



## Premises Officer Recruitment Pack

Closing date for applications Sunday 24 March 2019

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## Premises Officer

**Salary £18,564 per annum (rising to £19,201 on 1 April 2019)**

**Closing date – 24 March 2019**

Cambridge House is a Southwark-based centre fighting poverty and social injustice. We have been operating since 1889 and provide a range of frontline services that are designed to accomplish these important goals and strengthen our communities. Our building houses the Cambridge House team, resident organisations and venue hire facilities.

Our premises officers are responsible for maintaining our building and ensuring we provide a welcoming, safe and clean environment for employees and service users.

Our ideal candidate will:

- Possess a range of maintenance, handyperson and/or DIY skills
- Have good customer care and people skills.
- Be self-motivated, punctual and reliable.
- Be a problem solver with a can-do attitude.
- Have excellent attention to detail
- Be able to undertake physically demanding duties
- Share our commitment to our vision of a society without poverty where all people are valued, treated equally and lead fulfilling and productive lives.

**As an organisation we are particularly keen to ensure that our staff reflect the diverse nature of the community in which we work.**

**We value diversity and warmly welcome applications from disabled people, the LGBTQ communities and people from ethnic minority backgrounds.**

**We are a Disability Confident employer and will generally offer an interview to any applicant that declares they have a disability and meets the minimum criteria for the job as defined by person specification.**

## Welcome

I am delighted that you are considering joining the team at Cambridge House. This recruitment pack includes some information about the Premises Officer role and our organisation that I hope you will find useful.

## Our vision

We pursue a vision of a society without poverty where all people are valued, treated equally and lead fulfilling and productive lives.

## Our work

As austerity measures and far-reaching welfare reforms come into full effect we are driven to address their combined effects on existing levels of poverty and the equity and cohesion of society. In 2017/18 we provided services to 187,000 people across the following portfolio:

### i) Social Justice Services

#### ▪ Safer Renting

Specialist advice, support and advocacy for vulnerable tenants of criminal landlords.

#### ▪ Independent Advocacy

Independent professional and community advocacy for adults and children with disabilities.

#### ▪ Law Centre

Free, independent and expert legal services in housing, employment and welfare benefits.

### ii) Education and Inclusion Services

#### ▪ Youth Empowerment

Medium to long-term, intensive and wrap-around schemes for excluded 16 to 25-year olds.

#### ▪ Disabled Peoples' Empowerment

Arts, sports, life skills and wellbeing clubs for disabled children and adults.

### iii) Our people's social action centre

We manage our building as a community hub so that it is a focal point for local communities and civic activity, a home for voluntary and community organisations, and a space where local people and statutory agencies can come together to promote and bring about positive social change.

### iv) Research and knowledge exchange projects

We organise activities that generate and collate evidence of what delivery strategies are most effective at tackling poverty and social exclusion at a local level and establish opportunities for evidence sharing and knowledge exchange.

Working at Cambridge House is immensely rewarding. If you would like to be part of this very special organisation and believe that you can contribute to our work, we welcome an application from you. For more information about Cambridge House, please visit our website [www.ch1889.org](http://www.ch1889.org).

Yours sincerely



**Karin Woodley**  
**Chief Executive**

# Cambridge House

## A community hub in South London



Cambridge House's refurbished Grade II building is a high-quality, welcoming and professional community space with a unique historical character.

Situated in the district of Camberwell in the heart of Southwark, we are ideally located to offer services both to Central London and the local community.

Thanks to our unique architecture and internal development projects our building offers a variety of rooms, from intimate consultation and work spaces to the larger, adaptable Gilroy Hall.

Our building fulfils three important functions:

### 1. **Social action**

As a community hub we provide:

- Venue hire facilities so that the local community can hold events and meetings.
- Office spaces and service delivery spaces to other organisations including, charities, community groups and a nursery.

### 2. **Frontline service delivery**

In addition to providing Cambridge House's offices, our Law Centre and most of our Education and Inclusion services are delivered in the building.

### 3. **Income generation**

Venue hire and office rental fees are vital to Cambridge House because they help to pay for building maintenance and repairs as well as the overhead costs associated with delivering our anti-poverty and social justice services.

## Job Description and Person Specification

Job Title:	Premises Officer
Reports to:	Director of Corporate Services
Location:	Cambridge House, 1 Addington Square, London, SE5 0HF
Salary:	London Living Wage
Contract:	Permanent
Working hours:	35 hours per week including Saturdays or Sundays and evenings
Holiday:	30 days per annum
DBS:	Enhanced

### 1. Job Purpose

As a member of the Building and Facilities team to contribute to the provision of high-quality maintenance, security and cleanliness of Cambridge House's buildings and grounds.

### 2. Main Duties and Responsibilities

#### a) Security and Safety

- i) To undertake the roles of Keyholder, Fire Warden and First Aider.
- ii) To ensure stringent health and safety provision, adherence to safe working practices and safe storage of materials covered by the COSHH regulations.
- iii) To follow the opening and closing procedures of the building, including ensuring all windows are closed, doors and gates, both internal and external are locked at the end of each day
- iv) To regularly test fire alarms, intruder alarms and building security systems and report any faults to the Director of Corporate Services.
- v) To ensure safe custody of keys of the premises and the allocation of keys to staff as approved by the Director of Corporate Services.
- vi) To be familiar with the evacuation procedure for the building and carry out evacuation drills; daily checks of fire exits; attend any post evacuation briefings; and liaise with emergency services as required.
- vii) To report any suspicious activity or breach of security immediately to the Director of Corporate Services and record in the Accident and Incident log
- viii) To attend site, as required, in the event of an emergency and accurately record all call outs; liaise with the emergency services and security contractors; and make the building secure after break-ins or emergency callouts.

#### b) Building Maintenance and Caretaking

- i) To undertake handyperson duties including, for example:
  - Changing lights
  - Replacing door handles
  - Clearing gullies and drains
  - Minor repairs to furniture and fixtures
  - Minor plumbing tasks
  - Basic carpentry
  - Painting, decorating and cleaning tasks

- Carrying out the annual cycle of portable electrical appliance testing
  - Carrying out legionella checks of the water systems
- This is not an exhaustive list.
- ii) To liaise with external contractors and monitor their work ensuring it is carried out punctually and to the required standard.
  - iii) To move furniture/equipment/goods in response to scheduled room layouts and equipment including:
    - Testing and setting out audio visual equipment
    - Setting out hot and cold refreshments
    - This is not an exhaustive list.
  - iv) To carry out regular litter patrols of the building to keep premises, grounds and pavement curtilage areas tidy, swept and free of leaf and litter accumulation, ensuring that external rubbish bins are emptied regularly.
  - v) To actively participate in the delivery of both Hard and Soft Facilities Management Services, applying relevant maintenance skills, by providing a focal point, completing planned maintenance tasks and responding promptly to the resolution of facilities requests reported via the Front Desk and or the Director of Corporate Services.
  - vi) To proactively monitoring the building's repairs and maintenance requirements and report them to the Director of Corporate Services.
- a) Front of House**
- i) To maintain excellent, friendly and professional relationships with staff, residents, service users and visitors.
  - ii) To staff the Front of House and Reception Desk when required, ensuring compliance with the Front of House Manual.
  - iii) To liaise with and support venue hirers to ensure their events are successful and comply with Cambridge House's policies, procedures and regulations.

### **3. General Responsibilities**

- a) To keep abreast of the overall work of Cambridge House.
- b) To participate in regular supervision and annual appraisal, and to be committed to own professional development.
- c) To participate in internal/external meetings, as required, to attend conferences and other functions, and to contribute to general management decision making, as necessary.
- d) To comply with all of Cambridge House's governance policies and procedures.
- e) To carry out any other duties commensurate with the role.

**This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities. It will be subject to periodic revision as the emphasis on and ways of working within the role changes.**

Person Specification	Essential	Desirable
<b>Qualifications and training</b>	None	<ol style="list-style-type: none"> <li>1. Level 2 qualification or equivalent in Maths/Numeracy and English/Literacy.</li> <li>2. Relevant Level 2 qualification or equivalent experience</li> <li>3. Health and Safety qualifications</li> </ol>
<b>Knowledge and experience</b>	<ol style="list-style-type: none"> <li>1. Experience of working in a small team</li> <li>2. Handyperson and DIY skills</li> <li>3. Knowledge of health and safety and safe methods of working procedures</li> </ol>	<ol style="list-style-type: none"> <li>1. Previous experience in a similar caretaking or premises officer role</li> <li>2. Experience of working in a multiple occupancy building</li> <li>3. Customer service/ Reception experience</li> </ol>
<b>Skills, abilities and competencies</b>	<ol style="list-style-type: none"> <li>1. Ability to work as part of a small team</li> <li>2. Ability to work independently, on own initiative and in a proactive manner</li> <li>3. Ability to manage own time to ensure activities are completed within agreed time frames</li> <li>4. Ability to build positive relationship with staff and service users</li> <li>5. Ability to undertake physically demanding duties</li> <li>6. Good spoken and written English</li> <li>7. Ability to respond to emergency call outs and the need to cover other Premises Officer's shifts</li> </ol>	<ol style="list-style-type: none"> <li>1. Good IT skills</li> <li>4. Use of Microsoft applications such as Outlook and word</li> </ol>
<b>Personal Attributes</b>	<ol style="list-style-type: none"> <li>1. Honesty, reliability and excellent time-keeping</li> <li>2. Loyalty and a commitment to Cambridge House's work</li> <li>3. Positive, enthusiastic and friendly attitude</li> <li>4. Problem solving and 'can-do' approach</li> <li>5. Listening skills</li> <li>6. Flexible, motivated and adaptable to change</li> <li>7. Discretion</li> <li>8. Client-focused</li> <li>9. Team-player</li> </ol>	

## How to Apply

1. A short evidenced-focused **Supporting Statement** of no more than two sides of A4 explaining why this appointment interests you and how you meet the essential criteria in the person specification.
2. Your **Curriculum Vitae** with:
  - i) Education and professional qualifications.
  - ii) Full employment history.
  - iii) Details of your latest salary and your notice period.
3. The names, positions, organisations and contact details of **two referees**:
  - i) Your referees must include employers and/or academic supervisors covering the last five years.
  - ii) References will only be taken once your express permission has been granted.
4. A completed **Equal Opportunities Monitoring Form**
  - i) The information provided will be treated as confidential and used for statistical purposes only.
  - ii) The form will not be treated as part of your application.
5. We request that you inform us if you will require any special provision because of a disability should you be called for interview.
6. Email, mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with the interview timetable.

Recruitment Timetable	
<b>Closing Date for applications</b>	<b>Sunday 24 March 2019</b>
<b>Interviews</b>	<b>Wednesday 27 March 2019</b>
The interview date may be subject to change and candidates will be advised in advance should this happen	
Successful applicants will be asked to take up their appointments as soon as possible.	

**Please email completed applications on or before midnight on Sunday 24 March 2019 to: Jan O'Day: [joday@ch1889.org](mailto:joday@ch1889.org)**

**If you do not hear from us within 14 days of the closing date, please assume your application has been unsuccessful on this occasion.**

**Please note that we only provide feedback to shortlisted candidates.**