**Job Title: Domestic Manager**

**Department: Facilities Team**

**Responsible to: Facilities Operations Manager**

**Location: Based at International Community Centre with regular travel across the wider association locations**

**Hours: 37.5 hours per week Monday - Friday 0900 – 1700hrs**

**Salary: Up to £26,000 per annum**

**Job Purpose**

**Principal Responsibilities**

* Work proactively with the Head of Commercial Development, & Facility Operation’s Manager to maintain 100% business and operational continuity in line with association strategy across the wider association.
* Develop, plan, deploy and manage property and facilities domestic plans and schedules, deploying suitable skilled personnel to ensure their effective implementation and timely delivery to agreed KPIs.
* Oversee the Implementation, communication, and service delivery of the Domestic Team infection prevention strategy to reduce threat of infection outbreak
* Drive the Facility Team’s Quality Assurance Framework, focussing on Efficiency, Effectiveness & Economy.
* Develop, plan & implement through stakeholder communications our customer satisfaction strategy.

**Domestic Manager:**

* Responsible for overseeing the management of the Domestic Team Lead’s allocation & professional completion of tasks and necessary action plan for non-completion:
  + Allocation of portfolio to Domestic Assistant(s)
  + Schedule of Work
  + Deep Clean Programme
  + Property Acquisitions Programme
  + Assistance in Planned Preventive Maintenance Programme
  + Quality Assurance of Garden / Window contracts
  + Procurement of materials and PPE within expenditure authority
  + Implementation and adherence to association Health & Fire Safety
  + Reactive Maintenance Repairs (AMIS/Salesforce)
  + Departure / Notice to Quit Register
  + Line Management of staff
* Manage all aspects of Health & Fire Safety within your team, including compliance with applicable safety regulations, implement suitable risk assessments and procedures for the department and ensure full adherence by staff.
  + Manage and liaise with internal teams and external contractors ensuring safe working practises
  + The lead officer for all COSSH & Infection Prevention Control including the deliverance of training.
  + Conduct regular tiered quality audits and produce action plans on any non-conformances to cover:
    - Compliance Folders
    - Health & Fire Safety Folders
    - Cleaning Audits
* Quality Assurance Framework:
  + Evaluate and provide necessary action plan on:
    - Performance Metrics
      * Efficiency of services
        + The deliverance of suitable metrics to measure service
    - Customer Strategy
      * Effectiveness of services
        + Liaison with stakeholders on all issues of service delivery
    - Financial Data
      * Economy of Services
        + Maintain Value for Money of service delivery
* Contractor Management:
  + Be the lead Point of Contact for Service Level Agreements in the access/supervision of approved works to all estates.
  + Quality Assure all works completed by external contractors within agreed timeframes and report accordingly.
* Supply Chain / Contractor Management: To have access to all available accounts & preferred suppliers list for procurement of materials / services.
* Stock Management: To ensure full stock management procedures are in place across portfolio to provide financial accountability of stock on request.
* Budgets: To be responsible for the budget control of all the team stock materials, equipment including Personal Protective Equipment (PPE), Clothing, Petty Cash, Fuel Cards etc.
  + To have expenditure authority to £750 on any transaction in accordance with Association purchasing policy:
* Direct Line Management of Team Leads including: -
* Personal Development Plan
* Complaints procedures
* 121 meetings and Annual Performance Appraisal Reviews
* Leave entitlement
* Sickness absence & RTW paperwork and meetings
* Ensuring Induction and Refresher training
* Managing Performance
* Department Training Matrix
* Time Sheets
* Hands on approach to all domestic tasks should the need arise
* Internal negotiation skills to agree work schedules with association departments in a timely fashion.
* Manage, review, and update the association Out of Hours Escalation Process & Training.
* You must hold a UK Driving License and have access to your own vehicle which can be used for business purposes as you will need to be able to travel extensively across the wider association portfolio.
* Available (on-call) 24 hours a day / 7 days a week in an advisory and supporting function. Be prepared and available to attend out of hours emergencies, any other duties as reasonably required by the Head of Department.

**Responsibilities of all YMCA staff, casual workers and managers**

**1 Ambassador for the YMCA**

To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA’s core values, mission, vision, and ethos and to positively and proactively protect the YMCA’s reputation.

**2 Other Duties**

To undertake any other duties and responsibilities as may be assigned by your Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.

**3**  **Discretion to Act**

To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive directly or through an appropriate manager.

**4** **Relationships and Confidentiality**

To establish, maintain and enhance team-working with colleagues and staff of Nottinghamshire YMCA and to keep confidential all information about individuals and the business of Nottinghamshire YMCA. Any breach of confidentiality will be treated seriously and may lead to dismissal.

**5 Association Ethos**

To support the Christian ethos and core values of the Association. The Association is committed to equality of opportunity and expects all staff and casual workers to abide by our Equality and Diversity Policy.

**6 Health and Safety**

To adhere to the Association’s Health and Safety policies at all times.

**PERSON SPECIFICATION**

**Please ensure that you address all the requirements marked with an “A”**

**in the final column as we will be looking for this information when Shortlisting**

**Job Title: Domestic Manager**

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| --- | --- | --- |
| ***Criteria*** | ***Requirements*** | ***How Assessed\**** |
| **Experience** | 1.1 Previous cleaning experience in a similar environment | A, I |
| 1.2 Experience of working with / around a diverse client base | A, I |
| 1.3 Management experiences in a operational role | A, I |
| 1.4 Experience of supervising / managing staff | A, I |
| **Knowledge** | 2.1 High level knowledge of Health and Safety legislation particularly in relation to COSHH, | A, I |
| 2.2 IOSH Trained (desirable) | A, I |
| 2.3 Awareness of colour coding system with regard to specific areas of work | A, I |
| 2.4 Accredited qualification with British Institute of Cleaning Science (BICS) or other (desirable) | A, I |
| **Skills & Abilities** | 3.1 Ability to work with minimal supervision and to use initiative | A, I |
| 3.2 Full clean driving licence and the ability and willingness to drive Association maintenance vehicles as required | A, I |
| 3.3 Ability to supervise and train new and existing staff | A, I |
| 3.4 Ability to work alone and as part of a team | A, I |
| 3.5 Ability to work with discretion and integrity | I |
| 3.6 Ability to demonstrate reliability and commitment | I |
| 3.7Ability to undertake administrative and financial duties | A, T |
| 3.8 Ability to use email, enter data onto database programmes etc | A, T |
| **Other work related requirements** | 4.1 Ability to support the Christian core values of the Association | A, I |
| 4.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service **OR** hold a satisfactory enhanced DBS check for the correct workforce plus existing registration for the DBS Update Service | D |
| 4.3 Understanding the needs of people from diverse cultural, social and racial backgrounds | A, I |
| 4.4 Ability to cover for other cleaning staff as required | A, I |

**\*When Assessed** – (A) on Application form, (I) At Interview, (T) During Test,

(D) From Documentary evidence e.g. references, qualifications (relevant qualifications will be checked at the interview stage), driving license etc

*Nottinghamshire YMCA is committed to promoting diversity and practicing equality of opportunity*

*Nottinghamshire YMCA is committed to the protection of children and vulnerable adults*