



## OPERATIONS & FACILITIES MANAGER

Job Title:	Operations & Facilities Manager
Hours of Work:	Part-time - 28 hours per week (Monday to Thursday) Due to the nature of the role there may be a requirement to work some Saturdays
Responsible for:	Cleaning and reception staff; accounts officer, external contractors & volunteers.
Responsible to:	CEO & SMT
Salary Range:	£35,000 - £45,000 fte

This post is restricted to women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010.

Closing date: 2<sup>nd</sup> January 2023

Interviews: Week commencing 9<sup>th</sup> January 2023

Application Process: Completed application forms only no CV's or covering letters. Applications to be emailed to [recruitment@baytreecentre.org.uk](mailto:recruitment@baytreecentre.org.uk)

### ENVIRONMENT

The Baytree Centre is a women's social inclusion project based in the heart of Brixton, working to support local women and girls in Lambeth through positive activities; skills development; academic support and character education.

We are looking for a professional Operations & Facilities Manager to coordinate and oversee The Baytree Centre's operations.

This post would suit a candidate who is agile, able to manage a variety of ongoing projects whilst responding swiftly to any unforeseen events.



The Operations & Facilities Manager's ultimate responsibility is to increase operational efficiency in the Charity; you will have experience of working within a small team, Baytree has a total staff of twenty-five. The ideal candidate will be highly skilled in human resources, facilities, due diligence and quality, finance, and IT management.

Critical to their success will be their genuine empathy and commitment to Baytree's core principles. While our clients' needs are central to what goes on at the Centre, we also believe in inspirational staff. What we do, how we behave, what we deliver and how we deliver it, are all fundamental to ensuring that our clients' best interests are served.

We recognise the positive value of diversity, promote equality and challenge discrimination. We welcome and encourage job applications from underrepresented groups.

## PURPOSE OF ROLE

Our Operations & Facilities Manager's primary role is to ensure the smooth and safe running of our building and leading on the back-office functions including Accounts; HR and IT enabling us to deliver high quality services to the communities in which we work.

For this role we are particularly interested in applicants bringing operational experience across a wide range of internal functions. We are particularly interested in experience of translating policy into practical processes.

## ABOUT YOU

We are seeking a highly skilled, passionate, proactive, and dynamic individual with excellent project management and prioritisation skills.

You will be an extremely well organised and gifted administrator who will lead on compliance; HR, Accounts, facilities; and operational policies. You will not only drive assigned projects through to completion but also identify and propose operational improvements.

You will be familiar with health and safety legislation, proactively identifying and implementing improvements and remedial actions. Overseeing the health and safety of the organisation, you will ensure all health and safety procedures are in place and being adhered to.

Experience of working in a small community setting is desirable, as is familiarity with educational settings where safeguarding is a key priority.



## KEY DUTIES & RESPONSIBILITIES

### HEALTH & SAFETY

- Responsible for organisational Health & Safety policies and procedures.
- Responsible for undertaking assessments in accordance with current legislation to ensure the building remains compliant to all relevant Health & Safety legislation.
- Keep up-to-date and abreast of Health and Safety legislation and bring to the attention of the CEO/SMT any policy or site changes that are necessary to ensure compliance.
- Responsible for scheduling and recording regular contractual checks on site (lift maintenance, pest control, fire alarm servicing etc.) that are required for Health and Safety compliance.
- Maintain a clear and accessible record of all maintenance and health and safety checks
- Responsible for undertaking regular site checks including fire alarm tests, fire drills, emergency lighting checks and liaising with external suppliers on fire alarm and equipment services.
- Manage large scale site remedial works and reports necessary for Health & Safety compliance.
- Ensure that all site risk assessments are undertaken to ensure compliance.
- Lead the organization's annual Health and Safety Review, managing recommendations and remedial actions.

### FIRE SAFETY AND FIRST AID

- Maintain and update clear emergency fire evacuation plans and procedures, ensuring that all staff are regularly briefed on actions and responsibilities.
- Maintain on site display information relevant to health and safety, including staff first aiders and fire marshals.
- Ensure First Aid supplies are monitored and maintained.
- Ensure all PEEP plans are undertaken for service users and staff and stored by the responsible Service Lead.

### HR

- Manage the HR processes and policies using BrightHR
- Ensure that Baytree HR documents, personnel records are up to date and compliant including the recruitment processes; production of contracts; induction and training records and managing the organizations' DBS checks for all staff.
- Responsible for ensuring all new and existing staff have the right information needed to work in Baytree.
- Maintain staff training register and organise annual staff training that includes:
  - First aid and fire marshal training
  - Annual Fire & Safety Level 2 training for all staff



- Safeguarding training
- Ensure ADR's are conducted and completed within the agreed timeframes

### ACCOUNTS

- Manage the monthly payroll instructions and ensure correct record keeping of monthly payroll for the SMT
- Provide the CEO and SMT with financial management reports monthly and any ad hoc requests
- Cover Account Officer function during times of absence
- Working with the SMT & CEO coordinate the timely delivery of Annual Report and Accounts
- Manage petty cash

### POLICY MANAGEMENT

- Ensure the Baytree Centre's Policies and procedures are updated and disseminated annually
- Ensure all company policies are reviewed and updated in a timely fashion, approved by the SMT (Senior Management Team) and the Board and disseminated to all staff

### FACILITIES MANAGEMENT

- Be the main point of contact with our property owner.
- Ensure the smooth, secure, and efficient running of reception and that appropriate cover is in place at times of staff sickness and/or annual leave
- Develop and manage a cyclical schedule of regular maintenance for all facilities and utilities on site.
- Oversee external utilities suppliers to the Baytree Centre to ensure contracts are renewed and remain competitive.
- Liaise with security firms as required to ensure the building remains secured.
- Responsible for the management of outsourced services – building maintenance, office equipment including mobile phones (in conjunction with IT), caretaking aspects and utilities management ensuring contracts and pricing are compliant and competitive.
- Manage large scale site remedial works to ensure the building is maintained to a good standard.
- Responsible for various systems to manage site safety including entrance system security

### ADMINISTRATION/OPERATIONS

- Work in close collaboration with the CEO (Chief Executive Officer) to drive improvement of our operations and internal systems
- Identify and implement the most cost-effective ways of working without compromising the quality of Baytree's services.
- Ensure that the charity systems and processes are well considered, efficient and fit for purpose, upholding the principles of transparency, integrity, and probity.



- To improve and lead Baytree's digitalization
- To ensure SharePoint is organized and fit for purpose
- Schedule in-house and external events, ensure room bookings are well-managed via online booking tool and ensuring catering and room layout is prepared appropriately.

## STANDARDS & QUALITY

The jobholder will be expected to:

- Ensure implementation of best practice and procedures to protect & safeguard children, young people & vulnerable adults.
- Carry out duties and responsibilities according to Baytree's equality, diversity & inclusion commitment.
- Carry out duties and responsibilities according to Baytree's Health & Safety Policy.
- Support and demonstrate the core principles and values of the Baytree Centre.
- Adhere to all Baytree Policies, working practices & procedures.
- Ensure all delivery meets the Matrix, London Youth Silver, and Investing in Volunteers quality standards.
- Undertake such professional duties as may be assigned by your Line Manager.
- Set a good example in terms of manner, attendance, punctuality, and presentation.
- Maintain a clear enhanced DBS check.
- Positively participate in staff development, information, and other team days.
- Support and demonstrate the core principles & values of the Baytree Centre.



## PERSON SPECIFICATION

EDUCATION & TRAINING	
<ul style="list-style-type: none"> <li>• Qualification in operations management, business administration, or equivalent experience</li> </ul>	Desirable
KNOWLEDGE & EXPERIENCE	
<ul style="list-style-type: none"> <li>• Proven experience in an operations management position, with responsibility for HR, Finance, and IT</li> <li>• Experience of Facilities Management</li> <li>• Financial management for a small-to-medium organisation</li> <li>• Knowledge of general business software (Microsoft Office, Xero, Teams and Zoom – and aptitude to learn new applications)</li> <li>• Knowledge of QuickBooks</li> <li>• Strong IT skills, including database familiarity</li> <li>• Strong understanding of GDPR (General Data Protection Regulations)</li> <li>• Project management experience</li> <li>• Excellent communication skills</li> <li>• Leadership ability</li> <li>• Outstanding organisational skills</li> </ul>	Essential Essential Desirable Essential  Desirable Essential Desirable  Essential Essential Desirable Essential



## COMPETENCIES & BEHAVIOURS ALL STAFF TEAM

### SEEING THE BIGGER PICTURE

Understand what your responsibilities are and how these contribute to the priorities of your team. Consider the varied impact your work could have on individuals with diverse needs and from other backgrounds. Gather information from both inside and outside of the organisation to inform your area of work.

### CHANGING & IMPROVING

Review ways of working and suggest improvements, including how to make full use of new digital technologies. Learn new procedures and help colleagues to do the same. Query any issues that arise from changes in a suitable way. Respond in an effective and appropriate manner when emergencies arise.

### MAKING EFFECTIVE DECISIONS

Use guidance, analyze relevant information and ask colleagues for input to support decision making. Identify and deal with any errors or gaps in information before making a decision. Consider the diverse needs of those affected by decisions and how it will impact them. Provide advice and feedback to support others in making accurate decisions. Ask others to clarify decisions when confused and query any issues that arise constructively.

### LEADERSHIP

Show enthusiasm for your work and take personal accountability for your role. Demonstrate responsibility for your own objectives. Act in a fair, inclusive, and respectful way when dealing with others. Be considerate and understanding of other people's points of view. Understand and support the objectives of the wider team. Demonstrate consideration of the wider consequences of own actions.

### COMMUNICATING & INFLUENCING

Put forward your views in a clear, constructive, and considerate manner. Use an appropriate method of communication for each person such as an email, telephone call or face-to-face, taking into consideration their individual needs. Use plain and simple language, being careful to check written work for errors. Consider the impact of language used on diverse groups of stakeholders. Remain honest and truthful when explaining opinions. Listen and ask questions to ensure your understanding.



### WORKING TOGETHER

Proactively contribute to the work of the whole team and remain open to taking on new and different roles. Get to know your colleagues and build supportive relationships.

Listen to alternative perspectives and needs, responding sensitively and checking understanding where necessary. Ask for help when needed and support others when the opportunity arises. Be aware of the need to consider your own wellbeing and that of your colleagues. Understand that bullying, harassment, and discrimination are unacceptable.

### DEVELOPING SELF & OTHERS

Identify gaps in your skills and knowledge and make plans of how to develop these. Take time to achieve development objectives. Listen to and act on feedback from colleagues to find areas you can develop. Share knowledge and skills learnt with colleagues to contribute to the learning and development of the whole team.

### DELIVERING AT PACE

Always work with focus and pace to get the job done on time and to a high standard. Follow the relevant policies, procedures and rules that apply to the job. Use own knowledge and expertise to organize work. Keep focused on delivery and take responsibility for the quality of work produced. Keep a consistent level of personal performance. Keep managers and stakeholders updated on how work is progressing.