



Learning Disability Network London

Job Description – Facilities Manager

Reporting to:	Senior Facilities Manager
Responsible for:	Not applicable
Salary:	£26,500 per annum
Hours of work:	37.5 hours per week (09:00am to 5:00pm on Monday to Friday)

Job summary

The Facilities Manager will work within our established facilities department and work closely with our Operations and Quality teams to ensure that our properties and accommodation-based services meet a high standard.

The Facilities Manager will work as part of the team to oversee the effective property management of an allocated portfolio of properties as agreed with the Head of Department and manage the repairs service for LDN London's property portfolio, via the Zendesk portal, to ensure the best use of our properties / facilities.

Key responsibilities are to ensure to liaise with and build strong working relations with the local authorities, and housing associations, to implement health and safety measures across the organisation in accordance with the Health & Safety legislation, enabling the people we support to lead safe, happy, and fulfilling lives.

The post holder will be responsible for undertaking regular property audits across services and monitoring the implementation of any recommendations from these audits. A key responsibility to review the fire risk assessments of the services, including Central Services, and implement the outcomes as directed in an effective and timely manner; this includes working with our services to ensure that they understand and are complying with our Fire Safety Policy.

The post holder will also work with senior managers to implement health and safety measures across the organisation in accordance with the Health & Safety legislation

Key responsibilities

- To oversee effective property management of an allocated portfolio of properties as agreed with the Head of Department.
- Prioritise and organise repairs to ensure that emergency works are undertaken in priority to standards repairs.
- **LDN London repairs**: Zendesk booked repairs - To organise & book visit for Zendesk repairs of properties under full management agreement – Assign task to Maintenance handyperson and to external contractors.
To organise and supervise repairs carried out by external contractors.
- **Landlord repairs**: Ensure that works undertaken by external contractors and agencies is monitored and checked to ensure it is delivered within the specifications agreed. Where issues with external contractors are identified escalate to senior management
- To liaise with services, Senior Facilities Manager and landlords on implementing Fire and Property Risk Assessment outcomes
- To ensure all testing & maintenance visits for certifications are undertaken as and when they are booked, making sure certification from both Landlords and LDN London contractors is received and recorded. Undertake any actions identified following receipt of certification report in an effective and timely
- To support the training of LDN London managers in the maintenance processes, health and safety, fire and moving and handling as required

Statutory Requirements of the job role

Health & Safety	<ul style="list-style-type: none"> • To ensure the general wellbeing, safety, and security of everyone who uses the service by continually assessing risk. • To maintain high standards of health, safety, and hygiene, ensure a clean and safe environment, support the people who use the service with their domestic responsibilities. • To work within agreed Health & Safety policies and procedures, support people with their awareness of specific and general health issues & support people as appropriate in taking & monitoring their medication and liaising with other health professionals
Safeguarding	<ul style="list-style-type: none"> • To be aware of the vulnerability of the people you work with and are alert to potential for abuse. • To use local and national policies and procedures for recognising, recording, reporting, and participating in safeguarding protocols. • All staff are required to take responsibility in all areas of work for safeguarding people at risk (both adults and children) from any form of abuse or neglect. You are required to read LDN London's, safeguarding and whistleblowing policies and participate in regular training and incorporate preventative strategies into their work.
Equality, Diversity & inclusion	<ul style="list-style-type: none"> • To encourage an awareness of a person's rights and responsibilities as citizens in their own home and within the wider community & to actively promote LDN's Diversity Policy and Statement of Values

Living our values and understanding our work

- Create a culture that reflects and supports our values where people are committed to our vision, mission, values, and strategic objectives.
- Advocate for the people we support, your team, and LDN London.
- Maintain detailed knowledge of LDN London's services, relevant legislation, standards, and sector developments.

Leading people

- Create a culture of excellence in leadership where people are supported, acting as a role model for people in your team, following best practice, our standards, and policies and procedures.
- Create a working environment where people excel and achieve.
- Leading teams to reach regulatory standards and best practice.

Leading safeguarding and safety

- Create a culture where safeguarding and safety are paramount and embedded in everything we do.
- Ensure compliance in health and safety and fire safety in all our services through inspection and audit.
- Implement the outcomes from the Health and Safety and working group meetings and disseminate learning and ensure policy development in partnership other managers.

Improving quality

- Working within a culture where excellence and quality improvement are embedded in everything you do, articulating the correlation between quality improvement and business success.
- Supporting the development and delivery of our continuous improvement framework, ensuring it is embedded and developed.
- In partnership with other senior managers / managers and external partners such as housing associations, ensure our standards are met and our values understood and practised throughout LDN London.
- Undertake an internal programme of property audits
- Support the Senior Facilities Manager with achieving accreditation standards as required

Communicating effectively

- Prepare and present accurate and timely information and reports to key stakeholders.
- Liaise with relevant agencies including attending internal and external meetings as appropriate.

- In liaison with departmental leads, to support the development of consistent and accessible policies and guidance in liaison with departmental leads.
- Work with Operations Managers and Team Managers in understanding the maintenance process and health and safety and fire safety compliance.

Developing people

- Support a team culture which encourages continuous learning and that promotes personal responsibility for learning.
- Identify personal development needs to meet both operational and professional needs and to actively participate in supervision and appraisal.
- Attend internal and external learning events and develop relevant knowledge, techniques, and skills.
- Liaise with the training department to meet workforce training compliance for health and safety, fire safety and moving and handling.

Managing resources and risk

- Ensure resources, including staff, are used appropriately and effectively.
- Ensure all data is managed in accordance with confidentiality protocols and data protection legislation, taking action to report and address misuse or breaches.
- Liaise with services, Senior Facilities Manager and landlords on implementing Fire and Property Risk Assessment outcomes

Delivering results

- Ensure relevant data is collected analysed and disseminated to the senior team and committee to assist in operational and strategic decisions.
- Undertake a programme of property, health and safety and fire safety audits both services based and thematic, along with the Operations Managers and other departments.
- In liaison with departmental leads, oversee the development of consistent and accessible policies and guidance based on identified gaps through auditing and best practice.
- Support the development of policy and procedures and ensure documentation, is up to date, relevant and accessible to services.
- Prioritise and organise repairs to ensure that works are undertaken within an appropriate timescale in accordance with need and to a high standard and by external and internal stakeholders.

This job description is a general guideline only of the key responsibilities of the post. These may change from time to time in accordance with the organisational and Departmental needs. The post holder will be expected to work within agreed budgets and policies and procedures of both LDN London and the individual service, adopting a flexible approach to carry out any duties commensurate to their role.



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Selection criteria

To be shortlisted for interview you must display sufficient knowledge, experience and reasoning in each of the criteria below using real examples:

Living our values and understanding our work

Managers should understand the social, political and cultural context with which they work and share our vision of how people with learning disabilities are treated

Leading people

Managers should understand and demonstrate effective leadership and management, working alongside their team and leading by example

Leading safeguarding and safety

Managers should ensure safeguarding, and safety are always at the forefront whilst respecting informed decisions and the Mental Capacity Act

Improving quality

Managers should understand what outstanding means and always work towards achieving this

Communicating effectively

Effective communication should include all stakeholders, including families, professionals, colleagues, the public and, most importantly, the people supported

Developing people

Managers should develop the skills of their team, irrespective of their experience to deliver the vision of the service and the ambitions and needs of the people supported

Managing resources and risk

Managers plan and use resources effectively and understand and manage risk

Delivering results

Managers should always focus on delivering the vision of the service and the ambitions and needs of the people supported efficiently and safely

Selection criteria

Criteria	Essential	Desirable	Main assessment process
Education	1. Good standard of education (5 GCSEs at grade 5 or above) or equivalent experience.	A Diploma in Property Management	Application
Knowledge	2. Good understanding of Health & Safety and its application in terms of managing property. 3. Knowledge of repairs management.	Health & Safety Certificate	Application and interview process
Experience	4. Experience of effectively undertaking a property or facilities management job role. 5. Experience of managing properties or facilities in a multi-sited environment. 6. Experience of working in an organisation with a range of operations.	Experience of working in the Health & Social Care Sector or Housing Driving Licence	Application and interview process
Skills	7. Excellent time management skills. 8. Ability to prioritise and organise own workload. 9. Ability to manage and monitor the work of others. 10. Ability to multi-task without impacting on quality. 11. Good communication skills. 12. Able to improve quality 13. The ability to liaise and work with the other departments to understand their property and facilities management needs.		Application and interview process
Other role requirements	14. To work flexibly to meet the requirements of the job role including taking on responsibility to complete tasks outside of your normal remit.		Interview process