

JOB DESCRIPTION

Job Title:	Estates & Facilities Officer	Post Holder:	VACANT
Reports To:	Senior Asset Manager	Location:	Limerick or Dublin
Salary:	This role is attached to a 10 point salary scale which ranges from €45,000 to €58,715 and appointments are made depending on experience.		

Purpose of the Job

The role of Estates & Facilities Officer is vital to the successful delivery of quality housing and services at NOVAS for our clients and tenants. The Estates & Facilities Officer supports NOVAS Housing and Client Support functions to ensure all social housing, supported living, congregated accommodation, and administrative offices are maintained and managed within the authority delegated from the Senior Asset Manager.

The role reports to the Senior Asset Manager and is situated in the Limerick (O'Connell Street) or Dublin (Blanchardstown) offices but will require travel as needed, to other locations. This role requires some element of flexibility and adaptability and the post holder is required to be available to work predominantly Monday to Friday during office hours but in case of emergencies may be required to communicate with contractors, suppliers, service managers or colleagues outside of office hours.

The Estates & Facilities Officer will have a background in with training or experience in the areas of property preparation for letting, property maintenance, including emergency and planned cyclical maintenance of a portfolio of properties and should be capable of working to ensure facilities remain operational and fit for purpose. The role may entail working outside of normal office hours as necessitated by the nature of the work and you be expected to work within the relevant frameworks of quality standards or legislation.

This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review.

Environment of the Job

NOVAS is a not-for-profit organisation and Approved Housing Body, we work with single adults, couples and families and who are homeless or at risk of being homeless. We provide a range of services and accommodation. Our first service was established in Limerick in

2002 which was a temporary low-threshold emergency homeless accommodation and we have grown from there. We now have over 300 staff, and more than 30 services in Limerick, Dublin, Clare, Kerry, Cork and Tipperary including emergency homeless accommodation, transitional homeless accommodation, social housing and community-based services for tenancy sustainment, homelessness prevention, mental health and recovery.

NOVAS is a Trauma Informed Practice Organisation, and the principles of collaboration, diversity, respect, and trust are embedded in our way of working together.

Our services are provided through support of our partners in local government through the Local Authorities, HSE, and other donors and funders.

NOVAS owns, manages, and leases a range of facilities ranging from larger congregated settings to over 200 social housing units and plans to considerably grow its housing stock and social care services in coming years. The role provides a key role to ensure these facilities, properties, and the services we operate are accommodated in well maintained, sustainable and safe facilities.

Delegation and Reporting

The Estates & Facilities Officer will work in collaboration with colleagues within both Housing and Support Operations and will report to the Senior Asset Manager. In the absence of, or at times, the Estates & Facilities Officer may be required to consult with, and take direction from the Head of Housing & Development, the CEO, or another specified member of the senior management team.

Oversight for the work in this role is provided by the Housing & Tenants Sub Committee of the NOVAS Board of Directors.

The Estates & Facilities Officer will always operate in a professional and respectful manner, maintaining high quality standards of work in accordance with the values and mission of NOVAS. Their decision making will always be informed by the best interests of the clients and tenants and ensuring cost effective value for money, use of donations and public money.

Challenges

The nature of our work involves supporting the most vulnerable people who often have complex needs and may be survivors of trauma. As a result, during your work you may engage with sensitive and confidential matters that require empathy, compassion, and pragmatism. You may also encounter clients or tenants who are in distress, displaying challenging behaviours or struggle to moderate their behaviour. Patience, respect, and an ability to remain professional and focused on deescalating is essential. Further training will be provided in Trauma Informed Practice or Crisis Prevention.

As an organisation that is largely funded by public money, effective use of resources is a continuous focus and challenge.

Key Accountabilities

Accountability	Achieved by
Technical and Administrative Roles Quality Assurance	<ul style="list-style-type: none"> ▪ Operate NOVAS maintenance and asset management systems including dealing with maintenance and facilities management requests, categorising and logging jobs on relevant systems including CRM system (Salesforce), prioritising, and scheduling tasks within the framework of project maintenance budgets and our wider asset management strategies. Carry out your work to requisite standards. Assigning relevant works to appropriate contractors, ensuring works are completed in a timely and efficient manner, monitoring performance including that works are completed satisfactorily and maintaining data, traceability and quality control for all works. ▪ Working to ensure NOVAS can evidence all properties and facilities are maintained to the required safety and quality standards, including compliance with all legal and statutory and regulatory requirements and processes, undertaking, and recording any required inspections and surveys and ensuring issues identified are resolved in a timely and efficient manner. This will include assisting in Annual Property Inspections and Stock Condition Surveys. Analysis of day-to-day maintenance data and

	<p>coordinating the budgeting and scheduling of works and activities arising.</p> <ul style="list-style-type: none"> ▪ To offer advice and support to customers and non-technical staff in relation to maintenance, upkeep and sustainability of the properties they occupy or manage. ▪ Collaborate with the Procurement Manager and our consultants to prepare tender documents and operate tender processes and frameworks in accordance with policies and procedures. ▪ Undertake inspections and supervision including snagging to ensure works and projects achieve required sustainability, quality, VFM and compliance standards and record evidence of same. ▪ Prepare and operate response, cyclical and planned maintenance programmes, service contracts and ensure these programmes align with Sinking Funds, sustainability targets and wider investment and viability strategies. ▪ Operate as the first point of contact for delivery of our asset management, facilities management and maintenance and repair operations and ensure issues are dealt with and assigned effectively and efficiently. ▪ Undertaking any other administrative, technical, and quality assurance activities as required in the role. ▪ Maintain confidentiality and discretion at all times.
<p>Health & Safety</p>	<ul style="list-style-type: none"> ▪ Ensuring all works are commissioned, procured, and undertaken in a safe and compliant manner, including engaging with relevant contractors, consultants, other health & safety professionals, staff, residents or tenants. In may also require you to act in the role of PSDP on behalf of the organisation ▪ Implementing safety management systems across all aspects of your work including compliance with HSA guidance, practices and requirements and organisational policies and procedures. ▪ Attention to your own Health & Safety in the workplace.

	<ul style="list-style-type: none"> ▪ Managing the Health, Safety & Welfare of yourself, your colleagues and operations or works your are engaged in. Vigilance of health & safety hazards and timely reporting of same to your line manager. ▪ Managing incidents and accidents in accordance with policies. This includes assisting in maintaining business and service continuity.
<p>Procurement and Finances</p>	<ul style="list-style-type: none"> ▪ Working within NOVAS set budgets and financial policies and procedures to deliver best quality, value for money outcomes that support delivery of a quality service to our clients and funders. ▪ Working to ensure all works are procured in accordance with the NOVAS policies and in compliance with required Public Procurement and funder processes. ▪ Maintaining records including financial records and data to evidence performance and quality standards and compliance requirements are achieved and maintained. ▪ Undertaking and managing workload and job tasking in the context of assigned budgets and NOVAS asset management policies and procedures. ▪ Ensuring works deliver value for money in accordance with NOVAS VFM policy and financial standards, policies and procedures.
<p>Supervision, Support & Development</p>	<ul style="list-style-type: none"> ▪ Engaging in regular supervision or one-to-one sessions with your line manager. ▪ Working under the direction of your line manager and the wider management team. ▪ Working to help the organisation achieve the aims and objectives of the strategic plan in line with our values and mission. ▪ Participating in team meetings. ▪ Familiarity and compliance with all relevant policies and standards. Including having, developing and maintaining relevant technical competencies and knowledge relating to your work and the buildings, components and buildings.

	<ul style="list-style-type: none">▪ Having and retaining relevant technical competencies and accreditations necessary or required to undertake your work.▪ Participation in relevant and required training events.
Information Management	<ul style="list-style-type: none">▪ Ensure data and information relating to your work and the organisation is accurate, up to date, kept safe and secure using the correct systems and procedures, is collected for legitimate purposes and is safely destroyed when appropriate.

Person Specification

Essential Criteria

Documentary evidence of qualifications and eligibility will be confirmed at the end of any recruitment process, candidates who do not possess the essential requirements, on the date of application will not be offered a position. It is the responsibility of the applicant to ensure they meet the essential criteria of the person specification.

The appropriate candidate will have:

- Experience of property maintenance and systems to record and manage properties, facilities and operations.
- Effective organisational, technical and administrative skills including operating property maintenance systems including Microsoft Office (particularly Outlook, Word, Excel and Teams) and CRM database systems (particularly Salesforce).
- Experience of Health & Safety including risk assessments, preparing PSHP's DRA's and HSA notification processes and the implementation of Health and Safety policies and procedures. Safe pass required.
- Demonstrate sound judgement, decisiveness analytical and operational skills required for the role.
- Good communications, interpersonal and motivational skills including a client or customer focused approach to your work.
- Ability to deal with pressure, deadlines and competing demands. Ability to prioritise workload and manage multiple responsibilities effectively.
- Full drivers licence and use of own car. (Expenses policy for claiming used mileage)

Desirable Criteria

It would be an advantage for the candidate to have:

- Experience of working in the social housing or public housing sector including familiarity with relevant regulatory, technical, funding and compliance standards.
- Familiarity with public procurement and VFM processes including CWMF.
- Experience or qualification in construction, maintenance surveying or architecture/engineering.

Relevant third level qualification (NQF level 7) in Housing or relevant disciplines(s) related to construction, maintenance surveying or architecture/engineering.

Supplemental Health & Safety, PSDP, BER Assessor, Environmental sustainability qualifications or experience desirable.

- Specialist knowledge of property maintenance, building defects & pathology, surveying, inspections contract management and the process to analyse and utilise data to achieve best quality and sustainable outcomes for our facilities and the services we provide.
- Knowledge of relevant current legislation, regulations and work practices affecting property, buildings and building maintenance, health and safety governance, procurement, building control and BCMS. Construction and facilities management.
- Working knowledge of building maintenance and facilities management best practice
- Knowledge and ability to deliver sustainability outcomes including experience in securing funding and finances to support the viability of our property portfolio
- Capacity to assist in the delivery of our wider capital and social programmes including understanding the funding, finance, regulatory and compliance requirements pertaining to our operations and facilities.
- Experience of working in, or a strong interest in the charity or not-for-profit.

NOVAS Employment Benefits

NOVAS is committed to attracting and retaining the best talent in service of our clients and tenants and values the hard work and commitment of our staff.

Detailed below are a range of benefits you receive as a NOVAS employee.

Support & Supervision	Every employee will have regular planned one-to-one meetings with their line manager as well and Team Meetings and Monthly All Staff Town Hall meetings in order to ensure you are connected to, and supported by your colleagues and the organisation.
Learning & Development	NOVAS will fully fund a wide range of training programmes required role specific including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
Career Progression	NOVAS believes in supporting the development and career path for our staff and develop skills for role changes, Leadership Preparation and Management Development.
Salary Scales	NOVAS has defined salary scales and has committed to awarding annual increments to staff depending on sustained funding.
Annual Leave	26 Days annual leave plus bank holidays.
Pension	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
Employee Assistance Programme	Our Employee Assistance Programme provided by Inspire Wellbeing gives staff access to free confidential counselling and a suite of online mental health and wellness tools.
Further Education Support	With the help of your line manager you can apply for financial support, study leave or exam leave days to complete external professional qualifications to help further your career.
Sick Pay	2 Weeks full and 2 weeks half sick pay certified.
Maternity Leave	18 weeks full pay which can be pro rata across duration.