Property and Facilities Manager

Reporting to: Deputy CEO
Location: The Lodge, Shepherds Bush, with regular travel to other DBUK properties
Contract: Permanent
Hours: Full-time
Salary: £43,950 including London Weighting

Purpose

At Deafblind UK, our buildings are more than physical spaces: they are homes, workplaces and community environments that support people living with deafblindness.

As our Property and Facilities Manager, you will help create safe, accessible and welcoming places where people can live independently, access support and thrive. Take responsibility for the effective day-to-day management, maintenance and improvement of Deafblind UK's property portfolio, including Rainbow Court, the Lodge and the charity's shops, ensuring that buildings are safe, compliant, accessible, well-maintained and fit for purpose.

Reporting to the Deputy CEO, work collaboratively with operational managers, Finance and shop managers to oversee planned and reactive maintenance, property compliance, contractor performance, expenditure and property records. Contribute to longer-term investment planning and practical improvements that protect residents' dignity, support independence and deliver value for money.

Responsibilities

1. Property and Facilities Management

- Take responsibility for effective day-to-day property and facilities arrangements across Rainbow Court, the Lodge and DBUK's shops, within agreed delegated authority.
- Oversee planned preventative maintenance, repairs, inspections and improvements, prioritising work according to safety, statutory compliance, accessibility and operational need.
- Undertake and coordinate property inspections, identifying defects, risks and future maintenance requirements.
- Maintain an up-to-date property and asset register, maintenance schedules and records of outstanding works.
- Liaise with operational and shop managers to resolve property issues promptly and minimise disruption to residents, services and trading.
- Identify and recommend improvements to building condition, accessibility, energy efficiency and the cost-effective use of DBUK's properties.
- Contribute evidence and recommendations to longer-term property maintenance, refurbishment and investment plans led by the Deputy CEO.

2. Compliance and Health and Safety

- Manage the coordination and tracking of property-related statutory inspections, servicing, certifications and remedial actions, including fire safety, gas, electrical installations, water hygiene, asbestos management and other applicable requirements.
- Maintain a reliable compliance calendar, monitor completion of inspections and remedial actions, and ensure that accurate evidence is retained and overdue actions are escalated.
- Work with DBUK's health and safety lead and relevant managers to identify and manage property-related risks.
- Ensure contractors receive appropriate site information and follow relevant safety and access arrangements.
- Escalate significant risks, overdue compliance actions and urgent safety concerns promptly to the Deputy CEO and relevant operational managers.
- Maintain accurate compliance records and support audits, insurance enquiries and emergency planning as required.
- Ensure compliance with UK GDPR, the Data Protection Act 2018 and organisational information governance policies, particularly in relation to facilities records, access control systems, CCTV, contractor information and the secure handling of personal data.

3. Residential Properties: Rainbow Court and the Lodge

- Oversee building maintenance and communal facilities arrangements in residential properties, working closely with the Registered Manager and other relevant colleagues.
- Ensure that repairs and maintenance are planned and communicated appropriately, respecting residents' privacy, dignity, accessibility and individual communication needs.
- Identify and recommend environmental improvements that support safe navigation, orientation, privacy and independent living for residents with sensory impairments.
- Coordinate contractor access and works to minimise disruption to residents and services.
- Monitor property condition and identify repairs, refurbishment and investment requirements.
- Ensure that property-related responsibilities are clearly distinguished from the operational management of care and support services and any separately delegated housing management duties.

4. Shops and Retail Premises

- Oversee property maintenance and facilities support across DBUK’s retail estate, with clear arrangements for reporting and resolving issues.
- Provide a clear process for reporting, prioritising and resolving shop maintenance issues.
- Liaise with shop managers, landlords and managing agents regarding repairs, leases, service charges and property responsibilities, as applicable.
- Coordinate contractors and works to minimise disruption to trading, staff, volunteers and customers.
- Identify property-related risks, accessibility improvements and opportunities to reduce costs.

- Support decisions concerning new premises, relocations, refurbishments and shop closures by identifying relevant property requirements and obligations.

5. Contractors, Suppliers and Property Services

- Manage day-to-day relationships with maintenance contractors, facilities suppliers, landlords, managing agents and other property professionals.
- Obtain quotations and arrange works in accordance with DBUK's procurement procedures and delegated authority.
- Check that contractors have appropriate qualifications, competence, insurance and safety documentation.
- Monitor contractor performance against agreed quality, timescale, safety and cost expectations, and ensure that outstanding issues are resolved.
- Review invoices against agreed quotations and completed works before authorising or recommending payment in line with delegated authority.
- Monitor contracts, warranties and renewal dates, addressing poor performance and escalating disputes or significant cost variations.
- Seek opportunities to improve service quality, consolidate suppliers and achieve value for money.

6. Budget Management and Reporting

- Contribute to the preparation of property and facilities budgets and monitor expenditure within the responsibilities and authority delegated by the Deputy CEO.
- Monitor expenditure, identify potential overspends and highlight significant or unexpected costs promptly.
- Work with Finance to ensure property-related invoices, service charges and other costs are recorded accurately.
- Obtain cost estimates and contribute to business cases for significant repairs, refurbishment and capital investment.
- Provide concise, regular management reports on property condition, statutory compliance, outstanding works, contractor performance, expenditure and emerging investment needs.
- Maintain accurate property records, including contracts, inspections, certifications, maintenance schedules and asset information.
- Contribute to the development of consistent property management procedures and systems across DBUK.

7. Accessibility and Continuous Improvement

- Champion property management approaches that respond to the needs of people living with deafblindness, sight loss, hearing loss and other disabilities, in line with the Equality Act 2010.
- Consider lighting, contrast, signage, acoustics, circulation routes, obstacles, handrails and other relevant accessibility features when assessing properties and planning works.
- Ensure maintenance activities do not unnecessarily compromise accessible routes, tactile features or wayfinding arrangements.
- Engage residents, staff, service users and relevant specialists to identify, prioritise and address accessibility issues.

- Advise the Deputy CEO on property-related risks, improvement opportunities and requirements arising from changes to DBUK's services or estate.

Skills, Knowledge and Experience

Essential

- Experience in property management, facilities management, building maintenance, housing or a related operational role.
- Experience coordinating repairs, maintenance, inspections and contractors.
- Understanding of property compliance, health and safety requirements and the importance of accurate records.
- Strong organisational skills, attention to detail and the ability to manage competing priorities across multiple sites.
- Experience obtaining quotations, monitoring expenditure and achieving value for money.
- Ability to identify risks, exercise sound judgement and escalate concerns appropriately.
- Strong communication and relationship-building skills, including the ability to work effectively with residents, colleagues, contractors and external stakeholders.
- Ability to work independently and manage site visits across a dispersed property portfolio, maintaining effective communication and oversight; home-working arrangements to be confirmed.
- Good IT skills, including Microsoft 365 and the ability to use property management and compliance systems.
- Commitment to equality, diversity and inclusion, with an understanding of accessibility needs and the barriers experienced by people living with deafblindness.
- Commitment to DBUK's charitable objectives and values.

Desirable

- Experience managing a mixed portfolio of residential properties and commercial or retail premises.
- Experience working in a charity, supported housing, residential services or disability-related organisation.
- Knowledge of landlord and tenant responsibilities, property leases and managing-agent arrangements.
- Experience coordinating statutory inspections, compliance actions and planned preventative maintenance.
- Experience supporting refurbishment, capital works or property improvement projects.
- Relevant qualification in facilities management, property management, housing, building services or health and safety, or equivalent practical experience.

Personal Attributes

We are looking for a proactive, organised and solutions-focused property professional who combines practical judgement, commercial awareness and attention to detail with a commitment to safety, accessibility and value for money. The successful candidate will communicate effectively with residents, colleagues and suppliers, work confidently within delegated authority and recognise when specialist advice or escalation is required.

Other Duties

To undertake other reasonable duties appropriate to the level and responsibilities of the post, as required by the Deputy CEO and in response to DBUK's changing needs.