



## Job Description

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| Job Title       | Property Maintenance Manager   |
| Responsible to  | Refuge Manager   |
| Direct reports  | None   |
| Working pattern | 15 hours per week; flexible working hours, and availability outside of standard working hours expected |
| Salary Range    | £27,518–£31,096 (pro rata £11,007–£12,438)   |

As a Property Maintenance Manager, you will lead on our BWA refuge facilities management and oversee the repair and overall maintenance of our refuge properties. Your role will include coordinating maintenance contractors, scheduling inspections and repairs, ensuring health and safety compliance, managing maintenance budgets and responding to issues raised by staff and refuge residents. You will meet the regular operational maintenance requirements as well as leading on dealing with emergencies. You will build a list of reliable and appropriate contractors to support the property maintenance.

### What will you do?

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1. Work closely with the BWA Refuge Manager to ensure that BWA accommodation services comply with housing law, and requirements of funders and statutory authorities, ensuring the quality of BWA accommodation remains high.
2. Ensure property maintenance takes place regularly and within budget, undertaking minor repairs and maintenance, e.g. painting and decorating, when required.
3. Maintain the security and well-being of everyone in our properties and promptly communicate with the Refuge Manager and the CEO about any breaches of security, house rules or licence agreements.
4. Be the direct lead, overseeing the property maintenance for BWA. This will include creating a clear action plan and timeline for any maintenance, completing HMO checklist and ensuring all deadlines are met and key maintenance concerns are actioned promptly and accurately.
5. Quality assure, monitor and manage any contracts or relationships with contractors, e.g. checking quality of work and ensuring they are meeting their own and our health & safety regulations.
6. Arrange contractors for larger repairs by requesting multiple quotes from different contractors for each piece of work, to ensure a transparent and rational selection process.
7. Organise contractor appointments to ensure repairs are carried out in a timely manner,



attending sites outside of usual working hours if required.

8. Compile health & safety management information folder of all contactors completing major repairs and review regularly.
9. Work in collaboration with the Refuge Manager and refuge team to create, review and monitor log of reactive maintenance tasks and plan for proactive checks and plans.
10. Complete risk assessments for buildings and activities for all the refuges, if required, in collaboration with the refuge staff.
11. Complete the COSHH risk assessments across all our refuges.
12. Manage the oversight of all facilities, including fire, gas, electricity, asbestos, water safety, and solar panels, etc., ensuring that BWA is meeting its health and safety commitments.
13. Responsible for coordinating the maintenance of all fire procedures, including smoke alarms, smoke vents and managing the fire servicing elements across all our refuges.
14. Complete and record weekly water temperatures, flushing and quarterly descaling for each refuge.
15. Track actions arising from inspections, audits and meetings, and completing actions promptly and to expected standards.
16. Assist the Refuge Manager with any handover, closing down or opening of properties.
17. Conduct an annual audit of BWA's assets and maintain the asset register.
18. Attend health and safety meetings with the Refuge Manager and team leads to monitor any issues and implement action plans for regular checks and adjustments/updates.
19. Be supportive and empathetic to BWA's clients, ensure they receive due care and attention.
20. Respect the sensitivity of the domestic abuse sector and working in refuges.
21. Promote equality, diversity, equity and inclusion practices across our refuges and services, and maintain confidentiality in line with BWA's policies and procedures.
22. Follow our Data Protection Policy and Safeguarding Policies to ensure no information regarding the address of our refuges or information regarding our residents is shared inappropriately with any contractors or partners.
23. Follow our Health and Safety Policy and all other BWA policies and procedures as appropriate.
24. Engage with the whole team in regular service review to promote best practice and continuous improvement of service.
25. Carry out other related duties that the Refuge Manager, Director of Operations or CEO may require.

**This list is a guide to the tasks of the role not exhaustive. We need someone in this role to respond flexibly to the needs of our services to survivors.**

## Notes

- 1) This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. Due to the nature of our work it will be necessary for an enhanced disclosure to be made to the Disclosure and Barring Service for details of any previous criminal convictions which are not protected under the Act.
- 2) Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

| Person Specification  | Essential or Desirable | Assessment Method* |
|---|------------------------|--------------------|
| <ul style="list-style-type: none"> <li>• Good standard of general education</li> </ul>  | E                      | A                  |
| <ul style="list-style-type: none"> <li>• Construction, maintenance or 'handy-person' experience either self-employed or for a company</li> </ul>  | E                      | A/I                |
| <ul style="list-style-type: none"> <li>• An understanding of Health &amp; Safety practices, policies and procedures.</li> </ul>   | E                      | A/I                |
| <ul style="list-style-type: none"> <li>• A trade e.g. carpentry / plumber / electrician etc</li> </ul>  | D                      | A/I                |
| <ul style="list-style-type: none"> <li>• COSHH (or equivalent) qualified</li> </ul>   | D                      | A/I                |
| <ul style="list-style-type: none"> <li>• Be a team player and be able to seek support and guidance when necessary.</li> </ul>   | E                      | A/I                |
| <ul style="list-style-type: none"> <li>• A proven ability to manage a competing workload, work to deadlines and on your own initiative. Ensure others are upholding set deadlines.</li> </ul>   | E                      | A/I                |
| <ul style="list-style-type: none"> <li>• Good IT skills, including proficiency in Word, Excel PowerPoint, Outlook and Teams</li> </ul>  | D                      | A/I                |
| <ul style="list-style-type: none"> <li>• Sensitive to vulnerable people and their needs</li> </ul>  | E                      | A/I                |
| <ul style="list-style-type: none"> <li>• Understanding of confidentiality, Data Protection and recognizing the need to keep refuge addresses secret and confidential</li> </ul>   | E                      | A/I                |
| <ul style="list-style-type: none"> <li>• Evidence of the ability to build and develop professional relationships with other suppliers and contractors to ensure good outcomes and value for money for the charity</li> </ul>  | E                      | A/I                |
| <ul style="list-style-type: none"> <li>• Evidence of the ability to work with individuals from all backgrounds, including an understanding of how to provide services appropriate to diverse client groups e.g. Black, Asian and Minoritised Communities and LGBT+ clients</li> </ul> | E                      | A/I                |
| <ul style="list-style-type: none"> <li>• Knowledge of the impact of all forms of domestic abuse on survivors and their children</li> </ul>  | D                      | A/I                |
| <ul style="list-style-type: none"> <li>• Be able to communicate to a diverse audience and to be understood.</li> </ul>  | E                      | A/I                |

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|---|---|-----|
| <ul style="list-style-type: none"> <li>• Ability to work outside of standard hours e.g. to meet contractors before 9am or after 5pm (and very occasionally on the weekends)</li> </ul>                        | E | A/I |
| <ul style="list-style-type: none"> <li>• Be calm and deal with pressured situations enabling you to plan and prioritise work.</li> </ul>  | E | A/I |
| <ul style="list-style-type: none"> <li>• Ability to manage your own time, be self-sufficient and work independently to ensure all aspects of your role are delivered on time and to specification.</li> </ul> | E | A/I |
| <ul style="list-style-type: none"> <li>• Experience of adult and child safeguarding procedures</li> </ul>   | E | I   |
| <ul style="list-style-type: none"> <li>• A qualification in Health &amp; Safety processes</li> </ul>  | D | A/I |