

Facilities Manager, Skylight Edinburgh, September 2021 – Job Pack

Job title:	Facilities Manager
Department:	Corporate Services
Principal reporting to:	Head of Property & Facilities Management
Operational reporting to:	Director, Skylight Edinburgh
Salary:	£37,123 per year
Hours:	35 per week
Location:	Based in Edinburgh Skylight
Contract type:	Permanent

Aim and influence

- Day to day operation and management of the Edinburgh Skylight ensuring the provision of a welcoming, efficient and professional service as well as assisting the head of FM with the provision of a FM service which embraces the organisation.

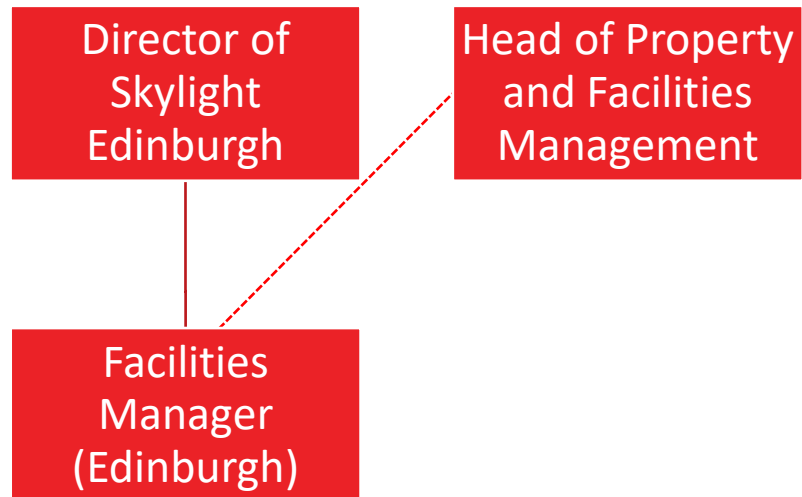
Financial and supervisory responsibility

- Provide line management supervision to temporary employees or volunteers,
- Manage the Facilities Management (FM) component of the Skylight Edinburgh budget and lead on local reporting around FM

Other key details

- Based at the Edinburgh Skylight, but when required, travelling to other centres
- A significant degree of flexibility is required in delivering the service; evening and weekend work may occasionally be required.
- Required to work on some Bank Holidays and weekends over the Christmas period, for which TOIL may be claimed under Crisis Working Hours and TOIL policy.
- Reporting to the Head of Facilities Management but, operationally on a day-to-day basis to the Director of Crisis Skylight Edinburgh, and working closely with and being part of the local management team

Organisational chart



Please note structure is subject to change

Job responsibilities

- Proactively manage the Edinburgh Skylight and office building, working collaboratively as part of the Skylight management team, and with the wider Scotland team, to ensure that Crisis' aims and purposes are fulfilled and our organisational values are demonstrated.
- Take the lead role on Health & Safety and on environmental issues, carrying out regularly programmed checks and ensuring that all staff have received appropriate training and where appropriate are suitably qualified. Ensuring that all Crisis' Health & Safety policies are adhered to, and all risk assessments are suitable and sufficient and shared with all affected and that Crisis demonstrates compliance.
- Support the Head of Facilities Management in the provision of a comprehensive service to all Crisis' operations, including visiting other Crisis locations for health and safety inspections and training activities.
- Ensure the building and activities comply with all relevant health and safety legislation, licensing laws and other legal regulations and maintaining up to date documentation and records pertaining thereto.
- Ensure that all relevant information and documentation is supplied and checked to ensure that adequate insurance cover can be put in place for all events and activities as well as checking all relevant insurance documentation of contractors or venues, including partner agencies; also

ensuring that workers driving on Crisis behalf in connection with their work have appropriate cover and licences in compliance with Crisis policies.

- Be responsible for managing the staff rota to ensure there are minimum numbers of staff on-site so that the building can safely open/ close and operate
- Provide a safe, efficient and comfortable working environment – managing communal areas including meeting rooms, tea points, corridors and storage facilities.
- Manage all 'building' aspects of combined/ special events that are held in the building liaising closely with all staff involved to ensure they run professionally and efficiently and ensure all events are risk assessed.
- With the Crisis head office facilities department, negotiate and manage all service contracts including; security, maintenance, cleaning, testing of fire systems, PAT testing, waste disposal and recycling.
- Improve, where possible, efficiency and value for money in all areas of resourcing.
- Encourage and develop policies and procedures for greater energy efficiency in the building. Encourage a paperless office ethos through electronic filing and archiving.
- Provide where possible an 'in house' maintenance service for minor works, delegating work to a handyman or volunteers as appropriate.
- Implement and manage the security system with user codes and/or programming of fobs, and maintenance of corresponding records
- Manage the locking up procedures for the building and maintain a register key holders, being also one of the emergency out of hours contact for key holding services/alarm company.
- Work closely with all staff, developing a culture of shared responsibility for the wellbeing of staff, of members and the general public including the management of any difficulties that may arise.
- Work closely with the Administration Manager developing a culture of support and cover, but always prioritising the core functions of FM.
- Design and deliver local training to staff around health and safety, including lone working and risk assessments
- Function as the contract administrator for lone working monitoring and the People Safe app
- Undertake special projects as requested by the Skylight Director, including leading on the co-ordination of the annual Skylight compliance audits
- Be an active and contributing member of the local Crisis at Christmas project team

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required

Person Specification

Essential

1. NEBOSH qualified or willing to work towards
2. Experience of managing premises and central office functions
3. Experience of financial management and budget control
4. Experience of managing health and safety and implementing policies and procedures
5. Experience of managing external hirers and contracts
6. The physical nature of some of the duties means the post-holder must have the ability to undertake manual handling tasks involving bending, lifting, carrying and pulling. Equipment to support such tasks will be made available.
7. Ability to work on own initiative and as part of a team
8. Demonstrable working knowledge of Microsoft Office (Word, Excel and Outlook)
9. Strong interpersonal skills and an understanding of principles of customer care
10. Practical handyman/maintenance skills
11. Ability to understand the needs of a diverse range of building users
12. Ability to safeguard and prioritise workload and deal calmly with conflicting priorities
13. Demonstrate an ability to be highly organised and have an excellent attention to detail
14. Commitment to Crisis' purpose and values including equality and social inclusion

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

If you are interested in this role and are a Crisis member please initially speak to your Coach or Lead Worker at Crisis who will support you. If not please see below:

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section. A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.