

**EMPOWER**  
MANCHESTER • SALFORD

THE HOME OF:

**HIDE**  
OUT  
An OnSide Youth Zone



## BUILDING AND FACILITIES MANAGER

**Job Title:** Building and Facilities Manager

**Salary:** £33,004 to £36,079

**Reporting to:** Director of Operations

**Holidays:** 33 days including bank holidays

**Location:** HideOut & Salford Youth Zones

**Hours:** 40 hours per week (including evenings & weekends)

**Key Relationships:** Director of Operations, Heads of Youth Work, HideOut Youth Zone staff, volunteers and stakeholders, and young people

## ABOUT EMPOWER

Empower Youth Zones is the umbrella charity that currently oversees operations of the award-winning youth charity based in Manchester, HideOut Youth Zone, which opened in 2020.

HideOut Youth Zone has supported over 7,000 children and young people since it opened, offering a dynamic youth provision that is open 7 days a week (including school holidays).

HideOut's state-of-the-art building provides young people with somewhere safe to go, something positive to do and someone trusted to talk to, with facilities that include a 3G pitch, climbing wall, gym, sports hall and recreation area, and dance, arts, music and media suites.

Due to the success of HideOut Youth Zone, Empower Youth Zones has been granted the opportunity to open another Youth Zone within Greater Manchester – Salford Youth Zone (known officially as SYZ).

The two Youth Zone's will sit within the Onside network; a growing number of Youth Zone's across the UK which are funded, built, supported and launched by the national charity, Onside.

It is Empower Youth Zone's vision to ensure all young people grow to lead happy, healthy, safe and successful lives.

## WHAT IS THE ROLE?

Empower's Buildings & Facilities Manager is responsible for keeping our members, staff and volunteers safe by managing and maintaining our two fantastic Youth Zones 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.

The Buildings and Facilities Manager will also directly line manage and support a Facilities Assistant and potentially an apprentice, alongside the cleaning teams

## WHAT WOULD I BE DOING?

- To be responsible for overseeing 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 Zones 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
- 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 Zones 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 Zones
- 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.

## WHAT ELSE WILL I NEED TO DO?

- 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

<b>Selection Criteria</b> A = Application Form I = Interview	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
<b>Experience</b>		
Extensive experience (minimum of 5 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	Desirable	A & I
Experience of establishing and managing PPMs	Essential	A & I
Building management systems	Desirable	A & I
<b>Educational / Vocational Qualifications</b>		
Post-secondary level education e.g. A-levels, BTECs or NVQs	Essential	A
NEBOSH, COSHH, IOSH or similar qualification	Essential	A & I
First Aid	Desirable	A & I
<b>Skills</b>		
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
Excellent verbal and written communication skills, with an ability to communicate well with a wide range of people	Essential	A & I
Good interpersonal and negotiation skills	Essential	A & I
Numerate and financially aware	Essential	A & I
Proficient in MS Office programmes including Outlook, Word and Excel	Essential	A & I
<b>Knowledge</b>		
Experience of organising and implementing planned maintenance regimes for multiple sites	Essential	A & I
Experience in building services management, particularly computerised building management systems	Essential	A & I
Experience of health & safety compliance in relation to buildings, plant and equipment	Essential	A & I
<b>Special Requirements</b>		
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

## ADDITIONAL INFORMATION

Empower Youth Zones is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. **This post is subject to an enhanced DBS check.**

The strength of Empower 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.

We particularly encourage applications from people groups who are currently under-represented in our workforce, including those from South Asian heritage and their diasporas.

For information regarding how OnSide Youth Zones process your data, please visit: [www.onsideyouthzones.org/applicant-privacy/](http://www.onsideyouthzones.org/applicant-privacy/)

## APPLICATION INFORMATION

**Application form:** [www.hideoutyouthzone.org/vacancies](http://www.hideoutyouthzone.org/vacancies)


**How to apply:** Please complete the application form and return to [recruitment@empoweryouthzones.org](mailto:recruitment@empoweryouthzones.org)

**Closing date:** Friday 25th October - Midnight

**Interview date:** w/c 1st November

**We review applications on a rolling basis and reserve the right to close the role at any time.**

### BENEFITS OF WORKING FOR HIDEOUT YOUTH ZONE

 Onsite Fitness Gym & Boxing / MMA Suite	 33 Days Annual Leave Pro-Rata	 Secure Cycle Store
 Branded Workwear	 Queen Bee's Cafe	 Flexible Working
 Learning and Development Opportunities	 Partnership Working	 Working with Like-Minded People and Cultures
 Company Sick Pay and Enhanced Maternity Leave	 Pension Scheme	 Living Wage Employer

### 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

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## BUILDING AND FACILITIES MANAGER



# OUR 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 the 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.



## AMBITION

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.

## COLLABORATION

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

