

## **Job Description**

- Job title: **Senior Maintenance Co-ordinator**
- Location: All YMCA sites
- Responsible to: Facilities and Health and Safety Manager (FSHM)
- Responsible for: Maintenance Co-ordinator
- Job purpose: To provide and manage the day to day maintenance for the properties owned and managed by YMCA Norfolk ensuring a quality standard of workmanship is provided through the services delivered and contracted. Ensure that our buildings and practices are operated to meet compliance with for Health and safety regulations and the policies and procedures of YMCA Norfolk.

### **MAIN RESPONSIBILITIES:**

#### Service Delivery

- Responsible for providing and overseeing the reactive and pre-planned maintenance function over multiple sites across the organisation, making decisions autonomously to resolve issues at the time they occur
- Manage contacts and relationships with the approved list of External Contractors and the procurement for the value of money for services, including management of a list of approved contractors
- Oversee additional contractors who may be required to undertake specialised work ensuring compliance with health and safety and the quality of the work delivered.
- Provide an out of hours services on an agreed rota basis to respond to emergency repairs.
- Ensure work undertaken meets the budget provision for the service
- Maintain appropriate records of work in accordance with YMCAN policies and procedures
- Produce the development and implementation of cyclical, strategic and preventative plans, programmes and projects
- Support building managers who are responsible for the control and administration of all security and locking systems, including cctv systems.
- In the absence of the HSM provide advice and direction to Site Managers in relation to Health and safety concerns
- Provide advise and guidance on facilities management to Housing Managers and relevant staff

#### Safeguarding:

- To ensure that YMCA Norfolk's Safeguarding Procedures, Policies and Operational Guidance are delivered in line with our values and ethos.
- To ensure the primacy of safeguarding children, young people and adults within or connected to YMCA Norfolk.

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- To promote the welfare of children, young people and adults within or connected to YMCA Norfolk.

### Internal communications

- To ensure effective liaison with all departments regarding relevant issues and information
- To provide financial and statistical reports as required including to Board and Committees.
- To assist the FHSM in representing the YMCA at external meetings and work pro-actively with external agencies and local churches as appropriate to develop a better service to young people within YMCA Norfolk and across agencies.
- To input into cross-locality and cross-organisational working groups to support wider organisational objectives

### Development

- To develop and maintain strong relationships across the organisation to promote the care and upkeep of our working environments.
- Attend and participate in regular one to one line management and ensure 75% of annual leave is booked by the 30<sup>th</sup> April each year.
- To contribute in monthly team meetings to further the work of the Facilities team in line with the Organisations vision and strategy.

### Performance management

- To ensure that the performance requirements of YMCA Norfolk (YMCAN) and funders are met and that our buildings and environments are maintained to a high quality.
- To work with the Head of Housing to develop effective budgets for the housing services and monitoring the budgets effectively, taking remedial action as necessary to achieve the budgeted out turn position
- To ensure occupancy is maximised and that voids are minimised and are at least inline with eth budget
- To maintain effective systems for recording and measuring outcomes for Quality Assurance purposes.
- To be alert to and manage risk effectively in all locations. Communicating changes to staff in that location.
- To adhere to all lone working policies and risk assessments provided for you by YMCAN
- To actively take part in required mandatory training as part of the yearly cyclical training calendar
- To encourage a culture of continuous improvement amongst all service area staff

### Line Management

- To recruit, induct, manage and develop the post holders direct reports including recorded monthly line management supervision, ensuring a motivated and effective staff team
- Adhering to sound management practice. Setting appropriate targets for direct reports, monitoring performance and supporting them to maximise their potential
- Challenge poor performance, supported by HR colleagues

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### Involvement

- To actively encourage a culture of involvement and inclusion of young people in the work and life of YMCAN.
- To engage in wider involvement opportunities and activities of YMCAN.
- To develop the use of and support to volunteers in the service area
- To engage the wider community in the service area to offer further learning opportunities for residents and other young people

### Equality and Diversity

- To act in accordance with YMCAN's equality, diversity and inclusion policy and procedures, to ensure that the Association is compliant with legal and regulatory requirements.

### Christian ethos

- To work in line with the ethos of the organisation across the service area.
- To ensure all policies, procedures and working practices within the service area support the Christian identity and values of the organisation.

To carry out any other tasks that may be required from time to time in accordance with the post holder's capabilities and the changing working environment.

**Terms and conditions**

<b>Pay :</b>	Grade H £13.40 per hour / £26,130.00 per annum
<b>Hours :</b>	37.5 Hours
<b>Contract:</b>	Permanent
<b>Annual Leave :</b>	33 days per annum inclusive of Bank and Public holidays (pro rata)
<b>Pension :</b>	Access to contributory stakeholder pension scheme after 3 months
<b>Notice Period :</b>	2 Months
<b>Conditions of Appointment :</b>	Satisfactory references and satisfactory DBS check. The post is subject to a 6 month probationary period
<b>In Service training :</b>	Time allowed for in-service training subject to budgetary provision

<p><b>Scale</b> Staff</p> <p>Sites</p>	<p>Maintenance Coordinator</p> <p>The post will operate across all sites owned and managed by YMCA Norfolk</p>
<p><b>Discretion to Act</b></p>	<p>The post holder can authorised all expenditure within the service area budget approved by the Board</p>
<p><b>Environment</b></p> <p><b>1. YMCAN operates on a 24 hour, 365 days per year basis.</b></p> <p><b>2. Unsocial hours</b></p> <p><b>3. Risk</b></p>	<p>The postholder will be expected to participate in an Out of Hours rota (26 weeks of the year) to maintain a provision of emergency response to Services.</p> <p>Due to the nature of the post there may be unsociable hours of early mornings, evenings and weekends.</p> <p>There may be identified risks which will be documented and discussed with you before working with families or young people or in-conjunction with a task that needs to be delivered. The risks will be mitigated as far as possible and a Personal Risk Assessment will be undertaken identifying all areas of risk including lone working which you will be expected to adhere to when working across our sites.</p>

**Person Specification**

<b>Job Title</b>	<b>Senior Maintenance Co-Ordinator</b>	
<b>Category</b>	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<p><b>K1</b> - Good knowledge of day to day maintenance activities;</p> <p><b>K2</b> - Knowledge of compliance requirements relating to our sites.</p>	
<b>Skills</b>	<p><b>S1</b> - Interpersonal skills sufficient to communicate effectively with a wide range of staff and external contacts.</p> <p><b>S2</b> - Good written and verbal skills.</p> <p><b>S3</b> - Time and project Management skills.</p>	<p><b>S4</b> - Budgetary and financial management skills.</p>
<b>Aptitude</b>	<p><b>A1</b> - Solution focused.</p> <p><b>A2</b> - Ability to work creatively to resolve issues.</p> <p><b>A3</b> - Able to demonstrate a clear commitment to excellence in service delivery.</p> <p><b>A4</b> - Able to develop strong positive working relationship with colleagues.</p>	<p><b>A5</b> - Competent user of MS outlook, Word, Excel.</p> <p><b>A6</b> - Able to manage and motivate staff.</p>
<b>Experience</b>	<p><b>E1</b> - Experience of undertaking maintenance activities to housing properties.</p> <p><b>E2</b> - Experience of leading a small team.</p>	<p><b>E3</b> - Experience of the voluntary or housing association sector.</p>
<b>Education</b>	<p><b>Q1</b> - GCSE or equivalent in Maths and English.</p> <p><b>Q2</b> - L3 skilled based or trade qualification.</p>	<p><b>Q3</b> - ILM3 in leadership.</p> <p><b>Q4</b> - Evidence of recent relevant training.</p>



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<b>Christian Ethos</b>	<b>V1</b> - In sympathy with the Christian Identity of YMCA Norfolk.	
<b>Personal Qualities</b>	<b>P1</b> - Able to present self and work effectively. <b>P2</b> - High levels of honesty, integrity and discretion.	
<b>Circumstances</b>	<b>C1</b> - Able and willing to work unsocial hours. <b>C2</b> - Hold a full driving licence.	
<b>Health</b>	<b>H1</b> - Able to meet the requirements of the post with or without reasonable adjustment.	
<b>Equality and Diversity</b>	<b>O1</b> - An understanding and commitment to equality and diversity.	