**Job Title: Site Services Manager**

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| **The Lloyd Park Children’s Charity Vision:** We will keep working until every child has the best start in life  **Our Charitable Mission:** Our Charity builds brighter futures for children and families in our community |

**Location:** Lloyd Park Children's Charity, London, UK

**Reports to:** Centre Manager

**Job Type:** Full-time

**Job Summary:**

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| **What is the job’s core purpose?** | To oversee the maintenance, health and safety, and cleaning services of our buildings and facilities. |
| To ensure that our buildings are safe, well-maintained, and clean, providing a welcoming environment for the children and families we serve. |
| To work as part of the team in sustaining high quality services and implementing the charities vision, mission, values and strategic plans and objectives. |
| To implement all policies and procedures. |
| To be committed to continual professional development. |
| **What constitutes success in this role?** | Children and staff are safe, and their wellbeing is paramount. |
| Our buildings are maintained to a high standard of safety and cleanliness. |
| Risk Assessment is maintained in line with our policy. |
| **What are the implications of not fulfilling this role?** | Standard of cleanliness is not maintained, and general maintenance and repairs are not maintained. |
| Risk of infection and injury is increased. |
| Children and staff are not safeguarded, and wellbeing is compromised. |

**Key Responsibilities:**

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| **Skills required** | **How they will be used (E: Essential, D: Desirable, A: advantageous** |  |
| **Building Maintenance** | Oversee the maintenance and repair of all buildings and facilities.  Develop and implement a preventative maintenance schedule.  Coordinate with external contractors for specialised repairs and services.  Ensure all facilities comply with relevant regulations and standards. | **E**  **E**  **E**  **E** |
| **Health and Safety** | Work as a proactive member of and attend the meetings of the Health and Safety Lead Team.  Lead on all health and safety matters relating to site services and maintenance, ensuring compliance with legislation.  Conduct regular risk assessments and safety audits.  Implement health and safety policies and procedures.  Provide training, inductions and guidance to staff on health and safety practices. | **E**  **E**  **E**  **E**  **D** |
| **Cleaning and Site Services** | Manage the cleaning and site services team, ensuring high standards of cleanliness and hygiene.  Develop cleaning schedules and ensure they are adhered to.  Monitor the quality of cleaning services and address any issues promptly.  Manage the procurement and inventory of cleaning supplies and equipment. | **E**  **D**  **E**  **D** |
| **Team Management** | Supervise and support the Cleaning and Site Services Officer.  Conduct regular team meetings and performance reviews.  Provide ongoing training and development opportunities for team members. | **E**  **E**  **E** |
| **Continual Professional Development (CPD)** | Maintain Level 3 or above in Health and Safety at Work.  Maintain a First Aid at Work qualification.  Undertake regular CPD/ short courses in Health and Safety and First Aid to maintain qualification.  Relevant qualifications in facilities management, health and safety, or a related field.  Experience working in a charity or non-profit organisation. | **E**  **E**  **E**  **D**  **D** |
| **Budget** | Manage the budget for site services.  Procure best value contractors for specific maintenance requirements working within agreed budgets. | **D**  **E** |

**COMPETENCIES/TALENTS/BEHAVIOURS: the way in which someone does something and**

**why they do it that way. This is important when matching to the skills above and for cultural fit.**

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| Safeguarding children is prioritised | E |
| All areas are maintained and cleaned to high standard | E |
| Children are central to everything we do | E |
| Work collaboratively with employees, visitors and contractors. | E |
| Celebrate diversity | E |
| Be reflective and see every day as an opportunity to learn and grow | E |
| Communicate professionally with people of all levels | E |
| Provide a welcoming and friendly environment | E |
| Ethical – a clear understanding of right and wrong. High integrity and honesty. | E |
| Flexibility – able to respond quickly and easily to changing requirements and priorities | E |
| Be passionate and enthusiastic | E |