

Job Description

Job title	Facilities Team Leader
Profession	Property Maintenance & Technical Assurance
Band	F
Directorate	CCO (Customer)
Accountable to	Accommodation Manager

Job Purpose:

The role is responsible for ensuring that key worker accommodation consistently meets high standards of cleanliness, safety, maintenance, and compliance. Maintaining a welcoming environment in which current and future residents are proud to live, contributing to a positive customer experience and high levels of resident satisfaction.

The post holder will be accountable for the effective leadership, line management, and supervision of the Facilities Team, including a Caretaker and a team of Housekeepers, ensuring high standards of service delivery and supporting the ongoing development of team members.

Delivering and overseeing a range of housekeeping services, reactive repairs, planned maintenance, compliance activities, and property standards, ensuring suitable contracts and arrangements are in place to support asset management requirements within the defined areas.

Working collaboratively with internal teams and contractors, the post holder will champion SNG's values, drive service excellence, and contribute to the achievement of operational and financial objectives, performance targets, compliance standards and customer satisfaction goals.

Financial responsibility: No financial responsibility

People responsibility: up to 5 Direct reports

Autonomy:

Within the broad direction set by the Head of Specialist Housing and the Accommodation Manager, this role will have the autonomy to decide how the team operates, resources are deployed and how work gets done, being responsible for ensuring our key worker accommodation provides a safe, well maintained, compliant environment where current and future customers will be proud to live, whilst achieving our operational goals and customer satisfaction standards.

Key Accountabilities:

- Contribute to budget planning, monitor facilities spend, ensuring expenditure is controlled in line with budget expectation., Provide information on budget performance in relation to current and future maintenance requirements.
- Organise and manage stock, equipment and supplies, for the housekeeping and maintenance services, raising purchase orders and managing budget performance.

- Complete pre-void inspections and oversee the turnaround of accommodation, identifying maintenance issues which need rectifying and ensuring where necessary, that costs are recharged to the resident.
- Responsible for compliance with health and safety regulations, including COSHH and risk assessments. Act as a Fire Warden if required.
- Conduct health and safety checks and estate inspections within key worker accommodation, maintaining accurate records and reporting any safety or compliance concerns to help keep customers and colleagues safe.
- Record and track repairs, maintenance requests, and service issues through the asset management system, while ensuring accurate and up-to-date customer and property data is maintained in central systems.
- Develop housekeeping rotas based on occupancy needs, provide hands on support during peak periods, and coordinate routine and specialist cleaning schedules (eg. Carpets and windows).
- Investigate, record and respond to customer feedback, complaints, accidents, and near misses.
- Conduct spot checks on cleanliness, hygiene standards and room maintenance to ensure accommodation meets service standards and remains in good condition, ensuring a safe and welcoming environment for residents
- Coordinate and take responsibility for all repair requests from customers, staff and external parties, ensuring repairs are completed within SNG's timescales and in line with any service level agreements or service contracts in place.
- Manage and carry out a programme of routine inspections and follow up maintenance actions to the internal and external communal areas of the accommodation.
- Supervise all contractors and other maintenance visitors to site, ensuring they comply with SNG's safety standards.
- Undertake pre and post inspection of works carried out by contractors, ensuring works orders given are accurate and the necessary administration is completed, for example permits to work.
- Conduct risk assessments and complete required actions to ensure safety, compliance, and a safe environment for customers and colleagues.
- Execution of future major repairs and planned improvement programmes.
- Assist the Accommodation Manager with other schemes/sites if necessary.
- With customers, colleagues and contractors; maintain and improve our homes and places, reporting service failures, repairs and working with colleagues to ensure timely resolution.
- Provide advice and guidance to residents to help support them during their stay, signposting them to sources of help and support where needed.

Leadership

- Manage the Facilities team with a focus on articulating a clear vision, providing direction, and fostering a culture of accountability, high performance, and continuous improvement.
- Allocate resources efficiently and effectively within the team, managing workload and priorities.
- Ensure oversight of relevant systems, processes, policies, and resources to ensure that the Facilities team provide professional, reliable, and responsive services to the business.

- Implement SNG's corporate plan and objectives within it.
- Promote equality, diversity, and inclusion efforts to ensure an inclusive and supportive work environment in line with SNG's policies and procedures.
- Encourage and support employee wellbeing, engagement, development and mentorship and my performance objectives.
- Take ownership of people related matters and work with the relevant support teams.
- Participate in management meetings and relay key information to the team.
- Lead, supervise, and support the Facilities team to ensure high performance and service delivery.
- Conduct staff inductions, training, performance and absence management.
- Manage vacancies within the team ensuring swift timely recruitment, shortlisting applicant's, conducting interviews and onboarding new starters.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Proactively promote the Everyone Safe and Well vision and principles, guiding by example to create a positive environment where health, safety and wellbeing are integral values for all colleagues.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Experience in delivering excellent housekeeping and maintenance services to customers and within a residential environment.
- Knowledge of relevant health, safety and environmental legislation within residential accommodation.
- Able to work independently and as part of a team to set goals and ensure these are met within set timeframes.
- Approachable, reliable, and flexible, with strong communication skills and the ability to build trust, influence others, and challenge constructively.
- Ability to inspire others to optimise performance and 'do the right thing' for customers.
- Ability to receive honest communication and develop inclusive relationships whilst remaining self-motivated and accountable for your work.
- Ability to validate, impact assess, and to escalate data issues as required.
- Understanding of data breaches, associated implications and industry standards of preventing/triaging a breach.

Desirable

- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliations).

- Previous experience managing housekeeping services in key worker / hotel environment.
- Ability to impact assess and to understand the difference between 'major' and 'minor' data issues.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	5207	M Kelly	26/08/2026	
2.0				