Everyone deserves a safe place to call home.

shp Single Homeless Project

Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project

Job title:	Facilities Manager
Delegated Authority:	Level 5
Team:	Facilities
Responsible to:	Director of Finance, IT and Facilities
Responsible for:	2 Facilities Officers

Job purpose

The Facilities Manager plays a central role in ensuring that all organisational premises are safe, functional, and equipped to support effective service delivery. Reporting to the Director of Finance, IT and Facilities, this role exists to maintain and develop the organisation's physical workspaces, ensuring they are welcoming, efficient, and aligned with operational needs.

It is both strategic and operational in scope, encompassing day-to-day oversight of facilities, procurement, contract management, health and safety compliance, and the delivery of key support services such as reception. Through their leadership, the Facilities Manager ensures that each site operates smoothly and cost-effectively, enabling front-line teams to focus on delivering high-quality services.

Working closely with managers across all departments, this role leads the Facilities Team, including direct line management of two officers and oversight of reception services. The Facilities Manager acts as a key point of contact for health and safety matters, ensuring that policies are implemented consistently and that staff are well supported in meeting their responsibilities. The role is responsible for the procurement and management of a broad range of goods and services, from utilities and maintenance to office supplies and equipment, with a focus on achieving best value and ensuring robust contractual arrangements.

They also support new office set-ups and changes to premises, coordinating projects and liaising with internal teams, suppliers and landlords to minimise disruption. With a strong commitment to high standards and a proactive approach, the Facilities Manager enables the organisation to deliver its services in well-maintained, safe, and professionally managed environments.

Key accountabilities

People Management

- Recruit, induct, supervise and appraise Facilities staff in line with HR policies, fostering a high-performing and well-supported team.
- Line manages two Facilities Officers, ensuring balanced workloads and responsiveness to organisational needs.
- Support staff development and encourage continuous improvement.

Reception and Head Office Services

- Oversee a customer-focused, efficient reception service at Head Office using appropriate staff and resources.
- Ensure front-line enquiries, including complaints, are handled appropriately via reception staff.
- Regularly liaise with service teams to ensure reception meets client and staff needs.
- Manage stationery orders centrally through reception, ensuring they meet service needs and represent value for money.

Procurement and Contract Management

- Under the Director of Finance, IT and Facilities, manage procurement for facilities-related services to ensure quality and value.
- Maintain an approved list of suppliers, ensuring service contracts are regularly monitored and reviewed.
- Lead tendering processes for services, ensuring specifications are developed with input from relevant teams.
- Work collaboratively to identify efficiencies and lead the re-tendering of contracts (e.g., office supplies, equipment).
- Commission and oversee external contracts, including monitoring performance, handling payments, and addressing underperformance.

Health and Safety (H&S) for Office Staff

- Ensure compliance with the Health and Safety at Work Act 1974, regulations, and internal policies.
- Promote staff awareness of H&S responsibilities and ensure completion of required training.
- Through the H&S Co-ordinator, ensure offices are compliant with standards and risk assessments are up to date.

- Deliver H&S inductions and training for staff and managers; provide day-to-day support on H&S matters.
- Support policy development and implementation in collaboration with the Director of Finance, IT and Facilities.
- Ensure all sites have appropriate emergency and business continuity plans in place.

Office Set-Up, Changes and Improvement Projects

- Project manage changes to office facilities, including new office set-ups, relocations, or reconfigurations.
- Coordinate stakeholders to ensure smooth transitions with minimal disruption to staff and clients.
- Manage procurement and installation of furniture, utilities transfers, space reconfiguration, and service contracts during office changes.

Facilities and Office Management

- Ensure all office sites are maintained to a high standard, with responsibilities clearly defined between SHP and landlords or leaseholders.
- Manage servicing and repair arrangements, maintaining accurate records in line with procedures.
- Advise local managers on complex maintenance issues and mediate disputes with landlords if needed.
- Arrange specialist advice or technical consultancy where necessary.
- Coordinate provision, installation, or upgrade of office equipment to meet operational needs.

Documentation and Organisational Support

- Review and develop documentation, templates and procedures to support consistent facilities management processes.
- Act as an internal resource for facilities advice, supporting managers across the organisation.
- Collaborate with the Training and Development Manager to ensure staff competencies in facilities responsibilities are maintained.

Budgeting and Financial Oversight

- Contribute to setting and managing relevant budgets, ensuring effective use of resources.
- Maintain accurate records relating to health and safety, procurement, and contractor management.
- Specify data reporting requirements to monitor contract and facilities performance.

- Keep up-to-date records of facilities assets and clearly communicate financial impacts of changes to relevant teams.

Risk and Business Continuity Management

- Promote a culture of shared responsibility for risk management across teams.
- Ensure staff have the understanding, training, and support to manage risk effectively.
- Participate in business continuity planning and ensure staff are familiar with their roles under local response plans.

Safeguarding

- Ensure all staff are committed to safeguarding children and adults at risk, in line with SHP policies.
- Promote awareness of safeguarding duties and provide guidance to staff on recognising and responding to concerns.

Data Protection and Information Security

- Ensure staff understand and comply with data protection laws and internal policies.
- Promote secure handling of personal and confidential data, and manage risks related to information security breaches.

Data Quality

- Support service teams in understanding the importance of accurate data for effective service delivery.
- Ensure compliance with organisational standards for data quality and client record-keeping.

Miscellaneous

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- Experience and understanding of facilities management processes.
- Broad knowledge of technical issues in property management.
- Qualification in Health & Safety relevant to the management of office and accommodation premises.
- Experience of procuring facilities related contracts for goods and services and of managing the performance of subcontractors.
- Experience of managing staff and of delivering quality customer services to internal customers.
- Experience of developing and working with Policies and Procedures in relation to facilities management processes.
- Experience of working in a pressurised environment whilst ensuring quality outcomes.
- An understanding of the issues facing non-profit organisations.

Skills and Abilities

- Strong communication, influencing and negotiation skills.