



Role Profile

Job title	Facilities Co-ordinator	Salary:	Up to £25,000
Reporting to:	Business Operations Manager	Holidays:	33 days (including bank holidays)
Location:	Croydon Youth Zone	Hours:	40 hours per week (including evenings & weekends)
Key Relationships:	Youth Zone staff, young people, parents, key partners in the region		

Job Purpose:

As Facilities Coordinator at Croydon Youth Zone's state of the art, brand new building, you will be responsible for ensuring safe, effective and efficient running of maintenance and security of the Youth Zone premises and facilities. In addition to ensuring full compliance with all requirements for equipment, buildings, and the safe management of sub-contractors, the post manages the cleaning staff team. Ensuring that all areas of the Youth Zone are open and safe at all times is paramount. This is a critical role which will significantly contribute to enabling young people to achieve their potential through the Youth Zone offer

Context of the post:

Youth Zones are amazing places: accessible, vibrant, welcoming, fun and caring are just some of the words used by young people to describe their Youth Zone. Croydon Youth Zone, which is opening in July 2019 will be no different. Youth Zones are for young people aged 8 to 19, and up to 25 for young people with additional needs. Croydon Youth Zone is part of the growing OnSide network and is the third Youth Zone in London.

Croydon Youth Zone is centrally located, dedicated to young people making a bold statement about the importance of giving young people high quality places to go in their leisure time and has big ambitions to be a flagship for quality youth provision. Open 7 days a week, at weekends and during school holidays, the Youth Zone's purpose is to help young people grow to be happy, healthy and successful adults.

The state-of-the-art £6 million building will provide young people with access to a range of activities, all offering young people the opportunity to try new things, meet new friends and gain support from friendly, warm and positive staff and volunteers. The facilities include a 3G pitch, a gym, sports hall and recreation area, and dance, arts, music and media suites.

Duties and Responsibilities - General

- Be a role model for young people and present a positive "can do" attitude
- Take personal responsibility for own actions
- Commit to a culture of continuous improvement
- Work within the performance framework of Croydon Youth Zone and OnSide
- Represent Croydon Youth Zone positively and effectively in all dealings with internal colleagues, and external partners
- Comply with all policies and procedures, especially safeguarding, codes of conduct, health and safety and equality and diversity to ensure all activities are safe, fun and accessible
- Represent Croydon Youth Zone positively and effectively in all dealings with internal colleagues, and external partners

- To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the designated Child Protection Officers using the safeguarding policies, procedures and practice (training to be provided)
- To assist with any promotional activities and visits that take place at the Youth Zone
- To actively promote the Youth Zone and positively contribute towards increasing Youth Zone membership

Duties and Responsibilities - Detailed

To support the Youth Work delivery team in achieving their objectives via the following responsibilities and support for specific projects

- To be responsible for general maintenance of the premises including; heating, lighting, plumbing and security systems, carrying out minor repairs, maintenance and installation work such as joinery and plumbing, and appropriate painting and re-decorating across the Youth Zone where appropriate
- Implementing planned maintenance, repair and renewal programmes
- Operational lead for service contracts including the monitoring and servicing of equipment
- To establish systems carrying out and recording all necessary checks including; alarms, lighting, escape routes, security, building condition and equipment
- To note, monitor and report any defects in the building and arranging for repairs within set budgets
- Setting up equipment and facilities for events in the Youth Zone, and supporting staff in their internal and external requirements
- To be responsible for the entrance and other external areas, ensuring that there is always an excellent first impression of the Youth Zone
- To immediately report any serious hazards to a senior manager
- To communicate all facilities issues to relevant staff in a clear and timely manner
- To register as one of the Key Holders for the Youth Zone, be the first point of contact on a rota basis in an emergency callout situation and to check and secure the Youth Zone premises after callout
- To respond to and reset the alarm when required, liaising with the alarm company and police as necessary
- To be available at unsocial hours or at weekends to deal with security problems, make emergency repairs or allow access to contractors
- To supervise the cleaning staff, monitor standards of cleanliness and assist in cleaning as required
- To compile the work duties and rotas of cleaning staff
- To be responsible for ordering cleaning equipment and supplies
- To carry out any other reasonable duties as requested by manager

Person Specification

Selection Criteria*	Essential or Desirable	Method of Assessment
A = Application Form I = Interview T = Test		
Experience		
Experience of building maintenance and/or management	Essential	A & I
Staff supervision	Essential	A & I
Experience of building management systems	Desirable	A & I
Use of cleaning equipment	Desirable	A & I
Educational / Vocational Qualifications		
GCSE or equivalent literacy and numeracy	Essential	A
Relevant qualification in Facilities Management e.g. BIFM Level 3/4	Desirable	A
Relevant qualification in Health & Safety e.g. IOSH/NEBOSH	Desirable	A
Skills		
Excellent people skills the ability to establish good professional relationships with young people and adults	Essential	A & I
Ability to carry out general repairs and maintenance tasks	Essential	A & I
Ability to work on own initiative and as part of a team	Essential	A & I
Ability to plan, organise, monitor and prioritise work	Essential	A & I
Ability to lead and motivate a team of staff to deliver results	Essential	A & I
Numerate with good attention to detail	Essential	A & I
Basic ICT skills	Desirable	A & I
Knowledge		
Working knowledge of health, safety and environmental legislation	Essential	A & I
Working knowledge of fire safety regulations and COSHH	Desirable	A & I
Understanding of security systems	Desirable	A & I
Special Requirements		
A willingness to work unsociable hours as per the needs of the post	Essential	A & I
DBS clearance and committed to Safeguarding children	Essential	A & I

*Selection criteria for guidance only, alternative methods may be used to assist the selection process

Croydon Youth Zone are committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. This post is subject to an enhanced DBS check.

OnSide Youth Zones Values

As a Youth Zone community our values provide us with cohesion as a group. We celebrate our differences; however, these values help ensure our actions, behaviour and motivations as colleagues and volunteers reflect our shared vision.

1. Serving Young People

- Focus on serving young people
- Continuous improvement in the service we offer
- Building relationships

We are dedicated to the development of young people and shall always strive to provide them with an environment and activities that will best inspire and develop them; that can deliver the 'wow' factor and leave a lasting impression.

We shall work to high standards and go the extra mile to build strong, positive relationships with young people.

We welcome all young people as they are, and support them to make good decisions, ensuring their changing needs remain at the heart of our services.

2. Can-Do Approach

- Getting results
- Motivating others
- Determination

We shall deliver exceptional results through our passion and energy, pushing the bar higher. We will encourage ourselves and others to take on new challenges, whilst offering support and seeking advice at times, with a real pride in what we do.

We must be resilient and determined to achieve our goals. We all understand that sometimes we will not get there but often we will achieve spectacular success.

3. Teamwork

- Openness
- Supporting others
- Valuing and respecting others

In our network every job and volunteer role is important. We value each person and his or her job as much as we value our own. We recognise the efforts of others, whether seen or unseen. We strive to be a team of high-quality coaches; sharing our experience and best practice across the network and in turn benefiting from the experience of others.

We should encourage different views to our own, and support colleagues in their decisions irrespective of their outcome.

We should be able to challenge colleagues openly, speaking up on controversial issues without fear. Therefore, our relationships will develop with each other based on trust, respect and dignity.

4. Doing it Right

- Acting with integrity
- Constant personal improvement
- Developing others

We are passionate about doing it right and are happy to seek specialist help when needed. We will train and be trained. We encourage learning and development and will achieve ever-increasing personal competence resulting in a culture of constant improvement and professionalism.

5. Innovation Friendly

- Innovative environment
- Individual creativity

We want to provide an environment that generates innovative ideas and solutions; we are trailblazers. We wish to encourage employees, volunteers and young people to experiment with process and service provision.

We want an environment where innovation and creativity can flourish. We want a network where there is the freedom for individuals to think differently.



The strength of the OnSide Network is the diversity of its people, we place huge value on different people doing things in different ways and we welcome applications that may be considered non-traditional backgrounds. The one thing we all have in common is our desire to raise the aspirations of young people across the country.

For information on how OnSide Youth Zones processes your data, please click here: <https://www.onsideyouthzones.org/applicant-privacy>