- Acting as Health & Safety lead for the charity, ensuring that Health and Safety Policy and fire procedures are adhered to.
- Undertaking facilities risk assessments and Health and Safety audits in line with legislation, reporting on findings and recommending actions.
- Updating and actioning the Business Continuity Plan (facilities sections).
- Managing Fire Safety and First Aid at all premises, arranging appropriate training in line with relevant guidelines, undertaking fire alarm, emergency lighting and fire evacuation testing and ensuring that first aid boxes are re-stocked
- Completing the accident book and reviewing near miss forms – implementing appropriate actions and providing quarterly data to the Board of Trustees.
- Undertaking annual PAT testing of all electrical appliances and equipment.
- Managing all incident responses including power and water problems, fire alarms and evacuations.
- Ensuring all workplaces are Covid19 secure and that all employees and volunteers know their responsibilities in line with the risk assessments.

Other responsibilities

- Managing the annual service and MOT of charity vehicles and organising ad hoc maintenance and repairs as required.
- Managing the key holder process - allocating office keys, providing training for keyholders and keeping accurate records of all keyholders.
- Managing and communicating the opening and locking up rota, including the rota for the nominated keyholder for the intruder alarm attending site, in the event of an out of hours activation.
- Facilitating the move of office furniture such as IT equipment and phones, when required.
- Supporting the Head of Retail with the delivery of stock to/from the charity shops.
- Undertaking additional or other duties outside the key responsibilities as the charity may reasonably require.

Qualifications

- Educated to A level
- Ideally IWFM accreditation, although not compulsory.
- Evidence of recent Health and Safety Qualification/course attendance relevant to the role.

Knowledge and experience

- Proven experience in facilities management and administration at a similar level for at least 3 years.
- Experience of cost control and management of supplier quotations.
- Strong knowledge of UK Health and Safety legislation with experience of acting as the compliance lead.
- Proven experience of managing all facilities related paperwork and compliance requirements.
- Able to lead on ongoing facilities projects as and when required.

Skills and abilities

- Strong attention to detail
- Able to effectively communicate at all levels with internal and external stakeholders.
- Excellent organisation skills and able to plan and manage priorities
- Able to work independently and as part of a team.
- Competent user of the internet and Microsoft Outlook, Word and Excel
- Outstanding phone manner and customer service skills
- Able to both follow and create detailed processes in relation to Health and Safety and maintenance procedures.

Other requirements

- Full UK Driving licence
- Willingness to travel to all Charity premises within Yorkshire.

Values and Behaviours

- Passionate about the values of Yorkshire Cancer Research (see 'Our Values' see below).

Our Values

Values	Behaviours to be demonstrated
DELIVER IMPACT	<p>Drive for results:</p> <p>Searches out target audience intelligence to inform decisions, taking time to understand target audience requirements and insights.</p> <p>Thinks analytically about Key Performance Indicators (KPIs) and how to achieve them.</p>
	<p>Efficiency:</p> <p>Understands the availability of resources, making and following plans to leverage these for best effect.</p> <p>Sets timescales and pushes to make things happen quickly and efficiently.</p>
HAVE INTEGRITY	<p>Honesty and respect:</p> <p>Earns the trust and respect of line reports, colleagues and business contacts by being reliable and professional at all times.</p> <p>Represents Yorkshire Cancer Research values and behaviours through all contact with potential and existing suppliers.</p>
	<p>Courage and conviction:</p> <p>Is decisive in establishing clear priorities for self and team.</p> <p>Tough and resilient when dealing with change.</p>
CHAMPION EXPERTISE	<p>Continuous improvement and innovation:</p> <p>Uses data and facts – rather than anecdotes - to influence decision-making.</p> <p>Takes the initiative in identifying and embracing the opportunity for improvement and puts this firmly on the Yorkshire Cancer Research agenda.</p>
	<p>Governance / control:</p> <p>Contributes to the development of new processes and ways of working that address/meet relevant governance and control requirements.</p> <p>Follows the Charity’s ethical code of conduct and ensures suppliers do too.</p>
ONE TEAM	<p>Collaborative:</p> <p>Collaborates cross-functionally to facilitate high levels of organisational alignment.</p> <p>Develops and maintains a network of contacts outside and across Yorkshire Cancer Research.</p>

Leadership:

Is a role model for Yorkshire Cancer Research values.

Builds an effective, collaborative team.

Provides clear, consistent messages about the direction of Yorkshire Cancer Research.

Actively supports change.

Encourages and allows people to take responsibility and exercise initiative.