



## Facilities Coordinator Information Pack

Thank you for your interest in this post at The Guy Chester Centre. In this pack you will find a job Description and a person specification.

The Guy Chester Centre manages the North Bank Estate, which was bequeathed to the Methodist Church by Guy Chester in 1947. Our main area of work is Chester House, a 159-bed hall of residence, which is home to university and performing arts students, career-starters and international language school students. Chester House provides affordable, supportive and high quality accommodation for young people. Chester House operates 365 days a year, 24 hours a day.

We are looking for someone to join our team and continue that focus by bringing a dynamic, flexible and customer-focused approach to the role.

### To apply:

- Send your **CV**
- Download, complete and return the **Application Form**. This gives:
  - information that we will hold on the personnel files
  - information in support of your application that shows clearly how you meet each of the requirements in the Personal Specification.
  - names, addresses, emails and phone numbers of three referees, one of whom should be your current or most recent employer
- Download, complete and return the **Equality & Diversity Monitoring Form**
- To make our life easier, please ensure that each document you email to us contains your name in the file name. For example: JBloggsCV.docx, JBloggsApplicationForm.docx etc.
- Please send all of these documents as an email attachment to [jobs@chesterhouse.org.uk](mailto:jobs@chesterhouse.org.uk)
- **Closing date: Tuesday 18<sup>th</sup> July 2017**. In order to be fair to all applicants, we will not consider late submissions.
- **Interview date: Tuesday 25<sup>th</sup> July 2017**. Please ensure that you can be available on that date.

### Please note:

This is a residential post. The job holder will live on site.

This post will require an enhanced Disclosure & Barring Service (DBS) check.

Our vacancies are UK-based and applicants from outside the EU will require current and valid permission to work in the UK. All applicants appointed by us are required to produce evidence of eligibility to live and work in the UK.

## Job Description

<b>Post title:</b>	Facilities Coordinator
<b>Location:</b>	Chester House, Pages Lane, London N10 1PR
<b>Salary:</b>	£27,000 pa
<b>Hours of work:</b>	36 hours per week working within a 24/7/365 rota
<b>Holiday Entitlement:</b>	25 days per year

### Accommodation

This is a residential position. A one bedroom property will be provided at the above address.

### Purpose of role

As part of our team, the Facilities Coordinator provides support and assistance to our residents and ensures the safety and security of the building. The facilities coordinator, working with colleagues, is responsible for coordinating all the facilities-related activities across the estate, including health & safety, as well as being the primary point of contact for contractors. You will also be responsible for the day-to-day maintenance of the estate, including Chester House, the grounds, and our residential property, and for minor refurbishment works. The post holder will be customer-facing and part of the duty rota carrying out the relevant tasks of being on duty. This role involves manual handling; training for this and for other core competencies, e.g. fire safety & first aid, will be provided.

### Key Responsibilities

1. Ensure all residents and visitors to Chester House feel welcomed and are treated professionally, reflecting the value which we place on hospitality and welcome
2. Together with other members of the team, encourage and build a sense of community amongst all residents
3. Implement the residents' licence, residents' disciplinary and other policies of the Centre in a way which is even handed and fair to all involved
4. Take a hands-on approach that ensures the Centre's day to day maintenance needs are met in accordance with operational, safety and security requirements and by ensuring that all maintenance tasks are completed by internal or external resources
5. Responsible for carrying out and coordinating various health & safety tasks and routine inspections of systems and equipment such as water systems, fire alarm and emergency lighting
6. Be fully aware of the Centre's safeguarding, dignity & respect, fire, health and safety and maintenance policies & procedures
7. Be able to respond to emergencies and issues ensuring the safety of staff, residents, visitors and the property
8. To work alongside others to establish quality standards for all aspects of the Centre's buildings and estate, set up procedures and work schedules to keep the buildings and grounds properly maintained within the agreed standards
9. Any other duties as requested by the line manager

## Personal Specification

### Essential Experience & Skills

- Experience in a customer-facing environment
- General maintenance / DIY skills and hands-on approach
- Ability to report and monitor repairs
- Ability to organise and prioritise work and time effectively; paying close attention to detail
- Experience of working within a team
- Ability to deal with emergency situations in a measured and appropriate manner
- Understanding of residents' welfare issues
- Excellent interpersonal skills; a friendly and caring personality
- Ability to be proactive and work with limited direct supervision, while at the same time recognising when matters need to be referred
- Experience of conducting reviews in order to improve service
- Understanding of health & safety policies and procedures
- Willingness to engage in the development of the role
- IT skills (internet, MS office, use of database software)
- Excellent oral and written communication skills
- Ability to work in a dynamic environment
- Willingness to be flexible in work patterns (sometimes at short notice)

### Desirable Experience

- Experience of working with young adults (18-30)
- Experience of working with and managing contractors
- Excellent understanding of social media and awareness of social trends
- First aid, health & safety or facilities-related qualifications
- Experience in the co-ordination of Planned Preventative Maintenance (PPM) schedules