



Facilities Maintenance

WHAG was formed over 40 years ago to provide accommodation and support to homeless vulnerable women in Rochdale. At the time there was no other support for women in Rochdale.

40+ years later WHAG is a leading charity delivering quality support services to women, men and their families who are affected by domestic abuse, homelessness and young parents across North West England. Improving the safety and life opportunities of our service users and supporting them in their recovery.

We empower them to build up the skills and resources they need to take on 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 Maintenance
Reports to:	Facilities Team Leader and Ultimately the CEO.
Location	All WHAG Service Areas (predominantly 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 perform general maintenance and repair service across WHAG's service areas, properties, and offices in a timely manner and to a high standard.
- Work as a team to ensure turnaround of void properties and general repairs meet completion target timescales.
- 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 attend and complete WHAGs standard employee training requirements, sometimes outside normal working patterns.
- Ability to work across WHAG's contract area and travel for training and meeting purposes.
- Access to a car for work purposes and Full UK driving license.
- Ability to work flexible hours including evenings, and weekends when required.



Job Description

The list does not cover the full scope of tasks and responsibilities of Facilities Maintenance 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 service 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 organisation, 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 demonstrate a proactive and positive approach to repairs and maintenance; showing willingness to take initiative and tackle tasks with an enthusiastic attitude to work.
- 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.
- Communicate with a professional manner.
- To carry out 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, across the Cheshire West and Chester Service area.
- Undertake Repair and Maintenance tasks with direction from Facilities Team Lead to high standards including Basic plumbing, joinery, carpentry as well as Painting and redecoration where required.
- Undertake movement / transfer of large and small items within properties or from one property to another withing service areas.
- Ensure properties remain functional and in good repair.
- To support / carry out PAT testing at all office, accommodation venues and dispersed properties as required, keeping records updated and stored safely.
- Complete works to ensure safe working practices and that buildings/properties are in compliant 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 improvement and refurbishment works (this list is not exhaustive).



- 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 perform accommodation grounds maintenance, treat pest infestations and remove bulky refuse; ensuring Health & Safety regulations are met.
- Maintain effective information systems, processes and record keeping ensuring all works are documented and ensure all parties involved are informed of all progress.
- Occasional travel to complete Repairs and Maintenance across Wigan and Rochdale areas to support the wider team.
- Support with Property inspections when needed and conduct preventative maintenance tasks.
- Utilise a variety of tools and equipment to address repair needs efficiently.
- To work at times other than office hours to handle emergency repair situations.

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 role-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 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/ trade role (with Residential Property/Housing association 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.	✓	
Some Experience in basic plumbing, joinery, carpentry, decorating and General household Maintenance skills.	✓	
Experience of using equipment such as hand tools, ladders	✓	
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 Health & safety standards such as manual handling, hazards (list not exhaustive)		✓
Experience or understanding of working in a confidential setting of sensitive nature.		✓
Ability to travel to other locations		



Other Information

Principle Terms and Conditions	
Salary:	Up to NJC Scale Point 21
Actual Salary:	Up to £28601 depending on experience
Hours Per Week:	36 hours
Annual Leave:	23 days per annum rising to 28 + 8 Bank Holidays (Pro Rata)
DBS	Valid DBS
Car user	Regular travelling is required. The role holder must have access to a car. Business mileage is payable from an agreed base. The role holder must possess a full current driving license, road fund license and business use Insurance and MOT, providing proof when requested. The role holder must ensure the car is maintained and in a roadworthy condition.
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	WHAG operate a health plan for all employees after completion of their probationary period. This includes - Free eye testing - Access to counselling - Reduced 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 _____