



## **Facilities Technician – House keeping**

WHAG is a leading charity delivering quality support services to vulnerable homeless women, young parents and women men and their families who are affected by domestic abuse, across the of North West England. Improving the safety and life opportunities of the people who use our services and supporting them in their recovery.

We support the people we work with to overcome the experiences they have had. We empower them to build up the skills and resources they need to take control of their own lives, access a tenancy of their own and maintain a quality of life in the long term. We give them the information they need to make positive choices about their futures.

As well as delivering courses to our staff WHAG delivers Healthy relationship training to employers and schools to assist in the education and prevention of Domestic abuse

**Our Vision** - To support and empower vulnerable women and those affected by domestic abuse

**Our Mission** - End Domestic Abuse, Homelessness, and relationship breakdown.

**Our Values** - Empowerment, Choice, Change, Strength

**Guiding Principles** - Our guiding principles help define how we will act at all times through the development and delivery of WHAG in the future

<b>Be non-judgemental and supportive at all times.</b>
<b>Ensure trauma informed, flexible support is accessible to all those in need</b>
<b>Support individuals to take responsibility and accountability for their actions</b>
<b>Support individuals, partners and families to live independently within the community of their choosing.</b>
<b>Help develop new knowledge and create new skills for individuals and families to make better life choices.</b>
<b>Provide positive alternatives to current services and resources available in a community.</b>



## JOB DESCRIPTION

<b>Job Title:</b>	Facilities Technician ( Housekeeping)
<b>Reports to:</b>	Facilities Team Leader
<b>Location</b>	Cheshire West and Chester
<b>Responsible for</b>	Part of a team of facilities staff ensuring WHAGs office and accommodation and properties are kept in an excellent state of repair and meet health and safety and housing legislation requirements
<b>Date Reviewed</b>	June 2023

### Overall Aim

- To provide a comprehensive housekeeping service at WHAG's services , properties and offices
- Ensure turnaround of properties meet targets
- Ensure properties remain in excellent condition
- To ensure the facilities service is delivered to safe working practices and high standards. Maintaining H&S regulations, housing legislation and following WHAG policy and procedure

### Requirements

- Level 3 qualification or equivalent work level experience and the willingness to achieve a level 3 relevant qualification
- Ability to work across identified contract area and travel for training and meeting purposes.
- Access to a car for work purposes
- Ability to work flexible hours

### Job Description

The list does not cover the full scope of tasks and responsibilities of Facilities technician (housekeeping) but illustrates some of the areas of emphasis for this post.



### Job Description

- To be accountable and responsible to the Facilities team leader and ultimately the Chief Executive Officer (CEO) for the effective maintenance support at all WHAGs owned or rented properties.
- To ensure the working environment meets health and safety requirements and social landlord obligations.
- To ensure that the delivery of housekeeping service for the organisation, clients, funders and stake holders is underpinned by a commitment to anti-discriminatory practice, professionalism and equality of opportunity.

### Key Objectives

- To ensure our customers and their properties are valued and maintained to the highest possible standards, in line with budgets, service level agreements and regulatory requirements.
- To maintain flat, unit and office accommodation in good repair, keeping records of all repairs due to damage and/or wear and tear accurately and up to date.
- To support recording of property inventories and keep this up to date on a monthly basis.
- To support with PAT testing at all office and accommodation venues as required, keeping records updated and stored safely
- To assist with unit, flat and office checks for health and safety and property maintenance purposes on a weekly basis and keeping up to date records.
- To prepare vacant properties for re-letting, including cleaning, ensuring ready to let to agreed standard and move in and out records are completed.
- To ensure communal areas in relevant WHAG buildings are maintained and cleaned to agreed standard periodically.
- To deliver appropriate housekeeping service across all WHAG accommodation services, dispersed properties and offices.
- To support services ensuring turnaround of properties is complete, including completing or reporting of repairs, re-stock, utilities set up etc.
- To assist with ordering goods, as well as delivery of items to client groups when required.
- Ability to support wider facilities team with practical tasks, covering annual leave sickness etc.
- Maintain effective information systems, processes and record keeping ensuring all works are recorded and ensure all parties involved are informed of all progress.
- To conform to all data protection rules, regulations, and keep sufficient records for audit purposes.



### Responsibilities shared with all staff

- To ensure that the values and principles underlying WHAG's services are maintained and developed.
- To participate in regular supervision and annual appraisal and help in identifying your own job related development and training needs.
- To work at times other than office hours to attend meetings, participate in networks, fundraising events and ensuring that the service is accessible.
- To undertake any other duties that may be required which are appropriate to you role
- To work at times other than office hours to attend meetings, participate in networks, fundraising events and ensuring that the service is accessible.
- To be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all staff and volunteers to share this commitment.

### Person Specification

Experience and Knowledge of	Essential	Desirable
Proven experience in a facilities role (Residential Property would be advantageous)	√	
No specific academic qualification required but must be willing to undertake training e.g. PAT training.	√	
Good IT skills, particularly Microsoft Office, Outlook and Internet.	√	
Effective record keeping working to deadlines	√	
Good communication, organisational skills and ability to problem solve.	√	
Ability of working on own initiative and of working as part of a team	√	
Ability to communicate clearly verbally and in writing in a confident and professional manner	√	
Ability to work flexibly within the confines of the role	√	
Have a high degree of integrity, tact, diplomacy and organisational spirit.	√	
Experience of working within the voluntary sector	√	√
Good customer Service Skills	√	



## Other Information

Principle Terms and Conditions	
<b>Salary:</b>	NJC Scale Point 12 - 15
<b>Actual Salary:</b>	£23,430 - £24,791
<b>Hours Per Week:</b>	36 hours
<b>Annual Leave:</b>	23 days per annum rising to 28 + 8 Bank Holidays (Pro Rata)
<b>DBS</b>	Valid DBS
<b>Car user</b>	<p>Regular travelling is required. The role holder must have access to a car. Business mileage is payable from an agreed base.</p> <p>The role holder must possess a full current driving license, road fund license and business use</p> <p>Insurance and MOT, providing proof when requested. The role holder must ensure the car is maintained and in a roadworthy condition.</p>
Benefits	
<b>Pension:</b>	WHAG operates an auto enrolment pension plan, which all employees are enrolled after 3 month probation period via NEST. WHAG contribute to this pension in line with legislation.
<b>Health Plan</b>	<p>WHAG operate a health plan for all employees after completion of their probationary period.</p> <p><b>This includes</b></p> <ul style="list-style-type: none"><li>Free eye testing</li><li>Access to counselling</li><li>Reduced gym membership</li></ul>
<b>Bike to work scheme</b>	WHAG operate a bike to work scheme.
<b>Tech Scheme</b>	<p>WHAG operate a salary sacrifice tech scheme.</p> <p>This includes all products from Curry's</p>
<b>Christmas saving scheme</b>	Save January – November
<b>Flexi for non-rotas posts</b>	(Core hours 10.00am - -3.30pm)
<b>Holiday Purchase</b>	One week

**I confirm that I have read and understood this document**

Signed \_\_\_\_\_ Dated \_\_\_\_\_