



An **OnSide** Youth Zone

**Where
Everyone
Sticks
Together**

A wide-angle architectural rendering of the WEST building. It is a modern, two-story structure with a dark brown, vertically-slatted facade. The building features several large, colorful window frames in shades of green, blue, and pink. A bright green brick base houses the main entrance. People are shown walking on the sidewalk in front of the building, and trees are visible in the background.

ROLE PROFILE FACILITIES MANAGER



ROLE PROFILE

POST:

Facilities Manager

SALARY:

£25,000-28,000 (dependent upon experience)

LOCATION:

Hammersmith & Fulham Youth Zone. Once the Youth Zone is open your place of work will be there. In the months prior to the Youth Zone opening (which is estimated to be at the end of 2023) you will be contracted to work in an office opposite the Youth Zone's site in Scale Space, White City.

REPORTING TO:

HR & Operations Manager

LINE REPORTS:

Cleaning Team

CONTRACT:

Permanent: 37.5 hours per week (including evenings and weekends)

KEY RELATIONSHIPS:

HR & Operations Manager, Cleaning Team, Youth Zone Staff, Young People, Volunteers

BENEFITS:

33 days holiday inclusive of bank holidays; workplace pension; free gym access (once WEST has opened); access to OnSide's Talent Academy; bespoke training and mentoring.

The strength of OnSide comes from the diversity of the people within our vibrant network. We are proud that our Youth Zone teams reflect the communities they serve, and we value people working together from a range of different backgrounds, locally and nationally, and with different experiences, all with a shared passion for boosting the aspirations of young people across the country. Diversity brings innovation, fresh ideas and creativity, and we actively strive to create a culture that is truly inclusive and fair for all and where everyone in the team can be themselves and thrive.

THE ROLE

WEST's Facilities Manager is responsible for keeping our members, staff and volunteers safe by managing and maintaining our fantastic soon-to-open Youth Zone effectively and efficiently. The key purpose of the role is to ensure compliance and contractual obligations are met throughout, whilst maintaining an efficient and operational building. The post holder will carry out and manage multi-disciplined activities including housekeeping, maintenance, general maintenance duties, security and health and safety. This is a varied role and the ideal candidate will have proven experience of managing similar types of buildings, e.g. schools, college/university, sports or leisure centres or other large, multi-use/function buildings.

Open 7 days a week including school holidays, WEST Youth Zone's purpose is to help young people grow to be happy, healthy and successful adults. Our state-of-the-art building provides young people with a range of activities, giving young people the opportunity to try new things, meet new friends and gain support from friendly, warm and positive staff and volunteers. Facilities include a kick pitch, climbing wall, gym, sports hall and recreation area, and dance, arts, music and media suites. The Facilities Manager plays a critical role in WEST's mission to provide young people with affordable access to fun and inspiring opportunities, all designed to help them lead active, positive lives and raise aspirations.

KEY RESPONSIBILITIES

- To be responsible for the general maintenance of the premises including heating, lighting, plumbing and security systems
- To carry out minor repairs, maintenance and installation work such as joinery and plumbing and appropriate painting and re-decorating across the Youth Zone when required
- Line management of the Youth Zone's Cleaning Team
- To carry out a variety of statutory and non-statutory periodic checks and inspections and maintaining accurate and up-to-date supporting records.
- To be responsible for all service contracts including the monitoring and servicing of equipment and ensuring Contractor's responsibilities/tasks are completed within the Service Level Agreement and appropriately documented
- To undertake reactive and planned maintenance, repair and renewal tasks, as well as monitoring of and accompanying Contractors when dealing with their assigned tasks
- To establish systems carrying out and recording all necessary checks including; alarms, lighting, escape routes, security, building condition and equipment
- To identify, report, monitor and then manage any defects in the building and arranging for repairs within set budgets
- To produce and undertake a variety of building and activity related Risk Assessments
- To operate the water, electricity, and heating systems to specified standards ensuring conservation measures are taken
- To set up equipment and facilities for events in the Youth Zone to support youth work staff with their internal and external requirements
- To be responsible for the buildings entrance and other external areas, ensuring that there is always an excellent first impression of the Youth Zone
- To prepare rooms and areas for a range of uses, including setting out, removal and storage of furniture and equipment
- Be responsible for security procedures for the building, facilities, and grounds, i.e., security inspections, lock/unlock perimeters, activate/deactivate automated alarm equipment, and suspicious occurrences
- To open and close the premises as required
- To register as one of the Key Holders for the Youth Zone and 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 callouts
- To respond to and reset the alarm, 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 line manage the cleaning staff team and develop a robust cleaning schedule, as well as monitoring the cleanliness standards and assist in cleaning when required
- To be responsible for the ordering of cleaning equipment and supplies
- To communicate all facility issues to relevant staff in a clear and timely manner
- To immediately report any serious hazards to a member of the Senior Leadership Team
- To carry out any other reasonable duties as requested by the Senior Leadership Team

WEST YOUTH ZONE

Hammersmith & Fulham is a neighbourhood of wide disparities, with an acute need for youth services. The north of the borough comprises many neighbourhoods in the 20% most deprived neighbourhoods in the UK, whereas in the south, many are in the least deprived. This vast difference between those living in different parts of our borough is hugely unfair and can lead to radically different life outcomes. WEST Youth Zone is a vital provision that will make a huge difference to the lives of young people, and to the whole borough, levelling the playing field for our young people.

Construction of Hammersmith & Fulham's Youth Zone, named "WEST" by local young people, is due to be completed at the end of 2023 and open in spring 2024 as the fourth OnSide Youth Zone in London. At WEST, we believe all young people in Hammersmith & Fulham should have the opportunity to discover their passion and their purpose. To find out what they've got and where it could take them. Our Youth Zone will be a purpose-built space fizzing with energy and crammed with incredible facilities. It will be staffed by skilled and dedicated youth workers who truly believe in young people in the city – helping them see what they could achieve, and giving them the skills, confidence and ambition to go for it.

Once open, we will deliver life-changing support to help thousands of young people from a diverse range of backgrounds to thrive.

Open 37 hours a week, 7 days a week, while schools are closed - that's evenings and weekends, plus all through the school holidays. We will offer a safe and active space for young people to flourish in their leisure time, where their interests can be nurtured, and they can grow as Individuals. Averaging 1,000 visits per week this is a charity that the whole community can be proud of, and you can be part of that journey.

Entry will be just 50p each visit and annual membership £5 which will give a young person access to over 20 activities per night. In addition to our open-access provision we will run targeted projects that bring specific outcomes to some of those most in need of additional support and interventions.

WEST Youth Zone will operate a proven OnSide model of youth service provision that is aligned to community needs and supported by cross-sector funding.

We give 8–19 year-olds, (and up to 25 for young people with additional needs) affordable access to a broad range of sport, arts and employability services, designed to empower them to lead healthier, positive and more active lives – raising their aspirations for themselves and their community.

The split of age groups are:
Juniors 8-12 year olds
Seniors 13+

The facilities will be second to none, delivering sporting, artistic, cultural and general recreational activities each session. The outstanding quality of the facilities is a concrete demonstration of the belief that the young people of our community deserve the best.

ABOUT ONSIDE

Potential is everywhere. In every home on every street, from affluent suburbs to inner-city estates. The difference is that some young people get every opportunity to explore their potential. Others don't.

It's about opportunity.

OnSide is a national charity that believes all young people should have the opportunity to discover their passion and their purpose. To find out what they've got and where it could take them.

OnSide funds and builds state-of-the-art, multimillion-pound Youth Zones in the country's most economically disadvantaged areas. They train the amazing people that run them. And they offer continuing support via the nationwide OnSide Network of 14 Youth Zones (and growing), where colleagues can learn and grow, share their stories, and celebrate their success together.

This is passionate, properly funded youth provision, with no ifs or buts. A unique partnership between young people and their community, local authorities and private business leadership, and a growing movement of supporters who believe that how we treat the next generation defines who we are as a society.

Because when we really invest in young people, we all benefit – from who they are now, everything they might become and achieve, and everyone they might touch and inspire.

All they need is the chance to shine – an environment where they can be their best selves – and you just watch them go.

PERSON SPECIFICATION

Applicants will be expected to demonstrate the

following experience, skills, knowledge and attributes.

SELECTION CRITERIA	REQUIREMENTS
EXPERIENCE	
Extensive experience (minimum of 2 years) of caretaking or premises/buildings maintenance and management in a similar environment	Essential
Experience of line managing staff and contractors	Essential
Experience of producing Risk Assessments	Essential
Experience of contract administration, working with external contractors and consultants	Desirable
Experience of establishing and managing PPMs	Essential
Building management systems	Desirable
QUALIFICATIONS	
GCSE English and Maths or equivalent literacy and numeracy	Essential
NEBOSH, IOSH or similar qualification First aid & CoSHH Awareness	Desirable
SKILLS	
Excellent people skills the ability to establish good professional relationships with young people and adults	Essential
Practical application of joinery/plumbing/building/maintenance skills in a busy working environment	Essential
Ability to work on own initiative and as part of a team	Essential
Ability to plan, organise, monitor, evaluate and prioritise work	Essential
Ability to lead and motivate a team of staff to deliver results	Essential
Able to work under pressure and manage multiple priorities	Essential
Basic ICT skills	Essential
KNOWLEDGE	
Working knowledge of health, safety and environmental legislation within a Facilities Management capacity	Essential
Working knowledge of fire safety regulations and COSHH	Essential
Understanding of security systems	Desirable
PERSONAL ATTRIBUTES	
Able to work unsociable hours as per the needs of the post	Essential

A willingness to cover events, holidays and staff absence
DBS clearance and committed to Safeguarding children

Essential

GENERAL INFORMATION

The normal hours of work are 37.5 per week, or those necessary to fulfil the requirements of the position. There will be a requirement to work outside the normal 9 to 5, Monday to Friday, working week, including some evenings and weekends. This will mean working flexibly across the week, to suit the needs of both the role and the individual.

APPLICATION PROCESS

To apply, please:

1. Complete an [application form](#) and return to recruitment@westyouthzone.org.
2. Please provide the following information:
 - Confirmation you are eligible to work in the UK (the successful candidate will be required to provide documentary evidence before an offer of employment is made);
 - Any reasonable adjustments we can make to assist you in your application or the selection process.

In accordance with our Child Protection and Safeguarding procedures, this position requires an Enhanced DBS check.

Closing date for applications:

9am, Monday 16th October

Interviews:

19th October



OUR VALUES



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITION

We are passionate and driven in taking on new challenges, embracing new ideas and exceeding our ambitions for young people, the Youth Zones and our local communities.

COLLABORATION

We create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.





PROVEN IMPACT



50K

MEMBERS ACROSS
THE ONSIDE NETWORK



MEMBERS MAKE OVER

650K

VISITS EVERY YEAR



£187M

INVESTED IN YOUNG PEOPLE
THROUGH OUR NETWORK

GIVE YOUNG PEOPLE A SAFE EXCITING PLACE TO GO TO HAVE FUN,
BUILD THEIR SOCIAL NETWORKS AND SUPPORT THEIR PERSONAL DEVELOPMENT



77%

OF MEMBERS ARE MORE
SELF-CONFIDENT



82%

OF FREQUENT ATTENDERS
HAVE MORE FRIENDS

HELP YOUNG PEOPLE LEAD HEALTHIER, HAPPIER LIVES



1 IN 10

OF YOUNG PEOPLE
HAVE A DISABILITY OR
ADDITIONAL NEED



70%

OF MEMBERS
BELIEVE THAT THEY
ARE HEALTHIER



75%

FEEL BETTER
IN THEMSELVES



64%

OF PARENTS THOUGHT
THEIR CHILDREN HAD
BETTER MENTAL HEALTH

