



## QUEENS HALL ACTION ON POVERTY

### **JOB DESCRIPTION**

**Job Title:** Properties and Facilities Manager

**No of Posts:** 1

**Salary:** £31,000, plus healthcare plan, Reduced Rate Gym membership

**Status:** Full Time, Substantive

**Hours:** 37.5 per week over 5 days

**Holidays:** 24 days plus Bank Holidays per annum (plus day off for birthday)

**Based at:** Wigan Town Centre Location with regular visits to all charity premises.

**Responsible to:** CEO

**Accountable to:** Queen's Hall Action on Poverty Trustees

**To Apply:** Please upload a CV and Covering letter outlining why you would be an asset to our charity using this link: **(LINK FROM BREATHE)**

Please apply early as we reserve the right to close applications as soon as sufficient applicants have been received

**Closing Date:** 26<sup>th</sup> September 2025 5.00pm

**Interviews:** w/c 6<sup>th</sup> October 2025. Although we reserve the right to interview as applications are received.

### ***SUMMARY***

The Brick is a growing charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering tailored support, hope, and opportunity to those looking to improve their quality of life who may be experiencing poverty or homelessness. We are now looking for an enthusiastic, proactive and inspirational Property Compliance and Facilities Manager to join our team, a believer in the right to equal life chances with a passion to improve lives through collaboration and innovation.

## ***JOB PURPOSE***

The Properties and Facilities manager will be integral to the quality and performance of the charity going forward. We are committed to the Good Landlord Charter, and to delivering safe, decent and affordable homes – you will be integral in ensuring that we always reach best practice in these areas. We are looking for someone with relevant skills and experience to play a vital role in the effective running and day to day functions of the charity, responsible for the charity's buildings and vehicles. You will be required to maintain robust records and assist with matters of, health and safety as well as property and buildings management. You will have customer and employee service at the heart of everything you do, so that anyone who deals with The Brick internally or externally receives top quality and compliant service every time. Whilst "customer first" must be your first core value this will be followed closely by responsibility, trust and confidence. You will ensure that efficient Health and Safety and risk management processes are in place across all areas of the charity, developing and implementing processes if necessary to ensure the smooth running of departments. You will strive to develop good working relationships with other colleagues across the organisation, seeking out opportunities to work collaboratively wherever possible.

In return you will receive a full wellbeing offer, including an employee assistance package, a full induction on processes, systems, role specific training and other sector relevant training such as asset-based working. We are a committed learning and development Charity with a robust induction, we offer regular access to extensive CPD and career progression (internal and external training) a friendly and supportive team environment, company sick pay.

## ***KEY TASKS & RESPONSIBILITIES***

**Oversee planned preventative maintenance (PPM), testing/inspections, and reactive repairs across all building services including but not limited to plumbing, electric wiring, HVAC, lifts, fire alarm, emergency lighting, fire extinguishers and suppression systems, intruder alarm, CCTV, access control, pest control, etc, within budget.**

- Carry out minor repairs and general maintenance -working flexibly across Wigan and Leigh.
- Ensure that a high level of quality control is maintained for all works undertaken for all repairs and maintenance. Assist The Head of Central Services in the renewal of contracts, including competitive tendering of larger contracts.
- Develop and manage quality processes for the effective monitoring of outstanding repairs following complaints of disrepair across all properties.
- Ensure the charity's building assets are well maintained and provide a safe environment for all employees, residents and visitors.
- Assist in the management of the Facilities budget and ensure any future financial requirements are planned in advance and captured within the forecast and reforecast updates.
- Responsible for building security systems, keys and fobs, alarm monitoring and keyholding services, and alongside other managers oversee emergency procedures & act as a fire warden.

- Assist in the monitoring of all building related external contracts and services provided by suppliers to ensure that these are operating effectively and provide the best value to the charity in line with our procurement policy. Agree the scope of any work with the SLT and obtain quotes from third party contractors prior to instructing them to undertake the work to demonstrate that best value has been obtained. The number of quotes and budget obtained will be in line with the charity procurement policy.
- Responsible for the operation of a preventative planned maintenance programme and for inspections of the buildings, fixtures, fittings, furniture, premises and grounds to all Brick sites for minor work or repairs. Undertake regular (monthly) site inspections. Identify defects and put in a process to repair and maintenance requirements: This requires a proactive approach – Identify problems and deal with them.
- Manage/Organise a team of in-house site and contracted cleaning support staff.
- Provide competent, professional business focussed and risk-based advice to the SLT and Service Managers in their designated service area to enable them to carry out their statutory duties with regard to health, safety and the environment – liaising directly with our H&S consultants.
- Develop a consistent approach to ensuring HSE management systems are in place, in use and appropriately reported.
- Responsible for ensuring that managers complete all H&S actions for their sites as identified in audits/risk assessment and incident investigations.
- Manage contractors on site to ensure compliance with contract and H&S regulations.
- Liaise closely with all key stakeholders on matters of importance (e.g., contractors regarding asbestos issues and PAT testing)
- Ensure legal and contractual compliance with regards to gas, fire, legionella, asbestos, event safety, clinical incidents, and accidents on our premises and/or in our day-to-day activities.
- Arrange all appropriate meetings e.g site and buildings or H&S committees
- Ensure that a register of all hazardous chemicals in use on the site is developed and maintained, and ensure that all staff who use the chemicals are aware of how they should be safely used and stored.
- To maintain the fleet of vehicles owned by The Brick, including insurance, tax, MOT, fuel and maintenance.
- To ensure that the vehicles are regularly cleaned and looked after. Programming regular inspections of fleet and contracted vehicles and drivers to confirm that they are carrying out their legal responsibilities.
- Ensure that all site documentation is held in a central file. Including checking and holding site-based certification, arranging annual reviews, arranging testing and monitoring at each site related to Health and Safety legislation to include, though not limited to, electrical testing, gas testing, legionella testing, fire assessment
- To be responsible for maintaining the online maintenance system (JOTFORM & RMS Room Match) ensuring accurate recording and reporting of:

daily reactive maintenance tasks

planned and cyclical maintenance tasks

all regulatory building compliance requirements

- Ensure that accurate registers are kept of asbestos, and hazardous substances across all sites
- Ensure minutes are taken at any operational meeting in particular, Health and Safety meetings.
- Provide monthly reports to SMT as required by the CEO

## PARTNERSHIP WORKING

The Brick is committed to delivering Wigan Council's approach to Progress with Unity and as such we are asking for applicants who demonstrate an understanding of these values. We are looking for innovation and creativity, The Brick is not afraid to do things differently and pilot new initiatives to trial and test new ideas.

## OTHER

### Health and Safety

In line with Health and Safety and Lone Working Policies, take reasonable care of personal health and safety and the health and safety of colleagues, mentors and service users and other persons who may be affected by acts and omissions.

Reporting any incidents and Safeguarding concerns in a timely and effective manner following the Wigan tier report system.

### Diversity

Understand and implement The Brick's Equality and Diversity Policy

### Out of Hours

You will be expected to undertake work on weekends and evenings if the charity requires.

Be willing to undertake and assist in fundraising activities which may occur out of hours.

Promoting fundraising for the Charity

To promote good communication within The Brick and the Charity as a whole.

To ensure good time management

*Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults, In line with our Safeguarding policies. We will carefully select, train and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection policies. This post is subject to a criminal records check. In the event of a successful application a disclosure will be sought.*

**The Brick is committed to promoting a diverse and inclusive workplace, which attracts all candidates and signals our commitment to celebrate and promote diversity. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of our workforce.**

**We offer a range of family friendly, inclusive employment policies, flexible working arrangements and support or staff from different backgrounds**

**Person Specification**  
***Property and Facilities Manager***

	Essential	Desirable	How to be achieved
Courageous and dynamic but able to work within a wider team with authority, promoting trust and openness.	✓		Application form and interview
Excellent interpersonal skills; collaboration and persuasive negotiating skills; ability to work in partnership and relate to staff and a variety of stakeholders.	✓		Application form and interview
Thorough analytical skills; data interpretation; report writing with excellent verbal and written communication skills.	✓		Application form and interview
Proven experience of supporting organisations around their compliance across a range of the following key areas (we understand and expect that no one person will have experience of all) 1. Health and Safety 2. Information Governance 3. UK GDPR IT infrastructure 4. Human Resources	✓		Application form and interview
Relevant professional health and safety qualification such as National Examination Board in Occupational Safety and Health (NEBOSH) and Institution of Occupational Safety and Health (IOSH).		✓	Application form and interview
Excellent IT skills, including use of the full MS Office suite (Word, Excel, Outlook, PowerPoint) and experience of using databases/CRM systems	✓		Application form and interview
Ability to negotiate with suppliers	✓		Application form and interview
Full Driving Licence and access to transport	✓		Application form and interview
Experience of managing an office environment and supporting staff	✓		Application form and interview

Experience of managing multiple priorities, scheduling work and working to defined deadlines.	✓		Application form and interview
Experience of developing organisational culture and internal communications	✓		Application form and interview
Demonstrates equity, transparency and integrity with high personal and organisational ethical standards; is fair, honest and trustworthy with respect for confidentiality; inspires and builds trust and respect from others; promotes credibility and professional reputation	✓		Application form and interview
Strong operational and IT skills as well as an openness to learning new software and tools	✓		Application form and interview
Proven track record of managing a project from inception to completion		✓	Application form and interview