

HopeWorks

Senior Facilities Officer

HopeWorks (née King's Arms Project) was started over 35 years ago as a response to seeing people sleeping rough on the streets of Bedford. Founded on the Biblical mandate for social justice, we have grown into a charity which works with the local community and National Government. We provide professional advice, innovative solutions and person-centred care to those at risk of homelessness and social isolation.

Our Vision

Every person thriving in a place they call home, living a fulfilling life in community

Our Mission

To tackle homelessness, displacement and social isolation by

- Providing opportunities for people to thrive and have a home
- Connecting people into meaningful communities.
- Demonstrating the love of Jesus
- Advocating for Justice

Our Values

Hope – We believe there is hope for everyone, always

Community – We all thrive when are connected in community

God is Good – We depend on God and His goodness for everything we do

Learning & Excellence – By seeking to learn, listen and grow we are better able to achieve excellence in all that we do

JOB DESCRIPTION

Hours:	30 – 40 hours per week (to be negotiated)
Pay:	£31,273.20 pa pro rata (pension scheme and life insurance)
Accountable to:	Head of Operations; Head of Accommodation & Pathways
Line Manager:	Head of Accommodation & Pathways
Holiday:	25 days a year pro rata (Plus bank holidays)
Probation:	6 months

Other responsibilities: Requirement to be part of the On-Call team for maintenance-based issues (unless reasonable exemption), with an additional 5 days (pro-rata) off on top of 25 days AL

SUMMARY OF POST

This post serves to oversee and provide facilities support across all HopeWorks properties and service provision. In conjunction with the other members of the team and with relevant supervision, we expect you to provide a client-focused service in line with the vision, ethos, values and mission of the organisation. We currently have 9 rented HMO properties providing supported accommodation, and other properties with managed service agreements through housing associations. In addition, we have rented premises in Bedford town centre serving as office space and meeting rooms for our staff team, community outreach and support workspaces, including lettable facilities, as well as facilities in Central Bedfordshire with user agreements that may require occasional support by this post.

MAIN DUTIES & RESPONSIBILITIES INCLUDE

Facilities: Oversight Duties

- In partnership with the Head of Operations and the Head of Accommodation, administrate HopeWorks' compliance responsibilities on a day-to-day basis, through ensuring our various systems and certification are up to date, being adequately monitored and fit for purpose.
- Compliance administration responsibilities include:
 - Fire safety and compliance across all HopeWorks managed premises
 - Health and Safety
 - Gas, electrical and water safety, legionella etc.
- Line management oversight of the Facilities team.

Facilities: Practical Duties

- Providing a timely response to staff and/or clients' maintenance requests, which may include some DIY tasks or liaising with contractors.
- Organising with other relevant staff the "flipping" of rooms when clients leave. This may include decorating rooms, cleaning, purchasing new furniture and assembly of furniture ready for new occupants.
- Helping clients to feel at home in new accommodation/independent living. This may include decorating (potentially supported by contractors or volunteers), putting up blinds, installing white goods etc.
- Updating HopeWorks' housing management system (currently Arthur) to record compliance with requirements i.e. Gas Safe, EICR, EPC's etc.
- Leading the practical work required for end of tenancies/leases of properties. This may include some redecorating, furniture removals, cleaning, and liaising with contractors i.e. painters, cleaning companies etc.
- Conducting regular property visits to audit/review maintenance needs.
- Alongside other relevant staff, planning the refurbishment and equipping of rented houses.
- In addition to the duties set out in this job description the post holder may at times be required to undertake additional or other duties to meet the needs of HopeWorks.

PERSONAL QUALITIES

The Senior Facilities Officer Role is especially suited for someone who fits the following description:

Experience and knowledge of:	Essential:	Desirable:
Leadership experience, overseeing a team of employees, contractors or volunteers	✓	
Experiences of overseeing and completing projects to agreed timescales and budgets	✓	
Knowledge of Fire Safety compliance, Health and Safety regulations, and general compliance requirements for our properties	✓	
Experience in property maintenance or site management role (i.e. care-taker/site supervisor/facilities)	✓	
Experience or knowledge of working within HMO standards		✓
Proven record in outstanding customer service	✓	
Ability to keep to deadlines and ensure compliance	✓	
Ability to manage competing priorities in a changing environment	✓	
Ability to maintain systems including our online property maintenance system Arthur	✓	
Qualifications:		
Relevant property related qualification in a related discipline (i.e. Plumbing, Electrical, Building)		✓
Skills:		
Good level of competence in manual trades: carpentry and painting	✓	
Strong communication skills both written and verbal	✓	
Excellent organizational skills with keen attention to detail and ability to prioritize	✓	
Ability to work independently and take initiative with varied tasks	✓	
Ability to maintain professional boundaries and confidentiality and build relationships with people from a variety of backgrounds based on a desire to serve others	✓	
Self-motivated, able to work alone as well as in a team	✓	
Computer skills and current technology experience	✓	

Good time management skills, including the ability to prioritise and plan work to meet deadlines	✓	
Be able to demonstrate initiative and creativity in finding solutions-orientated thinking to complex issues	✓	
General:		
Hold a full, clean driving licence with insurance for business use	✓	
Ability to work flexible hours including evenings	✓	
Maintain and observe health and safety policies and procedures	✓	
Willingness to develop within the job and undergo relevant training	✓	
Ability to maintain a healthy work / life balance	✓	
Be committed to Equality and Diversity, willing to learn and take on responsibility	✓	
Be positive, patient and adaptable under pressure	✓	

PERSONAL DEVELOPMENT

We are committed to supporting continuous learning and professional growth. In this role, you will be expected to:

- **Participate in onboarding training and role-specific training** to ensure you have a strong foundation in HopeWorks culture and policies.
- **Engage in ongoing development opportunities**, including team training, team meetings, workshops, courses, and regular supervision.
- **Stay current with best practices**, applying new knowledge to improve our services.
- **Collaborate with your manager** to identify individual learning goals and create a personalised development plan.
- **Contribute to a learning culture** by sharing insights, attending team learning sessions, and supporting peer development.

Are you interested in seeing the lives of homeless people transformed, being part of a dynamic team and learning to step out in your gifting's? Then this position is for you!