Blackburne House Group

Facilities Supervisor Vacancy Pack





Welcome

Thank you for your interest in applying for the role of Facilities Supervisor at the Blackburne House Group.

We've put together some information below which we hope will provide some useful context and an understanding of the organisation and job role. You can also visit our website www.blackburnehouse.co.uk for greater detail on the organisation.

For More Information about the Role

If you require further information about this role, please email pamdwyer@blackburnehouse.co.uk to arrange a discussion.

Deadline for Applications

5pm, 7th December 2026.

Application Procedure

The Blackburne House application form should be completed and supported by a letter of application, which succinctly but comprehensively identifies your reasons for applying and how your career to date may have equipped you for the post.

Completed applications should be returned by the above closing date to Pam Dwyer, Blackburne House, Blackburne Place, Liverpool L8 7PE. Alternatively email your completed application and monitoring form along with a covering letter to vacancies@blackburnehouse.co.uk

In the interests of economy you will not hear from us again unless you are shortlisted. Your interest in the post is greatly appreciated but as a charity we unfortunately do not have the resource to respond to every application that is made.

In accordance with the requirements of the Immigration, Asylum and Nationality Act 2006, you must be eligible to live and work full time in the UK. Documented evidence of eligibility will be required from all potential employees as part of the recruitment process.

Please note that we reserve the right to close this vacancy early or interview prior to the closing date if we receive a high volume of suitable applications.



The Blackburne House Group

Blackburne House Group is a training-led social enterprise dedicated to transforming lives through education, skills development, health and wellbeing, and community engagement. Located within a beautiful Grade II listed building in Liverpool's renowned Hope Street Quarter, we are much more than an educational provider. We are a vibrant, multi-purpose hub that serves thousands of people each year and brings together a diverse range of services, businesses, learners, visitors and community groups under one roof.

Our site is home to:

- Blackburne House Education, an education centre supporting women into learning, employment and enterprise
- Blackburne House Bistro, a thriving space which serves the local community and provides an excellent conference and events catering function
- The Wellness Centre, a specialist women's wellness centre offering a suite of counselling and wellbeing services
- A busy conference and events venue with a capacity of up to 120 delegates
- Blackburne House Nursery, 52-place nursery providing early years education to children from 6 weeks of age to 5 years

In addition we provide office tenancies and deliver a wide programme of events and celebrations ranging from training programmes, community activities, partnership meetings, wellbeing services to weddings, parties, networking events, external room hires and visitor activities all of which run throughout the day, evening and occasional weekends.

As a result, Blackburne House is a dynamic and fast-paced environment with a constant flow of people, activities and operational demands. On any given day, the site may be welcoming learners, parents and children, conference delegates, health practitioners, community groups, catering customers, business leaders and partner organisations simultaneously.

Our social enterprises play a vital role in supporting our mission, generating income that helps us invest back into education and community programmes. They also provide practical examples of how commercial activities can be successfully harnessed to create lasting social impact. Every member of our team contributes to this mission, helping us provide high-quality services to the communities we serve.



We are looking for someone to work with us to ensure that we are the best custodians of our Grade ll Listed Building. You must take pride in your work and understand the unique challenges and regulations involved in maintaining a multi-use building, particularly one with a Grade ll listed status. Our Facilities Supervisor must be flexible in their approach to work, have good communication skills and work well as part of a team. You must also be able to implement and manage all areas of Health & Safety at work and be someone who is aware of the importance of security controls.

We're looking for someone who shares our values and is passionate about making a positive difference. At Blackburne House, we believe strong relationships, kindness, openness and integrity are at the heart of everything we do. We want new team members who will contribute positively to our supportive and inclusive culture, treat others with respect, and take pride in delivering a high-quality experience for everyone they work with.

As a member of our team, you'll be expected to maintain professional standards and represent Blackburne House positively in all that you do. We value colleagues who are approachable, reliable and committed to providing an excellent service while helping to create a welcoming environment for learners, visitors, children and families.

Why Work at Blackburne House?

We pride ourselves on being a friendly and caring organisation. As a member of staff you will benefit from*:

- **Paid Birthday Off**
- **Continuous Professional Development Opportunities**
- **An Extra Days leave each year for the first 5 years of employment**
- **Staff Discount in the Blackburne House Bistro, Nursery and Conference & Events Hire**
- **Access to Counselling and Wellbeing Services**
- **Employer Pension Contributions**
- **Heavily discounted on-site parking for staff**
- **Occupational sick pay scheme after one year's service**
- **Family-friendly policies**
- **Employee wellbeing support**

**The benefits listed are offered in accordance with Blackburne House policies and may be subject to eligibility criteria, qualifying service periods and contractual terms and conditions.*

A disclosure from the Disclosure and Barring Service (DBS), formerly the Criminal Records Bureau (CRB), may be requested in the event of a successful application to this post. All applications for disclosures are dealt with in accordance with the DBS's Code of Practice and the College's Policies on The Recruitment of Ex-Offenders and on The Storage, Handling, Use, Retention and Disposal of Disclosures and Disclosure Information. Blackburne House is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people.

Job Description

Post	Facilities Supervisor
Salary:	£30,000
Responsible For:	Facilities Team
Location:	Blackburne House, Blackburne Place, Liverpool, L8 7PE
Flexibility:	This post requires flexibility, including evenings, weekends and emergency call-outs, to meet the operational needs of the organisation.

Job Purpose

The Facilities Supervisor is responsible for overseeing the day-to-day building operations at Blackburne House, ensuring that the building, its services and facilities are maintained to a high standard and provide a safe, secure, compliant and welcoming environment for staff, tenants, visitors and service users.

Working closely with the Senior Leadership Team, the Faciltiies Supervisor will coordinate and supervise the facilities team, complete routine maintenance and repairs, monitor health and safety arrangements, coordinate contractors and ensure that building maintenance, security and operational procedures are effectively implemented.

The role will play an important part in maintaining the character and integrity of Blackburne House as a Grade II listed, multi-use building, ensuring that facilities services operate efficiently and that any maintenance, safety or compliance concerns are promptly identified, reported and addressed.

Key Responsibilities

- Personally undertake routine building maintenance and minor repairs within competence, training and authorisation, including minor plumbing repairs, adjustments to doors and fittings, painting, decorating and general building upkeep.
- Respond to day-to-day facilities requests, such as classroom and conference room set ups and set down.
- Assess requirements and complete appropriate repairs. Recognise when work falls outside the team's competence or authority and arrange appropriate specialist support.
- Undertake regular building inspections, identify maintenance requirements and take appropriate action to address issues.

- Work alongside facilities team members, providing practical support and demonstrating the standards expected.
- Maintain a prioritised maintenance log, recording the person responsible, target completion dates, progress and completion of tasks.
- Take prompt and safe action to address hazards, including isolating affected areas or equipment where appropriate, and escalate significant risks without delay.
- Ensure all maintenance and repair work respects the building's Grade II listed status, obtaining appropriate approval before undertaking work that may affect historic fabric or protected features.

2. Health, Safety and Compliance

- Undertake routine health and safety inspections, identify hazards and monitor safe working practices, reporting and addressing issues as appropriate.
- Coordinate fire safety arrangements, including daily checks, emergency lighting tests, fire drills and contractor servicing. Training staff where required.
- Monitor legionella and water hygiene arrangements, undertake routine internal checks, coordinate sampling and flushing schedules, ensure contractor visits take place and maintain accurate records.
- Maintain and monitor arrangements relating to COSHH, asbestos, electrical safety, manual handling, working at height and other relevant health and safety requirements.
- Maintain accurate and accessible facilities, maintenance, inspection and statutory compliance records, ensuring documentation is kept up to date. Training staff with understanding of the processes and legal requirements.
- Ensure outstanding compliance actions are followed up and significant risks or concerns are escalated to the appropriate manager.
- Support the implementation of emergency procedures, evacuation arrangements and business continuity plans and train staff where required.

3. Site Security

- Act as a keyholder and support the effective security and safe operation of the building.
- Monitor building access arrangements, keys, alarm systems and CCTV procedures.
- Ensure appropriate opening, closing and security checks are undertaken.
- Monitor visitor access arrangements and manage security concerns or incidents.
- Support the implementation of lone-working and out-of-hours security procedures.
- Respond appropriately to security issues and escalate incidents where necessary.

4. Contractor and Supplier Management

- Arrange and coordinate specialist contractor visits, ensuring appropriate access, inductions and safe working arrangements are in place.
- Monitor the quality and standard of contractor work, identify concerns and ensure remedial actions are followed up.
- Ensure contractors comply with site procedures, health and safety requirements and restrictions associated with the Grade II listed building.

- Support procurement arrangements by obtaining quotations and providing operational information to inform purchasing and contractor decisions.
- Check that contractor work has been completed satisfactorily and that relevant documentation is received and retained.

5. Environmental and Sustainability Management

- Support the implementation of the organisation's environmental and sustainability objectives.
- Monitor energy usage, waste management and recycling arrangements, identifying opportunities for improvement.
- Ensure sustainability measures and proposed building improvements are compatible with the requirements of a Grade II listed building.

6. Stock and Resource Management

- Monitor stock levels and ensure appropriate equipment, materials and supplies are available to support facilities operations.
- Ensure resources are used effectively and report any significant shortages or requirements to the appropriate manager.

7. Staff Supervision

- Supervise and coordinate the day-to-day activities of the facilities team, external contractors and other personnel requiring building support.
- Allocate daily tasks, prioritise workloads and ensure work is completed safely and to the required standard.
- Monitor staff attendance, performance and work standards, completing 1-2-1..
- Provide day-to-day guidance, practical support and on-the-job training to facilities staff.
- Identify training and development needs and support the ongoing development of the team.
- Promote a positive, collaborative and customer-focused approach within the facilities team.

Person Specification

Essential Knowledge

- Good working knowledge of building maintenance, facilities operations and premises management.
- Understanding of relevant health and safety requirements, including fire safety, COSHH, manual handling, working at height, asbestos and legionella.
- Understanding of building security, access control and safe working practices.
- Awareness of statutory building compliance and the importance of maintaining accurate records.
- Awareness of the requirements associated with maintaining a Grade II listed building.

Essential Experience

- Experience working in a facilities, maintenance, premises or building operations role.
- Demonstrable experience of personally undertaking routine building maintenance, minor repairs and general building upkeep.
- Experience supervising or coordinating staff, including allocating workloads and monitoring performance.
- Experience coordinating contractors and monitoring the quality and standard of their work.
- Experience undertaking building inspections, identifying maintenance requirements and arranging appropriate repairs.
- Experience supporting health and safety procedures, fire safety arrangements and maintaining operational records.
- Experience working in a customer-facing or multi-use building environment.

Skills and Abilities

- Handyman skills for minor DIY repairs and maintenance.
- Ability to assess maintenance issues, identify practical solutions and undertake appropriate work safely and to a good standard.
- Ability to prioritise workloads and respond effectively to changing operational requirements.
- Ability to supervise, motivate and support staff.
- Good attention to detail, particularly in relation to building safety, maintenance and security.
- Ability to work independently, use initiative and recognise when issues require specialist expertise, statutory approval or management authorisation.
- Good organisational, communication and practical problem-solving skills.
- IT literacy, including the ability to maintain accurate records and use basic facilities management systems.

Qualifications and Training

- Health and Safety qualification, such as IOSH Managing Safely or equivalent (desirable).
- First Aid at Work qualification (desirable or willingness to obtain).
- Fire safety training (desirable or willingness to obtain).
- Legionella awareness training (desirable or willingness to obtain).
- Relevant facilities, maintenance or building management qualifications (desirable).

Other Requirements

- Enhanced DBS clearance (mandatory).
- Commitment to site security, equality, diversity and inclusion.
- Flexibility to work occasional evenings, weekends and out-of-hours arrangements where required.