

# **National Facilities Officer**

## **Candidate information pack**

**Together we make it possible**



**Affinity**  
Trust

# We are Affinity Trust.

---

Affinity Trust is a social care provider and charitable organisation working in England and Scotland. With more than 30 years of experience, we specialise our support to people living with learning disabilities, autism, and other assessed needs.

Since we were established in 1991, we have been steadily growing and expanding our services to ensure that more people can live an active and fulfilling life.

Our organisation is a registered provider with the **Care Quality Commission** in England and the **Care Inspectorate** in Scotland.

We are a registered charity in **England and Wales** and in **Scotland** and operate as a company limited by guarantee registered under the Companies Act of 1985.

## Our approach

At Affinity Trust, we are all about possibilities.

The people we work with have goals to achieve and milestones to reach.

We plan, communicate, and deliver with and alongside people, not for or in place of them.

By challenging harmful assumptions and championing positive change, we empower people to live the life they choose.

We build meaningful relationships and make connections in our communities. We are bold, passionate, and creative in exploring different ways of doing things.

At Affinity Trust, it is possible to live your life, your way.

It is possible to feel ambitious and supported. Courageous and reassured. Independent and encouraged.

It's not one or the other.

**Together we make it possible.**



**Together we make it possible**

# Purpose

**Our purpose is supporting people to live their lives, their way.**

# Our values



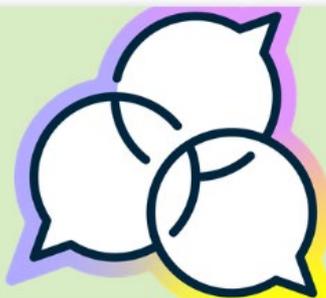
**People are at the heart of everything we do.**

We listen, we learn, we build on strengths



**We give our best.**

What we do matters. Good days and bad. We take responsibility.



**We work together.**

We are one team and value people's strengths and differences. We are open and trusting with each other.



**We have courage.**

We try new things. We are creative and adaptable.

# **Job Title: National Facilities Officer**

**Reports To: Head of Housing & Property**

---

## **Job Purpose**

Affinity Trust has ambitions to support more people and to do that we want to see an increase in the availability of quality housing. Through our small portfolio of supported housing across England and Scotland, and our extensive partnerships with over 70 specialist housing providers we aim to provide safe, well-equipped and stimulating environments for people with learning disabilities and autism to live and flourish.

The National Facilities Officer supports the effective and efficient provision of facilities management services across our supported housing portfolio, as well as our head office in Thame, Oxfordshire and our regional offices.

You will work closely with the central property team, operational teams and our external suppliers to ensure that our properties are maintained to a high standard and are compliant with regulations.

## **Key Responsibilities**

### **Facilities and Property Management**

- Act as the main day to day point of contact for queries to the central Housing & Property team.
- Coordinate property maintenance and repairs with local operations teams and our roster of contractors. Ensure that repairs and related issues are resolved promptly and cost effectively.
- Source quotes and schedule work for both planned and reactive property maintenance.
- Ensure that the property management database is kept up to date with progress on repairs and other works, along with related documentation.
- Undertake routine checks across our offices and supported housing, including periodic site visits, to ensure facilities standards are being met and local feedback sought and actioned where appropriate.

### **Property Compliance**

- Working with Operations teams, maintain a record of SLAs with our housing association partners and performance against those SLAs. Escalate areas of non-compliance and risk to the Head of Housing & Property
- Gather evidence of statutory compliance checks being completed in line with legal and statutory regulations. Escalate any potential compliance gaps to the Head of Housing & Property and Health & Safety manager as appropriate
- Assist in ensuring compliance with health and safety policies within our offices

## Office and Resource Management

- Monitor office supplies at the Head Office and order equipment and materials as required, ensuring value for money.
- Review and amend office policies and procedures where required.
- Maintain good working relationships with suppliers and service providers.

## Administrative Support

- Provide general administrative support to the Head office
- Handle incoming calls, manage post, welcome visitors, and respond to general enquiries.
- Maintain confidentiality and act with discretion at all times, particularly when dealing with information relating to staff or people we support.

## Person specification

|                              | Essential  | Desirable   |
|------------------------------|--|---|
| <b>Values</b>                | <p>Demonstrates organisational values:</p> <ul style="list-style-type: none"> <li>• <b>People at the heart of everything we do</b><br/><i>We listen, we learn, we build on strengths.</i></li> <li>• <b>We give our best.</b><br/><i>What we do matters. Good days and bad, we take responsibility.</i></li> <li>• <b>We work together.</b><br/><i>We are one team and value people's strengths and differences. We are open and trusting with each other.</i></li> <li>• <b>We have courage.</b><br/><i>We try new things. We are creative and adaptive.</i></li> </ul> |   |
| <b>Skills and experience</b> | <ul style="list-style-type: none"> <li>• Experience in a facilities management, property or office coordination role.</li> <li>• Excellent organisational and time management skills.</li> <li>• Strong communication skills and the ability to work effectively with internal teams and external suppliers.</li> <li>• Confidence in using Microsoft Office and maintaining digital records and databases.</li> <li>• An understanding of confidentiality and GDPR, with a professional and discreet approach.</li> </ul>   | <ul style="list-style-type: none"> <li>• Previous experience in supported housing or social housing sectors.</li> <li>• Familiar with housing legislation and best practice, particularly in relation to vulnerable adults and supported living.</li> </ul> |
| <b>Qualifications</b>        |  | <ul style="list-style-type: none"> <li>• Qualifications in housing gained with industry bodies e.g. Chartered Institute of Housing, Royal Institute of Chartered Surveyors are desirable.</li> </ul>  |

# Next steps

## Are you ready to join us?

---

### Salary and Benefits

The salary for this role is £33,000, and we are offering it on a full-time basis.

31 days annual leave pro-rata (including bank holidays), which we increase the longer you are with us.

- **Wagestream** – an app that gives you access to a percentage of your pay as you earn it, access to coaching, vouchers, discounts, cashback and more.
- **Blue light card** – we will reimburse your Blue Light Card membership which provides discounts in your favourite shops and restaurants.
- **Simply Health** - Fully funded health cash plans giving you access to a 24-hour GP, money back on prescriptions, dental treatment, opticians and access to many more health benefits.
- **Vivup** – spread the cost of home and electronics items, or a bike to cycle to work through fixed salary reductions throughout the year.
- **Buy and sell annual leave** – transfer windows open twice a year.
- **Pension and Life Assurance** - you'll be enrolled into our Scottish Widows pension scheme and Life Assurance scheme.

**Together we make it possible**



**Affinity**  
Trust