

JOB DESCRIPTION

Job title:	Buildings and Maintenance Site Lead
Responsible to:	Buildings & Maintenance Manager
Staff reporting:	4 Maintenance Operatives
Location:	Crouch End
Hours:	Full time (35 hours)
Status:	Permanent
Pay Grade:	Grade E

Context

YMCA London City and North (YMCALCAN) is an independent charity affiliated to the YMCA movement that was founded in 1844. Our work is based on the ethos of the international movement, and we work across some of London's most deprived boroughs in Islington, Haringay, Tower Hamlets, Newham, Barnet and Hackney as well as the City of London. It's a patch that over 600,000 young people call home.

We passionately believe that every young person should have the opportunity to build a future of their own choosing. Over 150 years we have helped shape over 100,000 young lives. We specialise in engaging those who are hardest to reach, creating aspirational settings and delivering a range of interventions that allow them to thrive.

We hold a specialism in youth homelessness offering 400 bed spaces including move-on accommodation. We deliver an extensive programme of interventions that supports a young person's physical and mental wellbeing and their transition to independence. We enhance this with facilities that benefit our local communities including youth hubs, community hubs, youth fitness centres and community fitness centres and through a programme of events.

Our property portfolio includes two directly owned sites in Crouch End (housing, wellbeing, community, and office spaces), and our flagship property, LandAid House (housing, wellbeing, and commercial spaces). Additionally, we lease, rent or manage premises including: Monarch Court (housing and office spaces); The Drum, Islington (youth centre and office spaces); Two Move-on Houses; Haringay Club; and Tarling Road Community Hub. The Buildings & Maintenance Site Lead (x2) are part of a team undertaking in-house maintenance, refurbishment and repair projects across all sites.

Job purpose:

- To be responsible for the maintenance and facilities service within an assigned site and contribute to maintenance and facilities service across sites as required.
- To personally undertake a range of maintenance and related buildings and facilities activities as allocated, including repairs, refurbishments, and refits.
- To ensure high standards and a quality service at all times, including acting as a focal contact point, overseeing contractors, and ensuring compliance.

Duties and responsibilities

Buildings maintenance

- Lead on allocated repairs and planned and reactive maintenance projects (refurbishments, refits, repairs etc), primarily on base site, but across all sites as required. Ensure works are completed to plan and standards and budget and supervise any maintenance colleagues or contractors supporting the project.
- Act as a focal point of contact for concerns and queries relating to maintenance needs and undertake assessments of problems and required solutions. Log work requests on to Inform.
- Undertake hands-on maintenance, repairs and maintenance in-house works across all sites as required, including creating/building new spaces and storage areas, installing kitchens and bathrooms, refurbishing resident rooms and office areas.
- You will be responsible for carrying out Planned Preventative Maintenance Schedules (PPMs) for the site, ensuring all required documentation is submitted to the Estates Compliance Lead in a timely manner. You will also monitor and follow up on any remedial works identified, liaising with and informing the Building and Maintenance Manager.
- You will be required to carry out both planned and unplanned fire drills. You will support the Estates Compliance Lead with the completion and management of all associated documentation, ensuring that appropriate evidence is collated and available in advance.
- Support office or housing moves or refits, as required, including overseeing the practical action plans, and personally participating.
- You will oversee and monitor monthly SLAs and performance targets, ensuring all jobs are completed efficiently and within suitable timeframes.
- Carry out Permit to Work procedures as required when contractors are on site, ensuring appropriate control measures are in place and that all completed documentation is submitted to the Estates Compliance Lead in a timely manner.
- Undertake dynamic and general risk assessments as required, ensuring risks are effectively managed and all related documentation is submitted to the Estates Compliance Lead.
- Ensure fire safety training and inductions are completed for all new starters, including fire panel familiarisation, with appropriate documentation retained to support compliance and assurance reporting.
- Oversee other maintenance team staff when Working at your site.

Resource management

- Responsible for all tools and equipment required for buildings and maintenance tasks, including safe storage, maintaining in a safe and useable manner, not leaving unattended, and notifying the Estates and Estates Compliance Lead when replacements are required.
- Monitor stocks, investigation and source 'best price/right quality' for equipment, tools and materials, and liaise with the Estates and Estates Compliance Lead to ensure fit with overall purchasing guidelines and allocated budgets.
- Maintain information on the Maintenance Software reporting system, including logging of items, monitoring, responding and actioning, and reporting.

Health and safety, compliance and security

- Monitor health and safety and potential risks and undertake health and safety assessments as allocated. Ensure all regulatory tests are completed to time and standard (e.g. PAT testing). Work supportively to the Estates Compliance Lead or Building & Maintenance Manager and ensure all necessary forms and notifications are completed.
- Ensure the security of the site, working through and with the Estates Compliance Lead, other colleagues and contractors as required.
- Keep abreast of and comply with the organisation's policies, procedures and standards relating to all aspects of buildings, maintenance, health and safety, fire regulations.
- Keep abreast of developments in buildings regulations, craft practices and materials and best practice, and share expertise with the wider maintenance team.
- Oversee the work of external contractors on site, ensuring any problems with quality or timeliness are notified to the Buildings & Maintenance Manager or Health & Safety & Compliance Manager as relevant, and promptly.

Dimensions

The working pattern set between the postholder and the Buildings and Maintenance Manager. Regular supervision meetings will take place with the Buildings and Maintenance Manager. The postholder will also hold regularly supervision meetings with all direct reports and full team meetings as required.

Scope and limits of authority

Day to day responsibility for maintenance service on an allocated site, or allocated projects working across sites as required, working to agreed planned repairs and agreed priorities for reactive repairs and other projects. Will ensure compliance of own activities, and activities of the building's maintenance teams with buildings regulations, health and safety regulations and good practice.

Health & Safety, Safeguarding and Safer Recruitment

YMCA London City and North is committed to safeguarding and promoting the welfare of children, young people and adults at risk, and expects all staff and volunteers to share this commitment. The postholder must work in accordance with the organisation's Safeguarding, Health & Safety and related policies and procedures, and take a proactive approach to identifying and managing risks across all sites, including when working in occupied buildings and where residents, service users and young people may be present. Appointment to this role will be subject to satisfactory pre-employment checks in line with safer recruitment practice, which may include identity verification, right to work in the UK, employment history, qualifications and references. A Disclosure and Barring Service (DBS) check may be required depending on the level of contact with children, young people and/or adults at risk.

PERSON SPECIFICATION

Knowledge, Qualifications and Experience
Measurable level of competency in all aspects of building maintenance work, including basic carpentry, plumbing, glazing, electrical skills, and decorating.
Relevant trade qualification- e.g. carpentry, electrical, plumbing

Experience of overseeing the work of others and ensuring compliance with regulations, standards and quality would be useful (either craft colleagues or external contractors)
Good knowledge of health and safety regulation, risk assessments and safe working practices in relation to maintenance and buildings works
Relevant health and safety qualification- e.g. IOSH
Knowledge and experience of safe use of a various power and hand tools.
Knowledge of buildings regulations and statutory requirements relating to supported housing organisations
Confident user of computer systems, in particular maintenance and facilities related packages and Microsoft office applications (word, excel, outlook)
Skills and Abilities
Good practical analysis and problem-solving skills, including fault diagnosis, troubleshooting, and identification and correction of health and safety and other risks
Good time management and organisational skills, including ensuring good prioritisation or need, and allocation of tasks
Customer service orientation, and ability to provide high quality in-house services
Good interpersonal skills, including ability to work collaboratively with colleagues to find common solutions and to maintain positive interactions with residents and young people
Written communication skills, including ability to draft simple reports and communications
Numeracy to the level required to undertake maintenance and project-based calculations (e.g. calculate square footage for refurbishment materials requirements), to calculate costs of required purchases, and monitor budgets.
Personal Qualities
Has an understanding of Christian Ethos and is able to value people of all faiths or none
A commitment to providing high-quality services
High level of self-awareness and commitment to own continuous professional and personal development
Commitment to equality, diversity and inclusion (EDI) and understanding of how it applies within this role
Other Requirements
Ability to work assigned shifts (08:00–16:00, 09:00–17:00 and 10:00–18:00), including some bank holidays and weekends. The postholder will also be required to participate in an on-call rota and undertake out-of-hours work when needed. Appointment to this role will be subject to satisfactory pre-employment checks in line with safer recruitment practice. This may include identity verification, right to work in the UK, employment history, qualifications and references. A DBS check may be required depending on the level of contact with children, young people and/or adults at risk.