

## 1. Job Details

<b>Job Title</b>	Facilities Manager	<b>Line Manager</b>	Director of Resources
<b>Grade &amp; Point</b>	6.12	<b>Salary</b>	£29k to £34k, depending on experience
<b>Department</b>	Facilities	<b>Directorate</b>	Corporate Services
<b>Location</b>	Thistle Centre of Wellbeing, 13 Queens Walk, Edinburgh, EH16 4EA		
<b>Hours</b>	39 per week	<b>FTE</b>	1

## 2. Job Purpose

Thistle Foundation works alongside people to help them achieve their full potential. Thistle's buildings are essential for supporting its broad and diverse activities, the Facilities Team pride themselves on creating an inclusive welcome and supporting even the most ambitious of projects. You will bring a sensitive, flexible approach to work with visitors, volunteers and staff alike.

There is no typical day at Thistle, you could be in inputting into a strategic leaders meeting then covering a reception break and on to check the quality of a maintenance job. All while chatting with the diverse range of people who are part of the Thistle community.

## 3. Main Responsibilities

	Description
1	<p>Management of the Facilities team using a coaching approach, encouraging staff to find their own solutions.</p> <ul style="list-style-type: none"><li>• Manage the Office Co-ordinator, Maintenance Assistant and Landscaping Assistant.</li><li>• Oversee the Reception and Domestic team (managed by the Office Co-ordinator)</li></ul>
2	<p>Manage the Health and Safety for all Thistle buildings and land, in conjunction with an external health and safety consultant.</p> <ul style="list-style-type: none"><li>• Provide advice on activities in Thistle buildings ensuring staff have tools and information to deliver activities safely</li><li>• Regularly report to senior managers on performance and issues relating to Thistle buildings</li><li>• Manage general and fire risk assessments and arrangements for Thistle buildings, in conjunction with external health &amp; safety consultant</li><li>• Regular inspection and audit of risk assessments and arrangements</li><li>• Lead responsibility for emergency response for the Centre of Wellbeing and the Garden Suite, including Chief Fire Marshall and Primary First Aider</li><li>• Manage, and participate in, the first aid rota for the Centre of Wellbeing and Garden Suite.</li><li>• Manage, and participate in, the on-call rota for the Centre of Wellbeing and Garden Suite.</li><li>• Develop training for staff and volunteers regarding health and safety, in conjunction with the Learning &amp; Development team</li><li>• Manage Legionnaires' Disease in line with legislation, including Responsible Person (Water) for Thistle Foundation</li></ul>

	<ul style="list-style-type: none"> <li>• Manage the Asbestos Register in line with legislation, including responsible person duties</li> <li>• Create and manage the Business Continuity Plan for Thistle Foundation in agreement with the Director of Resources, working with other teams to ensure it is a current document.</li> <li>• Work with the external health &amp; safety consultant</li> </ul>
<b>3</b>	<p>Support overall corporate compliance</p> <ul style="list-style-type: none"> <li>• Support the Director of Resources in achieving corporate compliance including data protection and other roles. Full training for specific roles will be provided.</li> </ul>
<b>4</b>	<p>Oversee maintenance for Thistle buildings and grounds</p> <ul style="list-style-type: none"> <li>• Identify and oversee planned and reactive maintenance, ensuring legal compliance and considering accessibility in all aspects</li> <li>• Manage contractors and contracts</li> </ul>
<b>5</b>	<p>Contract management</p> <ul style="list-style-type: none"> <li>• Oversee contracts for Thistle buildings and procurement strategy for the Facilities Team</li> <li>• Manage the insurance policy for Thistle Foundation in agreement with the Director of Resources, including co-ordinating all claims</li> </ul>
<b>6</b>	<p>Manage Community Hub</p> <p>The Centre of Wellbeing and Garden Suite form a lively hub for a wide range of people to come together, take part in Thistle supported and other community activities. This centre and activities that take place within it play an important part in the life of the local Craigmillar community.</p> <ul style="list-style-type: none"> <li>• Ensure Thistle continues to be a good neighbour, liaising with the local Housing Association, neighbours and other stakeholders.</li> <li>• Support the Community Hub to be a safe and supportive environment for everyone.</li> </ul>
<b>7</b>	<p>Deliver building income generation strategy</p> <ul style="list-style-type: none"> <li>• Promote and generate income from the building, in particular, but not excluding, desk rental and out of hours room hire.</li> <li>• Relationship management of tenants and regular room hire customers.</li> <li>• Event management of larger meetings.</li> <li>• Monitor and report on income generation.</li> <li>• Work with the Health and Wellbeing team to manage community groups hiring rooms for free or discounted rate.</li> </ul>
<b>8</b>	<p>Space management</p> <ul style="list-style-type: none"> <li>• Monitor and report on building utilisation</li> <li>• Present options for improving utilisation</li> <li>• Manage archive room and document retention in line with Thistle Foundation's Data Protection Officer</li> </ul>
<b>9</b>	<p>Building strategy</p> <ul style="list-style-type: none"> <li>• Advise on building changes and long-term investment proposals</li> </ul>
<b>10</b>	<p>Manage the factoring services for the Robin Chapel</p> <ul style="list-style-type: none"> <li>• Advise the Thistle Trust on compliance, repairs and maintenance for the Robin Chapel</li> </ul>

- Oversee compliance, repairs and maintenance programme as agreed with the Thistle Trust

#### 4. Thistle Approach – Core Competencies

Competency	Description
<b>Understanding Self</b>	In order to work well with people we need to develop a good understanding of ourselves and the impact we have on other people. Being genuine, respectful and listening with empathy to other people’s perspectives lies at the heart of all our interactions. We believe this practice is nurtured by the ability to continually reflect on ourselves and the impact we have on others.
<b>Building person centered relationships</b>	In order to be genuinely person centered we need to be able to develop supportive, collaborative and enabling relationships. We also believe that people are the experts in their lives, that they are doing their best and that by working alongside people we are more likely to succeed. We reflect on the extent to which we create trust in all our relationships and how well we work within teams.
<b>Making a difference using person centered approaches</b>	We believe that using person centered approaches can be critical to whether people make the changes they want in their lives or not. We do this by focusing on what matters to each person and what they want specifically to achieve including taking life enhancing risks. We always encourage feedback in order to learn and improve on what we do.
<b>Focusing on Strengths, resilience and contribution</b>	We believe that people have strengths, skills, knowledge and resilience and the ability to contribute to their own and others’ lives. We need to be flexible and innovative to enable people to share these attributes and make the most of all contributions in order to find creative solutions. We celebrate the success this brings and build our resilience by learning from setbacks.
<b>Promoting wellbeing, citizenship and community</b>	We believe that everyone is a citizen with rights, responsibilities and a contribution to make to their community. This is only meaningfully possible when you have genuine wellbeing and are fully included in your community. This belief drives the work we do at Thistle so we know we must try to influence the unequal and discriminatory aspects of our society in order to change how things currently are. This requires us to share the ‘Thistle Approach’ more widely and in turn, learn from the world around us. To do this well we must continually reflect on what this means for us as individuals and as an organisation.

#### 5. Dimensions

- Management of the Facilities team.
- Responsible for the Facilities budget and maximising income generation for the Centre of Wellbeing.
- Supervision of volunteers working within the Facilities team
- The post holder’s work takes place at Thistle Foundation Centre for Wellbeing, 13 Queens Walk, Edinburgh EH16 4EA with occasional visits to two other Edinburgh sites and one in Renfrew. Some work outside office hours will be required including participating in the on-call rota for Centre for Wellbeing.
- This is a permanent position

- The hours will be worked across five days per week although flexible working requests will be considered

## 6. Knowledge, Skills and Experience Needed

- Self-awareness and an ability to reflect
- Able to communicate clearly in a sensitive and respectful manner
- Excellent listening skills
- Able to work with groups and individuals to find their own solutions
- Ability to use initiative and work autonomously
- Able to make clear and evidence based judgement
- Effective written and verbal skills in a variety of settings including, senior management meetings and drafting policies.
- Project management skills – the ability to take a project from concept, through business case and through to final sign off.
- Ability to change priorities and focus at short notice
- IT skills – very competent in Microsoft products and confident training in new software
- Experience of leading staff is essential, experience of a coaching approach and working with self-managing teams is an advantage.
- Experience of managing Facilities functions
- Track record of working collaboratively with senior managers and staff to influence user friendly and effective processes
- Evidence of customer focus, experience of delivering a sensitive and inclusive customer service experience is an advantage
- Experience of budget setting, management and monitoring
- Experience in Health and Safety Management

## 7. Qualifications (all options listed)

Qualified to NEBOSH Certificate level or above desirable, or working towards qualification.

## 8. Special Conditions

- Commitment to the aims and inclusion aspirations of Thistle Foundation
- Ability and willingness to undertake some work outside of normal office hours, as well as occasional travel
- Availability for on-call as required for security reasons

## 9. Job Context and Other Related Information

The post holder is expected to commit to continually developing a personal understanding of the vision, mission and manifesto and strategic aspirations of the Thistle Foundation.

## 10. Job Description Creation and Revision

<b>Created</b>	Dec 2019
<b>For review</b>	Dec 2021