



ROLE PROFILE

JOB TITLE:	Buildings & Facilities Officer	SALARY:	Up to £25,000 dependent on experience
REPORTING TO:	Business Administration Manager	HOLIDAYS:	33 days including bank holidays (pro-rata)
LOCATION:	HideOut Youth Zone	HOURS:	40 hours per week (including early mornings, evenings & weekends)

KEY RELATIONSHIPS: Chief Executive, Business Administration Manager, HideOut Youth Zone staff, volunteers and stakeholders, and young people

MAIN PURPOSE

HideOut’s Buildings & Facilities Officer is responsible for keeping our members, staff and volunteers safe by managing and maintaining our fantastic newly opened (September 2020) Youth Zone effectively and efficiently. The key purpose of the role is to ensure compliance and contractual obligations are met throughout, whilst maintaining an efficient and operational building. The post holder will carry out and manage multi-disciplined activities including housekeeping, maintenance, general maintenance duties, security and 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.

Open 7 days a week including school holidays, HideOut Youth Zone’s purpose is to help young people grow to be happy, healthy and successful adults. Our state-of-the-art £6.6 million building provides young people with a range of activities, giving young people the opportunity to try new things, meet new friends and gain support from friendly, warm and positive staff and volunteers. Facilities include a 3G pitch, climbing wall, gym, sports hall and recreation area, and dance, arts, music and media suites. The Building & Facilities Officer plays a critical role in HideOut’s mission to provide young people with affordable access to fun and inspiring opportunities, all designed to help them lead active, positive lives and raise aspirations.

DUTIES AND RESPONSIBILITIES - BUILDING & FACILITIES

- To be responsible for the general maintenance of the premises including heating, lighting, plumbing and security systems. To carry out minor repairs, maintenance and installation work such as joinery and plumbing and appropriate painting and re-decorating across the Youth Zone when required
- To carry out a variety of statutory and non-statutory periodic checks and inspections and maintaining accurate and up-to-date supporting records.
- To be responsible for all service contracts including the monitoring and servicing of equipment and ensuring Contractor’s responsibilities/tasks are completed within the Service Level Agreement and appropriately documented
- To undertake reactive and planned maintenance, repair and renewal tasks, as well as monitoring of and accompanying Contractors when dealing with their assigned tasks

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- To establish systems carrying out and recording all necessary checks including; alarms, lighting, escape routes, security, building condition and equipment
- To identify, report, monitor and then manage any defects in the building and arranging for repairs within set budgets
- To produce and undertake a variety of building and activity related Risk Assessments
- To operate the water, electricity, and heating systems to specified standards ensuring conservation measures are taken
- To set up equipment and facilities for events in the Youth Zone to support youth work staff with their internal and external requirements
- To be responsible for the buildings entrance and other external areas, ensuring that there is always an excellent first impression of the Youth Zone
- To prepare rooms and areas for a range of uses, including setting out, removal and storage of furniture and equipment
- Be responsible for security procedures for the building, facilities, and grounds, i.e., security inspections, lock/unlock perimeters, activate/deactivate automated alarm equipment, and suspicious occurrences
- To open and close the premises as required
- To register as one of the Key Holders for the Youth Zone and be the first point of contact on a rota basis in an emergency callout situation and to check and secure the Youth Zone premises after callouts
- To respond to and reset the alarm, liaising with the alarm company and police as necessary
- To be available at unsocial hours or at weekends to deal with security problems, make emergency repairs or allow access to contractors
- To line manage the cleaning staff team and develop a robust cleaning schedule, as well as monitoring the cleanliness standards and assist in cleaning when required
- To be responsible for the ordering of cleaning equipment and supplies
- To communicate all facility issues to relevant staff in a clear and timely manner
- To immediately report any serious hazards to a member of the Senior Leadership Team
- To carry out any other reasonable duties as requested by the Senior Leadership Team

DUTIES AND RESPONSIBILITIES - GENERAL

- Be a role model for young people and present a positive “can do” attitude. Take personal responsibility for own actions
- Commit to a culture of continuous improvement and work within the performance framework of HideOut Youth Zone and OnSide
- Represent HideOut Youth Zone positively and effectively in all dealings with internal colleagues, and external partners
- Comply with all policies and procedures, with particular reference to safeguarding, codes of conduct, health and safety and equality and diversity to ensure all activities are accessible
- To assist with any promotional activities and visits that take place at the Youth Zone

PERSON SPECIFICATION

Selection Criteria*	Essential or Desirable	Method of Assessment
A = Application Form I = Interview		
Experience		
Extensive experience (minimum of 2 years) of caretaking or premises/buildings maintenance and management in a similar environment	Essential	A & I
Experience of line managing staff and contractors	Essential	A & I
Experience of producing Risk Assessments	Essential	A & I
Experience of contract administration, working with external contractors and consultants	Essential	A & I
Experience of establishing and managing PPMs	Essential	A & I
Building management systems	Desirable	A & I
Educational / Vocational Qualifications		
GCSE English and Maths or equivalent literacy and numeracy	Essential	A
NEBOSH, COSHH, IOSH or similar qualification	Desirable	A & I
First aid	Desirable	A & I

Skills		
Excellent people skills the ability to establish good professional relationships with young people and adults	Essential	A & I
Practical application of journey/plumbing/building/maintenance skills in a busy working environment	Essential	A & I
Ability to work on own initiative and as part of a team	Essential	A & I
Ability to plan, organise, monitor, evaluate and prioritise work	Essential	A & I
Ability to lead and motivate a team of staff to deliver results	Essential	A & I
Able to work under pressure and manage multiple priorities	Essential	A & I
Basic ICT skills	Essential	A & I
Knowledge		
Working knowledge of health, safety and environmental legislation within a Facilities Management capacity	Essential	A & I
Working knowledge of fire safety regulations and COSHH	Essential	A & I
Understanding of security systems	Essential	A & I

Selection Criteria*	Essential or Desirable	Method of Assessment
A = Application Form I = Interview		
Personal Attributes		
Able to work unsociable hours as per the needs of the post	Essential	I
A willingness to cover events, holidays and staff absence	Essential	I
DBS clearance and committed to Safeguarding children	Essential	A & I

*Selection criteria for guidance only, alternative methods may be used to assist the selection process.

ADDITIONAL INFORMATION

HideOut Youth Zone is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. The role is full-time, based at HideOut Youth Zone in Gorton and is subject to an enhanced DBS check.

The strength of HideOut and the OnSide network of Youth Zones is the diversity of its people; we place huge value on equal opportunities and encourage applications from candidates of diverse backgrounds, communities and abilities. For information regarding how the Youth Zone will process your data, please visit www.onsideyouthzones.org/applicant-privacy/

ONLINE YOUTH ZONES NETWORK VALUES



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be best we can be through continuous learning and improvement, and a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITIOUS













We are passionate and driven in taking on new challenges, embracing new ideas, and exceeding our ambitions for young people, the Youth Zones and our local communities.

COLLABORATIVE

We will create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.



BENEFITS OF WORKING FOR HIDEOUT YOUTH ZONE

 <p>Onsite fitness gym & boxing / MMA suite</p>	 <p>33 days annual leave pro rata</p>	 <p>Secure cycle store</p>
 <p>Branded workwear</p>	 <p>Queen Bee's cafe</p>	 <p>Flexible working</p>
 <p>Learning and development opportunities</p>	 <p>Partnership working</p>	 <p>Working with like-minded people and cultures</p>
 <p>Part of a wider network</p>	 <p>Pension scheme</p>	 <p>Covid related absence and special leave</p>

Employee Assistance Programme

HideOut's Employee Assistance Programme provides free and confidential support for our employees on a wide-range of topics, such as:

- **Unlimited telephone support (24/7) with calls answered by experienced in-house counsellors, legal and financial specialists**
- **Structured counselling over the phone, via live chat, email, or in person (up to 6-sessions)**
- **Family advice line on topics such as childcare & eldercare**
- **Legal information services including debt & financial information**
- **Critical incident and trauma support**
- **Occupational health services**
- **Crisis support**
- **"My Healthy Advantage" smartphone app and online personalised wellbeing portal, including videos, webinars, mini health checks and health coaching**
- **Coverage for dependents (partner/spouse and children aged 16-24) within HMRC guidelines**
- **Support for line managers**
- **BrightTV and Wellbeing podcasts**