

## Job Description **Facilities Technician**

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<b>Reporting to</b>	Facilities Manager
<b>Service Area</b>	Central Services
<b>Location</b>	YMCA properties
<b>Hours of work</b>	37 hours a week
<b>Holidays</b>	
<b>Probation Period</b>	3 months
<b>Contract Type</b>	Permanent
<b>Grade and Salary</b>	

### About us

YMCA East Surrey is a vibrant charity that has been actively supporting the local community since 1870. We help people to believe in themselves, support them to achieve their goals and inspire them to be the best they can be by providing services that focus on those who are vulnerable, have a disability or face disadvantage.

Our Facilities team within Central Services is a proactive, professional and solutions focused group responsible for keeping all YMCA East Surrey sites safe, compliant and well maintained. We take pride in creating high quality environments that enable colleagues and services to operate smoothly, working collaboratively, responding quickly to issues and ensuring our buildings, systems and equipment remain reliable and fit for purpose.

### Job Purpose

To support the safe, efficient, and effective operation of YMCA East Surrey buildings by carrying out high-quality maintenance, repairs, inspections and compliance tasks across the organisation's property portfolio. This role ensures our buildings are safe, welcoming and well-presented, contributing to positive experiences for residents, staff and visitors.

### Key Responsibilities

#### General Maintenance & Repairs

- Carry out a broad range of maintenance, repair and decorating tasks across all YMCA ES sites, ensuring work is completed to a high standard.
- Prepare and refresh vacant rooms for new residents, ensuring spaces are clean, safe and welcoming
- Prioritise workload in line with planned and reactive maintenance requirements, in agreement with the Facilities Manager.

#### Compliance & Safety

- Complete scheduled compliance checks, ensuring accurate recording and timely escalation of issues.
- Support Health & Safety through safe daily practices, hazard identification and prompt reporting.
- Ensure all work follows YMCA ES Health & Safety, fire, water safety, contractor safety and safeguarding policies and legislation
- Assist with maintaining accurate risk assessment information by providing observations and updates from site inspections.
- Conduct routine visual building checks and proactively identify faults, safety issues and areas for improvement.

#### Use of Systems & Record Keeping

- Keep the facilities helpdesk/maintenance system up to date with accurate job information, status updates and completion notes.
- Log and update maintenance tasks in line with organisational requirements, ensuring transparency and accountability.
- Contribute information that supports cyclical maintenance planning and longer-term asset management.

### **Working with Contractors & External Partners**

- Liaise with contractors and specialist tradespeople, ensuring work is delivered safely and to organisational standards.
- Support safe contractor management by monitoring onsite activity, reporting concerns and ensuring required paperwork is completed.
- Escalate issues promptly to the Facilities Manager, particularly when delays or safety concerns arise.

### **Inspections & Proactive Maintenance**

- Carry out regular property inspections, identifying repairs, risks, and opportunities for improvements.
- Take a proactive approach to the general upkeep of buildings, reporting emerging issues early to reduce potential risks or costs.

### **Emergency Response & Incident Support**

- Act as first responder to urgent building issues where appropriate.
- Provide immediate support during critical incidents until management assumes control, including liaising with emergency services if required.

### **General**

- a. Represent YMCA with professionalism and compassion, maintaining a positive and inclusive public image at all times
- b. Participate in supervision, appraisal and learning and development, taking responsibility for maintaining the knowledge and skills required for this role
- c. Take responsibility for your own health and safety and that of others, reporting any risk promptly
- d. Work within YMCAES policies and adhere to the terms outlined within them

### **Key Working Relationships**

- External Contractors – liaise and supervise when on projects
- Members of the public – give instructions and support
- YMCA colleagues – give instructions and support

### **Scope of the Role and Limits of Authority**

#### Material Assets

- Responsible for the care and safe use of tools and equipment.

#### Delegated Responsibilities and Authority Limits:

- Limited responsibility to engage contractors in the event of emergencies
- Escalate all critical incidents and emergencies to the Estates Manager or other senior management
- Act as incident controller in the event of critical incident or emergency until a member of management assumes control including liaising with emergency services and contractors

#### Legal Regulatory and compliance responsibility

- Ensure compliance with Estates Management legislation (fire, intruder, water safety, contractor compliance) and organisational policy for Estates Management and follow guidance from relevant regulatory bodies as required
- Ensure compliance with Safeguarding legislation and organisational safeguarding policies and follow guidance from relevant regulatory bodies as required.
- Ensure compliance with UK GDPR and organisational data protection policies at all times.
- Ensure compliance with UK Health and Safety and organisational policies at all times.

## Person Specification

	Essential	Desirable
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>A Trade qualification (carpentry, Electrician, Plumber etc)</li> </ul>	
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Strong problem-solving and practical maintenance skills.</li> <li>Ability to work both independently and as part of a team.</li> <li>Good communication skills for interacting with colleagues, residents and contractors.</li> <li>Ability to prioritise workload in a dynamic environment.</li> </ul>	
<b>Key Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Commitment to equality, diversity and inclusion.</li> <li>Collaborative working style and respect for differing perspectives.</li> <li>Willingness to learn and engage in continuous development</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Commitment to equality, diversity and inclusion in all aspects of work and understanding of how it applies to own role</li> <li>Values collaboration and respect for different perspectives</li> <li>Open to learning and continuous development</li> </ul>	
<b>Other</b>	Ability to travel between YMCA ES buildings	