

Job Description & Person Specification  
Building & Facilities Coordinator  
Hours: 24 hours per week  
Salary: £31,783 pa pro-rated to £21,794  
Closing Date: Friday 5<sup>th</sup> June  
Interview Date: TBC but likely to be Thursday 26<sup>th</sup> June  
Anticipated start date: Monday 10<sup>th</sup> August



*(If a large number of quality applications are received, we reserve the right to close the advert early, so please do not delay in applying.)*

**About Us:**

Duncan Place Community Hub is a social enterprise and registered charity based at 4 Duncan Place, EH6 8HW, a 3-storey listed building next to Leith Links providing:

- By the hour hire rooms for events, training and meetings.
- Leased office space for local charities and social enterprises.
- A base for Duncan Place Community Hub's own programme of community activities.

The hub is home to a diverse range of organisations and has a growing programme of activities and events. The organisation is managed by a dedicated team of staff and a volunteer board of trustees.

4 Duncan Place was built in 1920 as an annexe to Leith Academy and then became a council run community resource centre. Due to austerity budgets the council closed the building in Sept 2014 and proposed demolition. A group of locals established the Duncan Place charity and carried out significant fundraising. This led to a major refurbishment and a community asset transfer meaning that the charity now owns and manage the building. The hub re-opened in 2020 and has grown significantly with the charity generating income from leases and room hire.

**Overview of Role:**

Duncan Place Community Hub are now seeking a Building & Facilities Coordinator; this is a new role working alongside the CEO and our small team of staff. You will be responsible for all planned and reactive maintenance and for compliance with security, health and safety. You will be responsible for high level building maintenance, following guidelines and procedures and, where necessary, you will be working with contractors to plan and organise servicing, maintenance checks and repairs. This is a hands-on role where you use initiative and get stuck in to keep our building running smoothly and presented to a high standard; this includes responding to smaller tasks and urgent issues as they arise, e.g. putting up shelves, unblocking toilets, painting walls & woodwork (including being confident and competent with ladders and heights), litter-picking and generally mucking in with the team to help maintain standards. We are looking for someone who will be proactive in getting tasks completed to a high standard quickly with as little inconvenience to our customers as possible.

You must be motivated, organised, solution focused, hands-on and have excellent record keeping skills. You will be able to supervise and work alongside your team to keep the building well maintained, presented to a high standard, keeping people and resources safe at all times.

We have a wonderful and diverse community of building users and universal acceptance and respect is essential. You are expected to have a degree of flexibility and work with the rest of the team to ensure that all planned and reactive maintenance takes place with the minimum of disruption to tenants and room hirers. Shifts are rota'd in advance, and the weekly hours will include at least one evening per week, at least one weekend day per month and other weekday daytime hours.

Whilst the majority of tasks will be based in Duncan Place Community Hub, *occasional* hybrid hours are possible.

## Main purposes of job

- Ensure the building and its environs are maintained to a high standard.
- Ensure all aspects of security, health and safety are complied with.
- Develop and implement a system of continuous improvement.
- Support and supervise the small team of facilities assistants/ hosts, including regular performance reviews.
- Develop and maintain positive relationships with our tenants.

## Key tasks

### 1. Maintenance, Health & Safety

- 1.1. Coordinate, work alongside, supervise and support the facilities assistants/ hosts ensuring that the building and its' environs are kept clean and are maintained to a high standard.
- 1.2 Ensure compliance with security and health and safety regulations.
- 1.3 Carry out and/or coordinate general fabric upkeep, minor repairs, decoration and adaptations.
- 1.4 Carry out and/or coordinate all building and systems maintenance checks and regimes timeously and ensure these are recorded.
- 1.5 Organise, liaise with and provide any required support to external contractors for routine planned testing and/ or maintenance. This includes but is not limited to fire safety equipment and dry risers, heating, ventilation, air conditioning, EVCS, CCTV, access systems, intruder alarms etc.
- 1.6 Organise, liaise with and provide any required support to external contractors for necessary unplanned testing and / or maintenance.
- 1.7 Gather quotes from external contractors to ensure best value & quality and make recommendations to the CEO.
- 1.8 Ensure contractors sign in and out and comply with health and safety requirements.
- 1.9 Ensure the buildings energy use is as efficient as possible.
- 1.10 Liaise with tenants for access to their offices when maintenance and/ or health and safety checks are required.
- 1.11 As part of the team, open up and close Duncan Place, ensuring the security of the building and its environs.
- 1.12 As part of the team, act as a key holder and be a point of contact in an emergency.
- 1.13 Follow and further develop systems and processes to improve and control facilities management and costs.
- 1.14 Monitor CCTV, entry phone, intruder alarm and PAC door access system and update fobs.
- 1.15 Respond to tenants' requests and requirements appropriately, keeping management informed.
- 1.16 Carry out Health and Safety inductions / training for staff, tenants and other regular building users.
- 1.17 Maintain an inventory of equipment & resources.

### 2. Hosting *(This is required by all team members and includes evenings and weekends.)*

- 2.1 Admit and warmly welcome tenants and visitors to the building.
- 2.2 Work to a high standard of customer service, be helpful and friendly.
- 2.3 Ensure that rooms and resources are clean, re-set and serviced to meet customers' needs.
- 2.4 Ensure the reception area is always tidy and presentable
- 2.5 Ensure all enquiries are directed appropriately (telephone, email and in person).
- 2.6 Take cash and card payments via SumUp and record attendance at community activities.
- 2.7 Answer telephone calls and transfer as appropriate or respond to the enquiry.
- 2.8 Ensure group leaders sign in and out and file the sign in sheets.
- 2.9 Support customers' requests and requirements, including AV & PA equipment.
- 2.10 Ensure any customers resources we have agreed to store are secured at end of their booking.
- 2.11 Ensure kitchen and toilet consumables are kept topped up.
- 2.12 Very occasionally support the delivery of a community activity involving children. This would be alongside experienced staff e.g. Lego club, Dungeons & Dragons, story & craft session.

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| <b>3. General</b>  |   |
| 3.1 Take an active role in meetings, supervision, training opportunities and in the development of the organisation.   |   |
| 3.2 Work to legislative, ethical, policy and procedural requirements.  |   |
| 3.3 Work collaboratively with tenants to understand and respond to their needs.  |   |
| 3.4 Undertake any other appropriate tasks identified.  |   |
| <b>4 Key results/objectives</b>  |   |
| 4.1 All maintenance, facilities, health and safety tasks are being carried out and all relevant records maintained & kept up to date: <ul style="list-style-type: none"> <li>• to the required standard,</li> <li>• accurately,</li> <li>• timeously,</li> <li>• on a best value basis.</li> </ul> |   |
| 4.2 In conjunction with the CEO, establish new policies and procedures where required.   |   |
| 4.3 Manage and support the performance of the Facilities assistants /hosts to undertake their roles to a high standard and ensure appropriate development opportunities and training.  |   |
| 4.4 Develop and maintain positive relationships with tenants.  |   |
| 4.5 Regularly review systems and procedures and further develop them to ensure continuous improvement.   |   |
| <b>Responsible for</b>   | <ul style="list-style-type: none"> <li>• Facilities assistants / community hosts (currently 2 part time staff)</li> <li>• Maintenance tools &amp; supplies</li> <li>• Positive relationships with contractors</li> <li>• Positive relationships with tenants</li> </ul> |
| <b>Reporting to</b>  | <ul style="list-style-type: none"> <li>• CEO and through them to the board of Trustees</li> </ul>   |

| <b>PERSON SPECIFICATION: Building &amp; Facilities Coordinator</b>  | <b>ESSENTIAL</b> | <b>DESIRABLE</b> |
|---|------------------|------------------|
| Minimum 2 years' experience in a similar role   | ✓                |                  |
| Strong people skills with the ability to connect with a diverse community by modelling acceptance, respect and friendliness at all times<br>(Our community comprises of tenants, room hire customers, colleagues, contractors, visitors, etc)   | ✓                |                  |
| Able to remain positive and friendly whilst juggling a variety of tasks   | ✓                |                  |
| Excellent record keeping skills   |                  | ✓                |
| Strong planning and organisational skills   | ✓                |                  |
| Knowledge of compliance, policies and procedures  |                  | ✓                |
| A team player with a hands-on attitude and able show initiative   | ✓                |                  |
| Ability to think ahead to avoid problems arising and to problem solve efficiently when issues do arise  | ✓                |                  |
| Undertake reactive maintenance using your basic DIY and decorating skills e.g. putting up shelves, unblocking toilets, painting walls & woodwork (including being confident with ladders and heights), litter-picking and generally mucking in with the team to help maintain standards | ✓                |                  |
| Ability to contribute to and follow a schedule of planned maintenance.  | ✓                |                  |
| Able to demonstrate resilience in challenging situations e.g. managing unforeseen situations, responding and communicating appropriately and prioritising whilst meeting deadlines  |                  | ✓                |
| Competent in the use of standard ICT packages (Microsoft Office, Email, Internet) e.g. <ul style="list-style-type: none"> <li>• Able to use the internet to research suitable contractors</li> </ul>  | ✓                |                  |

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| <ul style="list-style-type: none"> <li>• Able to type up documents in Microsoft word</li> <li>• Familiar with excel spreadsheets and functions</li> <li>• Use existing spreadsheets to record spend against budget, to plan and record maintenance</li> </ul>  |   |   |
| <p>Competent in the use of more advanced IT e.g.</p> <ul style="list-style-type: none"> <li>• Setting up spreadsheets with formulae and functions for project management</li> <li>• Able to prepare briefs for gaining quotes including attaching photos and images to email to contractors</li> <li>• Able to collate comparative information and make recommendations for approval</li> </ul>  |   | ✓ |
| Supervisory / people management experience   |   | ✓ |
| Able to identify, improve and develop systems and processes  |   | ✓ |
| High level of customer service and care  | ✓ |   |
| Excellent interpersonal and communication skills: written and verbal in English<br>Language, other languages a bonus!  | ✓ |   |
| Able to coordinate and progress with several tasks simultaneously  | ✓ |   |
| Flexibility as the social enterprise develops  | ✓ |   |
| Willingness to undertake identified training needs   | ✓ |   |
| Able to obtain membership Protecting Vulnerable Groups (PVG) Scheme (paid for by employer).  | ✓ |   |
| Commitment to equality for all members of our community  | ✓ |   |
| Knowledge of issues and other organisations in the area  |   | ✓ |
| <p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• You are versatile, reliable and conscientious and are warm, positive and professional with a 'can do' attitude, resilient and adaptable.</li> <li>• You are solutions focused and can think on your feet, while remaining calm and friendly.</li> <li>• You take pride in a job well done and enjoy problem solving on a budget.</li> <li>• You pay attention to detail and can plan ahead to avoid problems occurring.</li> <li>• You can manage your own workload and effectively prioritise to get things done.</li> <li>• You can also work well in a small team and can support others to get the job done.</li> <li>• You can motivate others to get involved, take pride in their tasks and feel they are contributing.</li> <li>• You are fully committed to anti discriminatory practices and have a high level of integrity.</li> <li>• You are physically able to undertake maintenance tasks, including painting and moving furniture and resources, and are comfortable climbing ladders.</li> <li>• You have ongoing flexibility to work daytimes, evenings &amp; weekends to respond to the demands of the organisation.</li> <li>• You enjoy making a difference and helping to develop the community.</li> <li>• You are eligible to work in the UK.</li> </ul> |   |   |

**Additional Info:**

Annual leave entitlement in year one is 33 days including all public holidays. The hub is closed over Christmas and New Year and annual leave will be managed to include this. Annual leave will be prorated to hours worked and increases across the first 6 years of service up to a maximum of 38 days.

Auto-enrolment pension at 3% from employee plus 5% from Duncan Place. Duncan Place will match any additional voluntary contributions up to a maximum of 10%.

Duncan Place is a Scottish Charitable Incorporated Organisation (SCIO) Scottish Charity number: SC048100

Registered Address: Duncan Place Community Hub, 4 Duncan Place, Leith, Edinburgh, EH7 8HW