CROYDON ALMSHOUSES



Facilities Officer Job Pack

October 2026

WELCOME FROM THE CHAIR

Thank you for your interest in becoming the Facilities Officer at Croydon Almshouses. As Chair, I am pleased that you are considering joining our team.

We are the oldest charity in Croydon and are proud of our heritage. For over 550 years we have been supporting people who are in need, mainly in the form of almshouses, and now provide high quality accommodation for over 60 older people in Croydon. We are part of The Almshouse Association which unites 1600 independent almshouses across the UK with the shared and historical values of activism, individualism and community which we embed in how we operate.

We offer our residents the opportunity to be part of our almshouse community. This means somewhere secure to live and connection with other people. Unlike most traditional almshouse charities, we go further and offer holistic, person-centred, dynamic support to the older people who live in our almshouses so that they can live independently for as long as possible.

We also are a grant maker, funding our increasingly over- stretched voluntary and community sector. For over 40 years we have awarded grants to charitable organisations across Croydon enabling them to deliver their crucial services, as well as awarding small grants to individuals.

You would be joining our team at an exciting time in the development of the Croydon Almshouses. We are mid way through our 2024-2028 Strategy Do More, Do Better, which aims to expand our offer and so increase the impact we have in our Croydon communities. We are privileged to be a financially self- supporting charity with a stable financial position. This has enabled us to set aside a substantial Strategy Delivery Fund to deliver the various initiatives set out in our strategy. We will use this ring- fenced fund to invest in the future of our communities whilst ensuring we safeguard the charity for the future.

We are a well-managed charity, underpinned by a sound set of processes, with an effective Board and a strong staff team led by our excellent Chief Executive, Hayley James.



Michael Chawatama
Chair





ABOUT THE ROLE

Role: Facilities Officer

Responsible to: Property & Estates Manager

Purpose of role: To support the Property & Estates Manager (PEM) in the day-to-day operation and management of its almshouses and the wider Croydon Almshouses (CA) Investment Property Portfolio ensuring that the almshouses and facilities are safe, compliant and well maintained.

MAIN DUTIES AND RESPONSIBILITIES

- Support residents to live independently by enabling them to make full use of CA's amenities, including operating the fire detection systems and the Entry Phone System
- Carry out routine inspections of the almshouses including the plant room, equipment and external grounds, identifying maintenance requirements, defects and health and safety risks
- Carry out minor repairs, maintenance works and caretaking duties where appropriate
- Coordinate access arrangements and support the PEM by engaging and monitoring third-party contractors for works when necessary
- Oversee responsive repairs from initial reporting through to completion using the Maintenance Tracker, ensuring works are prioritised appropriately and actions recorded accurately
- Carry out specialist cleaning related duties, outside of the cleaning contract, on occasion if required
- Assist with the planning, coordination and monitoring of annual maintenance programmes ensuring inspections, servicing and maintenance activities are completed in accordance with agreed schedules
- Support the PEM with the management of building compliance requirements including fire safety, water hygiene and Legionella control, asbestos management, emergency lighting, electrical safety and COSHH
- Monitor the condition and performance of building services including heating, lighting, security, access systems, reporting defects and supporting remedial works
- Assist with monitoring utilities, energy usage and environmental initiatives, supporting CA's sustainability objectives and identifying opportunities for improvement
- Maintain appropriate levels of stock, tools, materials and PPE required for maintenance and facilities duties, arranging reordering when necessary
- Ensure communal areas, external areas and facilities are maintained to a safe and appropriate standard, including undertaking litter picking, grounds maintenance, waste management and other site-based duties as required
- Undertake relevant training to maintain competence, including Health & Safety, Fire Safety, Legionella Awareness, Asbestos Awareness, COSHH and any other training required for the role
- Any other task required to ensure the successful delivery of CA's strategy to reduce the impact of poverty on Croydon residents

General

- Support the involvement of lived experience in organisational direction and decision-making
- Ensure their Line Manager is kept informed of all important matters related to the work of CA
- Always maintain confidentiality and ensure compliance with CA's Data Protection policy and processes
- Adhere to Safeguarding guidelines by following CA's Safeguarding policy and processes, escalating concerns to the Safeguarding Lead via the Safeguarding Concern Form
- Champion and take action to embed equity, diversity, inclusion and behaviours which reflect CA's commitment to meaningful Equality, Diversity, Inclusion & Behaviours



PERSON SPECIFICATION

Essential Knowledge and Experience

- A proven track record of experience working within facilities management and property maintenance
- Experience of coordinating and monitoring contractors and ensuring works are completed to an appropriate standard
- Experience of carrying out inspections, identifying defects and maintaining accurate records
- Understanding of building maintenance programmes
- Knowledge of health and safety requirements, fire safety, water hygiene, asbestos awareness, COSHH and general building compliance
- Legionella Awareness Training and Fire Safety Awareness training

Skills

- Good practical maintenance skills across a range of building trades
- Ability to prioritise workload, manage competing demands and work independently using initiative
- Good communication skills with the ability to liaise effectively with residents, contractors, colleagues and the PEM
- Good IT skills, including the ability to use Microsoft Office Suite and electronic maintenance records
- Ability to maintain accurate records and provide clear written updates
- A clean driving licence with access to a car

Desired Experience

- Experience of working within social housing, supported housing, almshouses or the charity sector

Attributes

We are a small, dedicated staff team who work effectively together and all contribute to making a positive, impactful difference in the lives of our beneficiaries. To be a valued, supported member of our thriving and focussed staff team the following attributes would be welcomed.

- Enthusiastic
- Hardworking
- Proactive
- Common sense
- Approachability
- Sense of humour
- Strong emotional intelligence

ADDITIONAL INFORMATION

- **Salary: Up to £43,000 per annum**
- **Based across two almshouses, in Waddon and Purley & Woodcote**
- **37.5 hours per week**
- **25 days annual leave plus Bank Holidays**
- **Contributory workplace pension scheme**
- **An excellent benefits package**



HOW TO APPLY

If your experience aligns and you'd like to work in an ambitious local organisation, we'd love to hear from you.

To apply, please send your CV and a personal statement of not more than two sides of A4 outlining how your experience fits the role description and personal specification to:

andrew.okuoma@morganhunt.com

Closing date for applications

Monday 9th November 2026, 9am

Interview dates

Thursday 19th November 2026, in person

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