

Job Description & Person Specification: Facilities Manager

Main terms and conditions

Salary:	£37,000 - £40,000 per annum (depending on experience)
Place of Work:	The Dellow Centre, 82 Wentworth St, London E1 7SA
Hours:	35 hours per week (full-time)
Disclosure:	Basic DBS disclosure required
Responsible to:	Head of HR & Facilities (central services)

Background

Providence Row tackles the root causes of homelessness to help people get off, and stay off, the streets. Founded in 1860, we now work with more than a thousand homeless and vulnerably housed people a year in East London, offering crisis support, advice and progression programmes. Our core values: Compassion, Respect, Inclusiveness, Empowerment and Justice – inform every aspect of our work.

Role overview

As Facilities Manager you will be the named competent person for statutory compliance across our single-site estate, ensuring Providence Row meets all legal obligations for health & safety, fire, water hygiene, electrical safety and environmental standards. You will coordinate planned and reactive maintenance, delivered largely through our partnership with external contractors, maintain accurate compliance records, and provide clear risk-based reports to senior management. You will operate with a high degree of autonomy, escalating strategic budget decisions to the Head of HR & Facilities. Facilities administration support will be provided; however, you will be expected to provide cover for administrative tasks as needed (e.g. during absence or peak periods).

Objectives and responsibilities

1. Compliance and Risk Management

- Maintain and proactively review all risk assessments and associated action plans, ensuring remedial works are closed within recommended timescales.
- Ensure Providence Row, as landlord, remains fully compliant with all statutory regulations (H&S, Fire, Legionella, Electrical, Gas, Asbestos, LOLER, etc.).
- Act as primary liaison with enforcing authorities and external auditors.

- Ensure accident procedures are followed; lead commission accident and near-miss investigations, track actions, analyse trends, and report/escalate (incl. RIDDOR).

2. Planned and Reactive Maintenance

- Ensure all compliance requirements are scheduled and evidenced; arrange servicing via approved suppliers/contractors; and maintain accurate, updated records.
- Responsible for maintenance ticket escalations, investigating complex issues when required and maintaining accurate records.

3. Financial and Supplier Liaison

- Record maintenance expenditure and provide monthly variance reports to senior management.
- Work with finance colleagues to maintain value-for-money preferred supplier lists.

4. Projects and Asset Lifecycle

- Lead facilities projects as required (e.g. asset replacement cycles, refurbishments), typically small to medium in scale, in line with approved budgets.
- Provide technical input and site supervision where required.

5. Sustainability and Continuous Improvement

- Support initiatives to reduce energy, water and waste, using data to identify cost-saving opportunities.
- Review maintenance spend from the previous 12 months and recommend efficiency actions for the year ahead.

6. Emergency Response

- Act as first responder for facilities-related emergencies during working hours
- Coordinate incident response with internal stakeholders

7. General

- Work in accordance with Providence Row's values, guiding principles, policies and procedures.
- There may be occasions where on-site attendance is required outside normal hours (e.g. emergency works).

Person Specification

Knowledge and Experience	
Minimum of 2 years' facilities management experience with compliance responsibility	Essential
NEBOSH General Certificate or equivalent safety qualification (or plan to obtain within 12 months)	Essential
Proven experience managing statutory checks and PPM (Planned, preventative Maintenance) schedules (Fire, Legionella, Electrical, Gas)	Essential
Experience supervising external contractors and verifying RAMS (Risk Assessment and Method Statements)	Desirable
Knowledge of effective maintenance planning and schedules	Essential
Ability to respond to building and equipment emergencies	Essential
Ability to analyse maintenance spend and create management reports	Essential
Experience in charity, housing or public sector environment	Desirable
Recognised Legionella Responsible Person, Fire Safety or Electrical Safety qualification	Desirable
Proficiency in office software, such as Microsoft Word, Excel, and Outlook	Essential
Excellent organisational and communication skills	Essential
Ability to compose and produce standard email communications	Essential
Attributes	
Independently able to identify challenges and use initiative to implement effective solutions	Essential
Good attention to detail, ensuring accuracy and precision in all tasks and documentation	Essential
Able to work to deadlines and within defined standards	Essential
Competencies	
Demonstrates emotional intelligence, understands the needs of others and recognises the impact of their behaviour on others	Essential
Is proactive and takes the initiative to gain the information needed for the role, with a flexible and "can do" attitude	Essential
Is able to communicate and negotiate professionally and effectively with a range of internal and external stakeholders	Essential
Takes the time to understand difficulties without pre-judgement and with a view to overcoming them (Compassion)	Essential
Exercises the same degree of consideration and care for all those who come to Providence Row, whatever the reason (Respect)	Essential
Welcomes and seeks to involve everybody, whatever their background, presenting issues, ethnicity, nationality or faith (Inclusiveness)	Essential
Works <i>with</i> people, not <i>for</i> people, to enable them to realise their gifts, abilities and talents (Empowerment)	Essential
Acts fairly and promotes justice within the organisation and in relation to the needs and rights of people who use our services (Justice)	Essential
Is accountable for the performance of the organisation, their team and their own performance (trustworthy, dependable & inspires confidence)	Essential