

Facilities Manager

About the Team and the Role

- Reporting to the Estates Manager, oversee the smooth running of the office environment, including maintenance, supplies, cleaning, security, health & safety, and contractor management.
- Ensure the Mencap building condition report, external grounds, car park, infrastructure, internal housekeeping and equipment all fully comply with legislation and Mencap policy and are maintained to a high standard and servicing is undertaken all within budget
- Contracts are reviewed and contractor performance and safe working practices are adhered to when on site
- Act as the Health & Safety officer for the office, ensuring adequate Fire Warden and First Aid staff are trained. Comply with the Health and Safety Act and regulations, other legal and contractual obligations and Mencap's policies and procedures. Carry out risk assessments and reviews to minimise risk to satisfactory levels
- Ensure all Health & Safety testing is undertaken at the required intervals including fire testing/drills, safety inspections and other activities as required. All paperwork is filed electronically and held locally in line with legislation and internal policy
- Accountable for all processes linked to the administration/archiving and indexing of all documents scanned into the electronic document management system

- Managing admin support provided to teams across the Mencap portfolio, fundraising associated work like mailouts, donations, and event fulfilment and office mail processes ensuring mail is effectively managed and directed to the right person/workflow.
- Responsible for preparing and managing budgets, of around £500k per year, for buildings, facilities, mailroom, including authorisation of invoices, monitoring expenditure to ensure costs are minimised and money is spent effectively demonstrating strong financial controls
- Manage the telephone service to Business Support Centre, monitoring performance to ensure that calls are answered within agreed time scales and callers are greeted courteously and efficiently

What you will bring to the role (Essentials)

- Professional Qualification NEBOSH or equivalent qualification in Health & Safety, Building/Facilities Management or equivalent experience.
- Experience in administration and accurate record keeping, budget management, and proficiency in using Microsoft applications.
- Knowledge of GDPR and document management systems.
- Experience of managing and reviewing contractors and their SLA's.
- Mailroom experience and experience of acting as First Aider and Fire Warden
- Experience of managing, motivating, and developing teams
- An organised, methodical and value driven approach.
- A commitment to improving the lives of people with a learning disability

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone



“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”

Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.



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