



JOB DESCRIPTION

Title:	Facilities Officer
Reporting to:	Head of Finance
Responsible for:	Properties, Property Maintenance, Health and Safety
Salary Range:	£26,530.37 – £28,233.33 per annum
Hours:	36 hours per week, 9am – 5pm
Contract:	Permanent
Location:	The main place of work will be: Orchard House and other locations from time to time.

Mind in Croydon is a charity concerned with the welfare of people with mental health problems living in the London Borough of Croydon and the surrounding areas. It provides a range of support services in Advocacy, Welfare Benefits, Social Networks, Therapeutic Services, Health and Wellbeing, Social Inclusion, Activities and Information.

Purpose of the role:

The Facilities Officer role is pivotal in overseeing and managing property operations within the UK market. This position is designed to ensure the efficient utilization of properties, adherence to Health and Safety (H&S) regulations, and optimization of net income generated by investment properties. The key objectives of the role align with UK-specific property management and compliance standards.

Main responsibilities and key tasks:

Health and Safety

- Act as H&S lead, implementing, monitoring and ensuring organisational compliance to H&S protocols
- Estimate costs, oversee minor works within budget adhering to guidelines and compliance

Agent Management

- Appoint and actively manage managing agents for properties.
- Review and report managing agent performance to the Finance, Risk and General Committee (FR&GC)
- Include H&S responsibilities in managing agent agreements.
- Compile managing agent reports for FR&GC review.
- Ensure managing agents adhere to their agreements.

Reporting

- Conduct cost analysis and report on net income from properties.
- Document and report all property management expenses.
- Assess and report on the feasibility of property relocation.
- Report on compliance of H&S policies and report on activities to FR&GC.

Miscellaneous

- Develop and enhance building operation procedures.
- Negotiate, set up and manage maintenance service contracts and oversee related activities.
- Regularly update resourcing plans as needed.
- Provide budget holders with cost estimates and specifications for necessary equipment
- Identify resourcing needs and collaborate with HR and Finance for planning.
- Optimize property utilization, develop rental plans for available spaces, and manage tenant processes.
- Communicate with contractors for timely and safe repairs.

Other (Standard across all roles)

- Work in accordance with Mind in Croydon's Values, Aims and Objectives.
- Provide a positive representation for the organisation both internally and externally, including promoting our work, and attending external meetings and partnership events when required.
- Maintain quality standards in accordance with Mind in Croydon policies and procedures.
- Promote positive understanding, awareness and attitudes towards mental health and wellbeing as part of day-to-day duties.
- Be responsible for respecting and maintaining personal and professional boundaries concerning relationships with volunteers and staff.
- Work at all times to promote equality, diversity and individual rights.
- Participate in and actively contribute to individual supervision, training and team meetings; attend all staff meetings and organisational events as required.
- Recognise and accept the need to learn from experience, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by your line manager.
- Promote positive understanding, awareness and attitudes towards mental health and wellbeing as part of day-to-day duties. Also, to act in a professional and responsible manner which does not have a negative impact on the service or the organisation as a whole and which is in accordance with the policies and procedures of Mind in Croydon. It is the responsibility of all staff to inform a member of the senior management team immediately if service users, volunteers or staff do not comply with the above.
- Work within and implement all of Mind Croydon policies and procedures including Confidentiality, Health and Safety, and Equal Opportunities.
- In addition to the tasks and duties outlined in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.



Person Specification

The following person specification is a guide to the Essential and Desirable attributes that Mind in Croydon wishes to find in the successful candidate for the post.

Knowledge and Experience	Essential	Desirable
Qualifications		
Level 3 Health and Safety (NEBOSH or IOSH) or higher	E	
Experience		
Experience of properties and facilities management		D
Experience in developing/maintaining administration systems	E	
Experience in undertaking property related "due diligence"	E	
Skills and Knowledge		
Good interpersonal and communicative skills	E	
An advanced working knowledge of Microsoft applications	E	
Ability to work collaboratively as part of a team	E	
Personal Attributes and Approach		
Willingness to work to Mind in Croydon's Values	E	
Well organised and able to structure and prioritise a changing workload	E	
Ability to take initiative and develop the role	E	
Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required	E	
Strong integrity and willingness to be held accountable	E	
A can-do attitude to solving problems and coming up with solutions	E	
Shares responsibility for their own personal development	E	