

YMCA CHELTENHAM - JOB DESCRIPTION

POSITION TITLE:	Head of Property & Maintenance
LOCATION:	Based at Central Office, Number 6, Vittoria Walk, Cheltenham but working across all sites.
RESPONSIBLE TO:	Chief Executive
SALARY:	YMCA Cheltenham BAND D
HOURS OF WORK:	37.5 hours per week.

JOB PURPOSE

Contribute to the development and implementation of strategic objectives in all matters relating to Property & Maintenance.

Provide leadership to the Property & Maintenance Department to ensure the quality and standards of the Charity's buildings, physical spaces, equipment, vehicles and other significant property owned or employed by the organisation are properly maintained.

Provide wider organisational leadership to ensure the Charity is compliant with Health & Safety regulation in all areas relating to the physical work environment.

Ensure and accept leadership responsibility for full regulatory and legal compliance in all matters relating to the Charity's buildings, physical spaces, equipment, vehicles and other significant property owned or employed by the organisation.

To work with the Senior Leadership Team (SLT) and Chief Executive to establish the annual budget for the Property & Maintenance Department, and to accept leadership responsibility for budgetary disbursement as the de facto budget-holder for this area of the charity's work.

The Head of Property & Maintenance will:

- Be part of the YMCA Cheltenham Senior Leadership Team.
- Ensure the assessment, scheduling and timely delivery of all property and maintenance activity relating to the requisite quality and compliance standards, and within budgetary constraints.
- Contribute to and safeguard a culture of excellence, exercise values-led leadership in all aspects of the role.
- Lead on the development and delivery of organisational strategy where it relates to Property & Maintenance in the organisation.
- Foster, develop and maintain strong professional relationships with all stakeholders, including commissioners and other sectoral partners.
- Be expected to exercise initiative and be a self-starter – understanding and identifying where their work can make the greatest impact in achieving the Charity's aims and objectives.
- Provide principal, executive leadership in ensuring YMCA Cheltenham meets its regulatory and legal obligations as a Registered Provider of Social Housing and a Registered Charity in full.
- Help drive organisational excellence by ensuring the standards, policies, procedures, and other related areas of responsibility are all based upon best practice principles and are fit for purpose in supporting the on-going work of the organisation.

- Provide all necessary data reporting to the CEO and wider SLT group to support good practice through the delivery of high-quality data and analysis.
- Protect the financial resilience of the Charity by establishing and maintaining Value for Money objectives to safeguard charitable resources in meeting the objectives of the role.
- Ensure the department is adequately staffed, that staff are fully trained and equipped to meet professional and operational standards to deliver their roles, and to provide leadership in support of the organisation's objective of being an employer of excellence.

KEY DUTIES & RESPONSIBILITIES

MAINTENANCE & COMPLIANCE

- To ensure the delivery of planned, preventative and void maintenance within agreed timescales, as agreed with the CEO and SLT.
- To ensure the quality and performance of 3rd party contractors, particularly in respect of Value for Money and quality standards, ensuring all works are delivered according to budget / quotation, safely and without detriment to the personnel, services, operations or assets of the Charity.
- To provide leadership responsibility in ensuring maintenance staff and external contractors have appropriate access to sites, have agreed / required provision of materials and / or other resources.
- To provide accurate, timely and relevant advice to the Chief Executive, SLT and Board of Trustees relating to all areas of responsibility, including legislative changes and best practice/innovative approaches to support or improve service delivery. Innovation and initiative are expected in this area.
- To ensure full and up to date knowledge of regulatory and legal compliance in own professional life and to exercise this knowledge to the benefit of the organisation, its staff, service users and residents.

PROPERTY MANAGEMENT

- To ensure management of the operation, use, maintenance and road-worthiness of vehicles belonging to the organisation, ensuring legal obligations are met in accordance with all Road Traffic Acts currently in effect.
- To ensure, through effective leadership and deployment of resources, that all property owned, operated or occupied by the charity remains fit for purpose, safe and within regulatory compliance.
- Ensure the full implementation of all policy requirements of YMCA Cheltenham in all aspects of Property Management.
- Engage positively and constructively with SLT colleagues in the context of delivering Property Management, and with the objective of ensuring the best environment, facilities and opportunities for all staff and beneficiaries of the Charity.
- Design and ensure the delivery of Planned Preventative Maintenance objectives.
- Ensure all accommodation is safe, fit for purpose, meets all regulatory standards and meets the strategic objectives of the organisation.
- Ensure all other property is safe, fit for purpose, meets all regulatory standards and meets the strategic objectives of the organisation.

ADMINISTRATION AND HEALTH & SAFETY

- To be responsible for the establishment and maintenance of complete central records on all aspects relating to the property owned or operated by the Charity, including, but not limited to all buildings, vehicles and major property items.
- To be responsible to the organisation for all aspects relating to the proper application of Health & Safety requirements in areas relating to the physical work environment, including:
 - Health & Safety at Work Act 1974
 - Health & Safety Regulations as produced by the Health & Safety Executive
 - COSHH
 - RIDDOR
 - Electricity and Gas Safety
 - Requirements of the Regulator of Social Housing
- To ensure organisational knowledge and awareness is up to date in all matters relating to maintenance and/or property legislation, including in matters such as safety recalls, minimum safety standards and the use of facilities or equipment.
- To ensure regular Health & Safety and maintenance reviews to all properties owned and operated YMCA Cheltenham on a cycle of not less than 2 times a year.
- To ensure all relevant risk assessments are undertaken in each property owned and operated by YMCA Cheltenham and ensure that any areas of identified weakness or failure are corrected or mitigated as soon as possible.
- To ensure staff are appropriately trained in fire safety and maintain up-to-date lists of fire wardens and ensure these lists are appropriately communicated within the organisation.
- To record, monitor and approve all maintenance and Health & Safety matters and provide regular reports to the CEO via any required means.
- To ensure accidents and incident registers are in place and correctly completed by staff as necessary.

PARTNERSHIP WORKING

- To develop and promote strong partnership working with key external stakeholders, including Local Authority partners, external companies providing services for the Charity, and other organisations.
- To ensure YMCA Cheltenham fully complies with all leases, or other formal partnership arrangements as may be necessary or appropriate to the role.
- To support the Chief Executive and wider SLT in ensuring the organisation is served by the most appropriate and highly skilled external professional advisors, consultants and other representatives.
- Attend appropriate meetings with external stakeholders and sectoral partners as necessary.
- Support the Charity in building strong, positive engagement with the community in which all sites are situated, including responding proactively to any concerns raised.
- To ensure residents and other beneficiaries are considered 'customers' of the organisation and are central to decisions, planning and delivery of responsibilities.

DEVELOPMENT & GOVERNANCE

- To provide assurance to the CEO and Board of Trustees that the organisation is compliant and safe in respect of all accommodation that it owns and operates.

- Establish and maintain accurate collection and collation of data to serve Key Performance metrics and regulatory data requirements.
- To act as part of a strategic development group within the SLT to assess the viability, risks and opportunities relating to new property developments, provide Board reports as necessary and contribute to strategic planning in this regard.
- To be responsible for the establishment of the annual departmental budget, the expenditure of charity resources according to budget, and the delivery of annual operational targets within budgetary constraints.
- To provide leadership in the development and delivery of relevant best practice standards and principles to support organisational and workplace excellence.
- To attend and contribute to SLT Meetings and other internal meetings as required – with SLT meetings given appropriate priority over other diary commitments.
- Be prepared to undertake professional development and training as may be required.

HUMAN RESOURCES

- To lead and line manage all maintenance staff and volunteers.
- To lead and line manage all housekeeping staff and volunteers.
- To ensure own professional development is appropriate to the role, and that any and all required training is taken and maintained as up to date as possible.
- To provide appropriate volunteering opportunities for residents of YMCA Cheltenham in order for those residents to learn new and transferrable skills as part of the personal development and progress towards independence.
- Liaise professionally and constructively with the Head of HR on all HR matters.
- Ensure appropriate and meaningful staff appraisals are properly delivered and managed.
- Ensure fair and appropriate application of the disciplinary and grievance processes employed by the organisation.
- Encourage and support volunteer involvement where possible and appropriate.

VALUE FOR MONEY

- To monitor expenditure of utilities and ensure charity is achieving Value for Money.
- To establish a register of approved contactors, through the application of transparent selection processes ensuring the reputation and assets of the charity are appropriately safeguarded.
- To ensure that Value for Money principles are routinely, consistently and intentionally applied to all aspects of Property & maintenance.
- To actively support the Head of Finance in the protection and proper resourcing of charitable and / or other assets owned or operated by the organisation.

YMCA CHELTENHAM ORGANISATION

- To lead and ensure the development of policy relating to all matters pertaining to Property & Maintenance
- To carry out additional responsibilities and projects as may be required and assigned by the Chief Executive.
- Lead and promote a culture of excellence within property and maintenance in line with aspirational standards set by the organisation.
- Be responsible for the promotion and preservation of the Mission and Values of the organisation in all aspects of work and leadership.
- Support SLT colleagues and staff teams to actively contribute to the wider work of the Charity in respect of the strategic direction and management of the organisation.

REQUIRED PROFILE

- Evidence of Continuous Professional Development and/or intention to access on-going training and professional development.
- Suitable Line Management training or a desire to achieve this.
- A Level 6 Qualification in a relevant field, or a desire to achieve this.
- At least 4 years relevant senior experience of the maintenance of housing property.
- Professional membership of one of the professional Property related institutions or intention to do so.
- Recent experience of managing and directing staff teams within a property or maintenance context.
- Good understanding of planned maintenance regimes necessary to comply with statute, regulatory requirements, HSE and other approved codes of practice and recognised best practice.
- Good written skills, including the application of mathematics and report-writing.
- Experience of working within budgets.
- Confident in the use of technology, including electronic record-keeping and reporting.
- Ability to drive.
- Strong verbal and written communication skills and ability to deal effectively with a wide variety of staff at all levels, residents and members of the public.
- Ability to respond well to complex situations, prioritise and apply resources where best to achieve most effective results.
- Proven ability to work in a highly confidential way with the ability to apply judgement, common sense, problem solve and find practical solutions to difficult challenges.
- Proven ability to maintain and build good positive working relationships internally and externally with colleagues, employees, line or senior management, stakeholders and the community.
- Attention to detail and accuracy.
- Availability to be on call and work unsociable hours if occasionally required.
- Evidence of Continuous Professional Development and/or intention to access on-going training
- Strong customer focus and desire to complete tasks to highest standard.

ABOUT THE ORGANISATION

YMCA Cheltenham, founded in 1855, is a registered charity and has become a leading provider of supported housing for the most vulnerable in Cheltenham and Gloucester, alongside other works sports facilities, affordable housing and other charitable activities. YMCA Cheltenham is an organisation founded on Christian values and, as such, employees may encounter behaviours, artefacts, or other elements particular to or representative of the Christian faith in their workplace. Employees are not required to adhere to the Christian faith, or any faith, and no such consideration is made by the organisation in employment choices or in delivering its services.

GENERAL

This job description provides an indication of the roles and responsibilities for the post of the **Head of Property & Maintenance**. The job description should not be construed as an exhaustive list of the duties that the post holder may be asked to undertake.

The post holder will be expected to carry out any other duties which may be reasonably requested by the Chief Executive.

YMCA Cheltenham is wholly committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all our staff and volunteers to share this commitment.