**KING’S ARMS PROJECT**

**Facilities Officer**

The Kings Arms Project was started over 30 years ago as a response to seeing people sleeping rough on the streets of Bedford. Founded on the Biblical mandate for social justice, we have grown into a charity which works with the local community and National Government. We provide professional advice, innovative solutions and person-centred care to those at risk of homelessness and social isolation.

Our Vision

Every person thriving in a place they call home, living a fulfilling life in community

Our Mission

To tackle homelessness, displacement and social isolation by

* Providing opportunities for people to thrive and have a home
* Connecting people into meaningful communities.
* Demonstrating the love of Jesus
* Advocating for Justice

Our Values

Hope – We believe there is hope for everyone, always

Community - We all thrive when are connected in community

God is Good - We depend on God and His goodness for everything we do

Learning & Excellence - By seeking to learn, listen and grow we are better able to achieve excellence in all that we do

**JOB DESCRIPTION**

**Hours**: 24 hours per week

**Pay:** £26,000 pa pro rata (pension scheme and life insurance)

**Accountable to**: Head of Operations; Head of Accommodation & Pathways

**Line Manager**: Senior Facilities Officer

**Holiday**: 25 days a year pro rata (Plus bank holidays)

**Probation**: 6 months

**SUMMARY OF POST**

This post serves to provide facilities support across all KAP properties. In conjunction with the other members of the team and with relevant supervision, we expect you to provide a client-focused service in line with the vision, ethos, values and mission of the King’s Arms Project. We have several rented properties providing supported accommodation, and other properties with managed service agreements through housing associations. In addition, we have rented premises in Bedford town centre serving as office space and meeting rooms for our staff team, community outreach and support workspaces, including lettable facilities.

**MAIN DUTIES & RESPONSIBILITIES INCLUDE**

**Facilities Duties**

* Providing a timely response to staff and/or clients’ maintenance requests, which may include some DIY tasks or liaising with KAP contractors.
* Assisting Senior Facilities Officer with remedial work as required. following annual Fire Risk Assessments
* Assisting with “flipping” of rooms when clients leave. This may include decorating rooms, cleaning, purchasing new furniture and assembly of furniture ready for new occupants.
* Helping clients to feel at home in new accommodation/independent living. This may include decorating (potentially supported by contractors or volunteers), putting up blinds, installing white goods etc
* Updating the KAP housing management system (Arthur) to record compliance with requirements i.e. Gas Safe, EICR, EPC’s etc.
* Assisting the Senior Facilities Officer with end of tenancy. This may include some redecorating, furniture removals, cleaning, and liaising with contractors i.e. painters, cleaning companies etc.
* Assist Senior Facilities Officer in conducting regular property visits to audit/review maintenance needs.
* Assist Senior Facilities Officer with refurbishment and equipping of rented houses

**PERSONAL QUALITIES**

The Facilities Officer Role is especially suited for someone who fits the following description:

|  |  |  |
| --- | --- | --- |
| **Experience and knowledge of:** | **Essential:** | **Desirable:** |
| Experience in property maintenance or site management role (i.e. care-taker/site supervisor/facilities) |  | ✔ |
| Experience or knowledge of working within HMO standards and adhering to Fire and Safety regulations |  | ✔ |
| Proven record in outstanding customer service | ✔ |  |
| Ability to keep to deadline and ensure compliance | ✔ |  |
| Ability to manage competing priorities in a changing environment | ✔ |  |
| Ability to maintain systems including KAP’s property maintenance system Arthur online | ✔ |  |
| **Qualifications:** |  |  |
| Relevant property related qualification in a related discipline (i.e. Plumbing, Electrical, Building) |  | ✔ |
| **Skills:** |  |  |
| Good level of competence in manual trades: carpentry and painting | ✔ |  |
| Strong communication skills both written and verbal. | ✔ |  |
| Excellent organizational skills with keen attention to detail and ability to prioritize | ✔ |  |
| Ability to work independently and take initiative with varied tasks | ✔ |  |
| Ability to maintain professional boundaries and confidentiality and build relationships with people from a variety of backgrounds based on a desire to serve others | ✔ |  |
| Self-motivated, able to work alone as well as in a team. | ✔ |  |
| Computer skills and current technology experience. |  | ✔ |
| Good time management skills, including the ability to prioritise and plan work to meet deadlines | ✔ |  |
| Be able to demonstrate initiative and creativity in finding solutions-orientated thinking to complex issues | ✔ |  |
| **General:** |  |  |
| Hold a full, clean driving licence with insurance for business use |  | ✔ |
| Ability to work flexible hours including evenings |  | ✔ |
| Maintain and observe health and safety policies and procedures | ✔ |  |
| Willingness to develop within the job and undergo relevant training | ✔ |  |
| Ability to maintain a healthy work / life balance |  | ✔ |
| Be committed to Equality and Diversity, willing to learn and take on responsibility | ✔ |  |
| Be positive, patient and adaptable under pressure | ✔ |  |
| Be a committed Christian who is passionate about Jesus |  | ✔ |

Are you interested in seeing the lives of homeless people transformed, being part of a dynamic team and learning to step out in your gifting’s? Then this position is for you!

**PERSONAL DEVELOPMENT**

**Supervision**

One-to-one staff supervisions are completed every 4-6 weeks in order to give opportunity to talk through successes, challenges, development/training needs, and other work-related issues as they arise.

**Training**

Regular on-going training is provided within work hours in the following contexts: bi-weekly Project-wide team training, bi-weekly house team meetings, suggested reading and regular professional training.