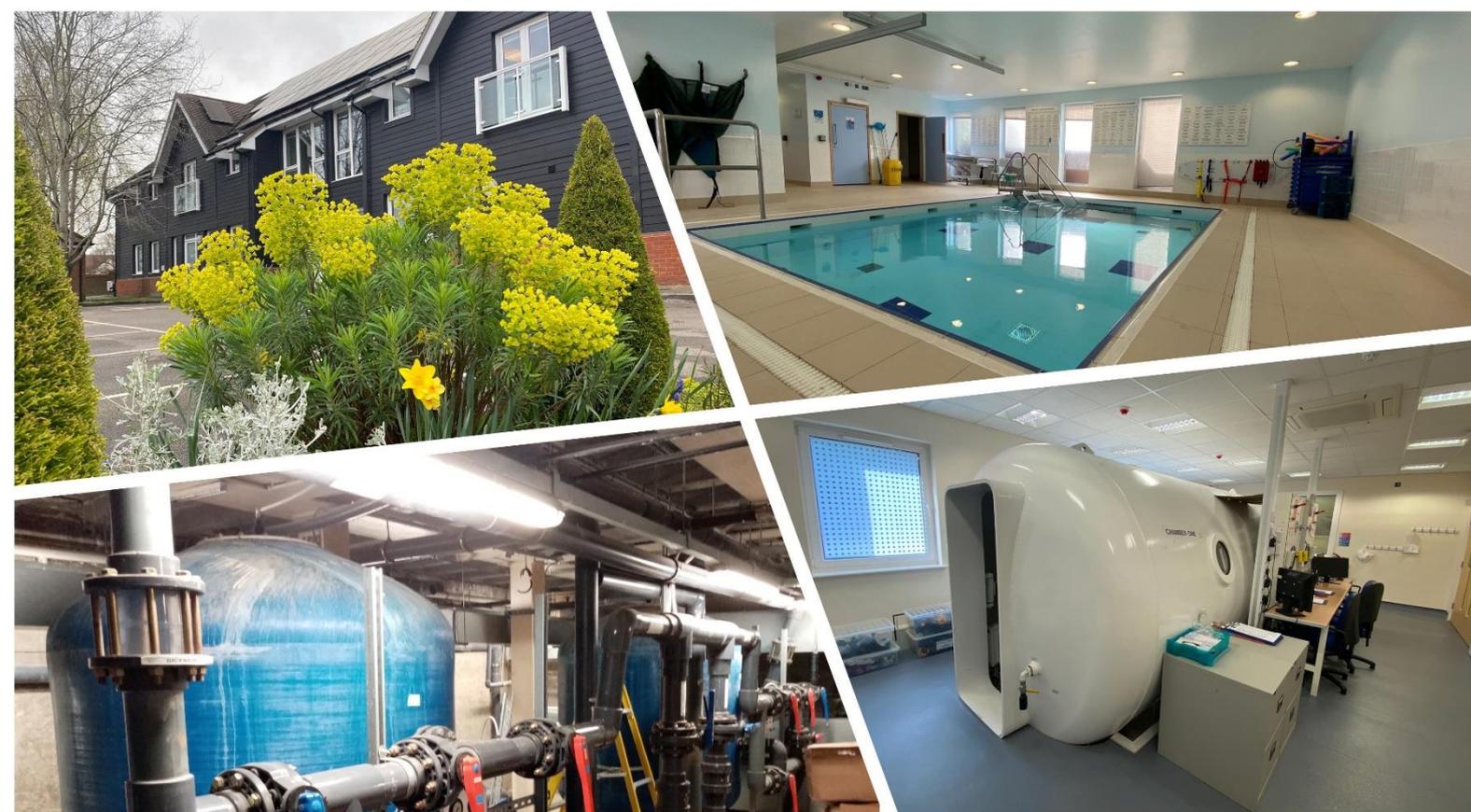


FACILITIES MANAGER RECRUITMENT PACK August 2022



The Chilterns MS Centre

At the Chilterns MS Centre we believe that people living with multiple sclerosis (MS) deserve to lead healthier and happier lives. Our mission is to help them achieve this by empowering them to manage their symptoms through long-term physical, practical and emotional support.

We support over 560 people from our purpose-built Centre nestling in the Chiltern Hills just outside Wendover, Buckinghamshire.

Our members describe us as their 'lifeline' as the type of support we offer is not available to them on the NHS. We pride ourselves in offering a very wide range of services and therapies, with hydrotherapy and oxygen therapy in a hyperbaric chamber being critical from a facilities management perspective.

The Centre is moving into a new phase, extending support and therapies to a far wider range of neurological conditions including Parkinson's Disease and Stroke. Utilising the facilities and staff expertise to a wider reach of beneficiaries is a key foundation of the Centre's strategy to build long-term resilience, and boost the positive impact for those affected by the challenges of neurological conditions.

The Role

The Facilities Manager will be responsible for maintaining a first-class environment ensuring that all Centre users, members, staff, volunteers and visitors have a consistently secure, safe and clean environment. For our members and clinical staff especially, this is vital for service delivery excellence. The Facilities Manager will ensure that the Centre runs safely in accordance with the Health & Safety Policy, and contributes to the ongoing review and development of best practices.

The Facilities Manager is also responsible for the hiring of the Centre's facilities to third parties when not in use by the charity. This is an important income stream for the charity, so maintaining relationships with existing hires and developing new business with new hires is a high value aspect of the role.

There daily changes in how the facilities are used. This position is pivotal in ensuring that however small changes are, there is co-ordination and understanding across all departments affected. Fast and fluid communication coupled with agile yet robust planning and delivery are essential. Nurturing strong relationships spanning all departments is a prerequisite.



Key Information

Hours:	37.5 hours per week
Pay:	£35k to £42k subject to experience
Contract:	Permanent
Location:	Wendover, Buckinghamshire
Reports to:	Chief Executive Officer
Line Manages:	Maintenance (1), and a group of maintenance and other related volunteers.
Internal Relationships:	Leadership Team, Trustees, all staff and volunteers – any person accessing or using the building and its facilities
External Relationships:	Hirers, Suppliers, Contractors, Centre Members and local community.

Key Tasks

Management

- To define the standards of maintenance and cleaning that meet or exceed the requirements of the Health and Safety Policy and to ensure that sufficient resources are available to achieve these standards.
- To oversee effective and efficient cleaning of the building, this is an out-sourced arrangement.
- To oversee and support effective and efficient maintenance of the building, its fixtures and its fittings.
- To provide specific management for the maintenance and cleaning of the Centre's hydrotherapy pool and pool plant. (Pool plant training is available)
- Write and revise as required Risk Assessments, Method Statements and Emergency procedures relating to the building and communal areas.
- Ensuring all First Aid needs are met.
- Ensuring the Facility Operations Manuals are kept up to date.
- Overseeing contractors to ensure that all planned and preventative maintenance and agreed/statutory checks, repairs, maintenance etc. are carried out in a timely and satisfactory manner. Ensuring that all contractors Risk Assessments and method statements have been received and approved by the Centre, with appropriate Centre inductions completed and permits to work in place.
- Ensuring hirers of Centre facilities have appropriate contracts, that all appropriate risk assessments are carried out, inductions completed and other related documentation received.
- Maintain and develop relationships with the external hires, working with the Finance team to ensure billing procedures are in place and being followed.
- Ensuring the Centre's car park is safe and fit for purpose.
- Managing ad-hoc building and maintenance projects as required.
- Being the Centre's lead on environmental issues, seeking to reduce the Centre's carbon footprint and ensure that waste is recycled whenever possible.
- To ensure that all processes and procedures to manage the risk of fire and evacuation are maintained with regular training to all staff
- Ensure all works carried out within the facilities department are done safely, all training records are up to date and refresher training is maintained.
- To complete staff appraisals.

Security

- Ensuring that the Centre is as secure as possible at all times and, when not in use, alarmed with nominated keyholders in place.
- Monitoring all alarm systems, resolving and/or escalating issues.
- Ensuring that daily checks of the building and its surrounds are carried out and that opening up and closing processes are properly and routinely followed.
- There may be occasional out of hours calls to attend the building in case of emergencies / pool issues / alarm calls.

Procurement and Budgets

- Manage all procurement for facilities services.
- Operate within strict budgets – revenue and capital.

Information Technology

- Oversee and ensure the Centre's IT requirements are being met.
- Supporting staff and volunteers in the day to day use of computers, internet connectivity, printer, copiers, telephones etc.
- Arranging for issues to be resolved in-house or, if not possible, to contact outsourced IT support and/or printer repair companies to seek advice, arrange repair etc.

Communication and Reporting

- To establish clear lines of communication across all departments and users of the building.
- To establish clear reporting processes for audit and compliance processes.
- To establish a clear and rapid communication process for effective management and resolution of H&S matters (pertaining to the building including pool and oxygen chamber).
- Producing monthly management reports for the CEO, trustees and other reports as required.

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How to Apply

Applicants should provide a full CV together with a covering letter explaining how their experience and expertise is relevant to this role. Please send these to the Chief Executive Officer at andygraham@chilternsmcentre.org

If successful, we will contact you to arrange first round interviews to be held in person at the Chilterns MS Centre, with second round interviews the following week.

If you would like an informal discussion about the role, please email a request for a call to the Chief Executive Officer at andygraham@chilternsmcentre.org

Person Specification

Experience	
Degree	Desirable
Health & Safety Qualification	Essential
Pool Management Qualification (training can be provided)	Desirable
First Aid Qualification	Desirable
Management of building or similar facilities Essential	Essential
Knowledge	
Understanding of the needs of disabled people	Essential
Knowledge and understanding of Multiple Sclerosis	Desirable
High level knowledge of Health & Safety;	Essential
Able to assess risk and create plans and protocols	Essential
Able to operate to strict budgets	Essential
Knowledge of IT Systems: server, desktop, cloud	Desirable
Working knowledge of commercial contracts	Desirable
Skills	
Excellent communicator, both verbal and written	Essential
Approachable; "can-do" attitude	Essential
Able to deal with people at all levels, especially those with disabilities	Essential
Competent IT user with experience of Word, Excel, Powerpoint	Essential
Able to write management reports	Essential
Personal qualities / other	
Ability to work autonomously and as an effective member of a team with a hands-on approach	Essential
Consistently display the highest standards in personal and professional integrity and a strong sense of ethics	Essential
Flexible and adaptable to a variety of tasks	Essential
Ability to prioritise effectively and remain calm and focused in times of organisational pressure	Essential



"I plucked up the courage to go to the Centre just a few months after my diagnosis. It was an absolute relief to talk to people that actually understood MS and it has made a huge difference to my life. With their help and support I am no longer so fearful of the future." - Catherine

"I had to make changes to stay at work. It got to the point that I did need support, despite me being a bit stubborn about it! The Centre helped me think about the changes I might need, prepare for the discussions with my manager, and through regular physio, keep me strong enough to work to." - Matt



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