

**JOB DESCRIPTION**

<b>Job title:</b>	<b>Estates Compliance Lead</b>
<b>Responsible to:</b>	Head of Estates
<b>Location:</b>	Crouch End, and working across all sites as required
<b>Hours:</b>	Full time (35 hours)
<b>Status:</b>	Permanent
<b>Pay Grade:</b>	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); Two Move-on Houses; Haringay Club; .

**Job purpose:**

- To manage compliance as a member of the Estates Team across multiple sites, including Health and Safety activities, creating and maintaining accurate and up to date H&S records (risk assessments, policies, accident/incident and near-miss reporting, investigations, statutory reporting where applicable, and training records).
- To provide facilities management support across all parts of the organisation, including lead on purchasing, stock management, and service and stock suppliers.
- To ensure general administration of the H&S service is carried out in an accurate and timely manner.
- Work with the Head of Estates to plan and implement H&S projects and initiatives to ensure on going compliance and continuous improvement. Review and update H&S and compliance related policies to support this.
- To support the Deputy Chief Executive, Head of Estates, Buildings & Maintenance Manager in creating a positive customer service orientation and culture within the estates directorate.

## **Duties and responsibilities**

### **Buildings maintenance**

- Oversee the repair log system (Inform). Co-ordinating jobs for the team. Liaise with colleagues and other stakeholders internally, and maintenance team to facilitate room repairs/voids and other general maintenance tasks.
- Collaboration with other departments on analysis of needs and customer service satisfaction requirements, including creating, distributing and analysing returns of customer satisfaction surveys. Collaboration with all other department and act as a focal point of contact for all customer service queries.
- Work in partnership with the Housing Team to include the effective management of the voids and to work with the Team to ensure that voids are completed to a high standard.
- Management of all allocated administration and communication tasks, including complaints handling in line with complaints procedure.
- Act as a focal point for contractors, including providing and receiving information, booking appointments, liaising with contractors for specified works as guided by the Head of Estates and Buildings & Maintenance Manager.
- Ability to manage the compliance dashboard- ensuring accurate data, pulling reports, and analysing data.

### **Facilities and resource management**

- Administration of purchasing for buildings maintenance and security (equipment, tools, machinery, materials, fixtures and fittings), liaising with Buildings and Maintenance Site Leads, Head of Estates and B&M Manager, obtaining quotes and ensuring best value for money, negotiating charitable discounts where applicable.
- Lead on the creation and implementation of a centralised purchasing system purchasing for facilities (office equipment, office and housing and project furniture, stocks and supplies, soft-furnishings, stationery, consumables and all IT Equipment).
- Maintain central purchase requests system and follow the Purchase Order process.
- Identify best value for money suppliers, negotiating charitable discounts where applicable. Lead on day-to-day administration and negotiation of supplier and service contracts, including utilities, telecommunications, office equipment and computer hardware).
- For the Estates Department, maintain all purchasing records and ensure all relevant paperwork is available including compliance documentation and service records. Maintain expenditures records and monitor expenditure against budget.
- Prepare month end reporting as requested.
- Manage invoices and payments within the department.  
Monitoring and checking of grab bags and emergency equipment on YLCAN sites.

### **Health and Safety and compliance**

- Work with colleagues across multiple sites (including contractors and suppliers) to maintain safe systems of work and implement best practice, including providing H&S advice, ensuring risk assessments are prepared, implemented and reviewed, and providing coaching and practical support as needed.
- Be the lead contact with external bodies such as the Health and Safety Executive (HSE) and other regulatory agencies as needed.
- Ensure regular Health and Safety committee meetings take place and that appropriate minutes and records are kept and actions undertaken.
- Communicate and embed a culture of health and safety throughout the organisation.
- Conduct regular safety inspections and audits to identify potential hazards and ensure compliance within safety regulations and implement action plans as required.

- Maintain up to date knowledge of industry best practices and requirements related to workplace safety and implement with the Head of Estates as required.
- Undertake consultation with employees and managers on health and safety issues and to support and develop the role of the company's health and safety committee (HSC), including arranging and attending meetings. Co-ordinate the work of the HSC ensuring it meets regularly, identifies and reviews all relevant Health & Safety matters, minutes are taken, and actions followed through.
- Ensure all external independent fire risk assessments are carried out at all sites and that recommendations are risk-assessed, prioritised and completed within agreed timescales, with actions recorded and monitored to completion.
- Prepare detailed reports on H&S matters referencing legal responsibilities and good practice with recommendations for improvement.
- Monitor the completion and outcomes from initial DSE (display screen equipment) risk assessments, ensuring additional requirements are investigated and measure are put in place to meet these/ Provide guidance to staff undertaking risk assessments of office at home, and ensure records kept.
- Manage and maintain all service and annual reports on the SharePoint system.
- Ensure the Health and Safety element of SharePoint Library is kept up to date with all current policies, procedures, risk assessments and posters.

### **Dimensions**

The working pattern set between the postholder and Head of Estates. Regular supervision meetings will take place with the Head of Estates. A 3-way meetings may be held with the Building & Maintenance Manager or Multi Site Lead to ensure alignment of activities.

### **Scope and limits of authority**

Delegated responsibility for purchasing within agreed budgets and standards, and subject to final authorisation of any items with a value over £500.00. Responsible for central information records for buildings, maintenance, facilities, health and safety, contracts and compliance, to be maintained in line with regulatory and compliance requirements.

### **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.

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.

The postholder will support the organisation to meet its statutory responsibilities, including maintaining suitable and sufficient risk assessments, ensuring appropriate induction and refresher training, supporting incident and near-miss reporting and investigation (including reporting under RIDDOR where applicable), and monitoring actions arising from audits, inspections and fire risk assessments.

**PERSON SPECIFICATION**

<b>Knowledge, Qualifications and Experience</b>
Highly developed administration knowledge and experience, including working with complex procedures and a wide range of internal and external stakeholders
Experience of buildings maintenance and managing the health, safety and welfare of staff and contractors working in a complex, multi-site environment.
Ability to update & review policies to meet legislation requirements and good practice
2 Years experience of conducting internal H&S audits and identifying potential hazards.
IOSH qualification
NEBOSH qualification or evidence of working towards this
Ability and experience of leading on internal and external inspections and pre and post inspections
Experience of setting up and leading health and safety (or similar) meetings ensuring appropriate records are kept.
2 years experience in facilities management and leading on H&S and Compliance items is essential.
Has some Project management experience
Highly confident and competent computer user, including databases (ideally within a buildings, purchasing, or compliance environment) and Microsoft office applications (word, excel, PPT, outlook to be at intermediate level).
<b>Skills and Abilities</b>
Ability to analyse and resolve problem-solving skills, including identifying level of priority
Ability to manage H&S related data bases and producing reports and analysing data
Experience of managing purchase orders, payments and receipting of invoices
Ability to monitor contents of grab bags and emergency equipment to ensure compliance
Excellent organisational skills, including coordinating work log for maintenance and repair schedules of work
Customer service orientation, and ability to provide high quality in-house services, and sensitivity to the requirements of working in a supported housing and youth charity
Good interpersonal skills, including ability to work collaboratively with a wide range of colleagues to find common solutions, and maintain positive interactions with residents and young people
Experience of responding to stakeholder complaints and ability to resolve this in a professional manner ensuring compliance is maintained,
Excellent Written communication skills, including ability to draft or edit reports, guidance and other communications such as H&S policies and compliance reports
Commercial understanding, and ability to manage contractor relations, and undertake research and negotiations as part of purchasing role
Numeracy to undertake calculations on quantities and costs of purchased items, check calculations of others, and monitor expenditure to budget
<b>Personal Qualities</b>
Has an understanding of Christian Ethos and is able to value people of all faiths or none
Able to respond and adapt to change in a professional manner, maintaining resilience through personal wellbeing
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
Commitment to a safety aware culture and drive to implement new processes as appropriate and develop and deliver training Willingness to undertake required training and compliance checks, including safeguarding training and any role-appropriate DBS check (if required).