



Facilities Technician - Maintenance

WHAG is a leading charity delivering quality support services to women, men and their families 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

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

WHAG has a strong values base, embedding, empowerment, choice, strength and change into our organisation. We are looking for staff that can deliver person-centred, trauma informed services, are innovative, trustworthy, can do, self-motivated and excellent at all times, so it is important that you are as passionate about these principles as we are.



JOB DESCRIPTION

Job Title:	Facilities Technician (Maintenance)
Reports to:	Facilities Team Leader
Location	Cheshire West and Chester
Responsible for	Part of a team of facilities staff ensuring WHAGs office, accommodation service and properties are kept in an excellent state of repair and meet health and safety and housing legislation requirements. Resolving a variety of general maintenance issues and problems
Date Reviewed	June 2023

Overall Aim

- To provide a comprehensive repair and maintenance 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 but illustrates some of the areas of emphasis for this post.



Key Objectives

To be accountable and responsible to the Facilities Team Leader and ultimately the Chief Executive Officer (CEO) for the effective repair and maintenance support at all WHAG owned or rented properties.

- To ensure the working environment meets health and safety requirements and social landlord obligations.
- To ensure that the delivery of repairs and maintenance service for the organization, service users, funders and stake holders is underpinned by a commitment to anti-discriminatory practice and equality of opportunity.
- To work within quality assessment frameworks, associated regulations and WHAG's policy and procedure.

Key tasks and Accountabilities

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 deliver appropriate maintenance service across all WHAG accommodation buildings and dispersed properties, ensuring they kept in good repair, keeping records of all repairs due to damage and/or wear and tear accurately and up to date.
- To complete or organise completion of a variety of maintenance issues and problems including basic property repairs.
- Ensure properties remain functional and in good repair.
- To carry out PAT testing at all office, accommodation venues and dispersed properties as required, keeping records updated and stored safely.
- Ensure safe working practices and that buildings/properties are in compliance with safety and quality regulations including fire, smoke, carbon monoxide and any other safety systems
- Assembly of Flat pack construction, installation of white goods and property refurbishment works.
- Complete when necessary remedial redecoration of all WHAG properties ensuring all works are completed in a timely manner.
- To keep maintenance schedules and records for all properties up to date.
- To support wider facilities team ensuring turnaround of properties is complete, including completing or arrangement of repairs, cleaning, re-stock, utilities set up etc.
- To assist with accommodation grounds maintenance and safety regulations of all properties to meet client group needs.
- To ensure the service is delivered to a high standard following WHAG policy and procedure paying particular attention to: H&S regulations and confidentiality practice.
- To assist with or organise contractors to treat and pest infestations and bulky refuse collections.
- Liaise with external contractors and property owners when appropriate to ensure maintenance repairs are completed in a timely manner to appropriate regulations.
- Maintain effective information systems, processes and record keeping ensuing all works are documented and ensure all parties involved are informed of all progress.



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 your 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.

Personal Specification

Experience and Knowledge of	Essential	Desirable
Relevant level 3 qualification or the willingness to achieve a level 3 qualification	✓	
Proven experience in a facilities role (Residential Property would be advantageous).	✓	
Excellent diagnostic and problem solving skills to identify issues and effectively deal with them.	✓	
Strength and dexterity for carrying heavy loads, climbing heights and possibly working in awkward spaces.	✓	
Good communication and organisational skills; to ensure tenants receive the attention and service they deserve in a professional manner.	✓	
Ability of working on own initiative and work as part of a team.	✓	
General household Maintenance skills.	✓	
Experience of using equipment such as hand tools, ladders	✓	
Knowledge of health and safety relating to lone working and property rental legislation.	✓	
An understanding of confidentiality and health and safety procedure as it applies to an office environment.	✓	
IT skills, particularly Microsoft Office, Outlook and Internet.	✓	
Ability to communicate clearly verbally and in writing in a confident and professional manner.	✓	
Have a high degree of integrity, tact, diplomacy and organisational spirit.	✓	
Have hands on approach and be a team player	✓	
Experience of working within the voluntary sector.		✓
Knowledge of the dynamics and impact of domestic abuse		✓



Other Information

Principle Terms and Conditions	
Salary:	NJC Scale Point 12 - 15
Actual Salary:	£23,430 - £24,791
Hours Per Week:	36 hours
Annual Leave:	23 days per annum rising to 28 + 8 Bank Holidays (Pro Rata)
DBS	Valid DBS
Car user	<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	
Pension:	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.
Health Plan	<p>WHAG operate a health plan for all employees after completion of their probationary period.</p> <p>This includes</p> <ul style="list-style-type: none">Free eye testingAccess to counsellingReduced gym membership
Bike to work scheme	WHAG operate a bike to work scheme.
Tech Scheme	WHAG operate a salary sacrifice tech scheme. This includes all products from Curry's
Christmas saving scheme	Save January – November
Flexi for non-rotas posts	(Core hours 10.00am – 3.30pm)
Holiday Purchase	One week

I confirm that I have read and understood this document

Signed _____

Name _____ Date _____