ENDING ABUSE, EMPOWERING LIVES



Changing Pathways
Application Pack
Asset Management Team Lead

Welcome

Changing Pathways is a registered Charity, providing domestic abuse services across the south of Essex, in partnership with Ending Violence in Essex Charity.

We are the Essex County Council commissioned service for Harlow, Epping, Brentwood, Thurrock and Basildon.
We deliver a range of services, offering a non-judgemental, trauma informed approach to support men, women and children who are or have experience domestic abuse.

This includes:

- ·Safe accommodation
- ·Outreach Support
- ·Specialist Services for the Global Majority
- ·Stalking Support
- ·Counselling
- ·Training

Joining our team means becoming part of a dynamic, innovative, and supportive environment where your growth and success matter. We are passionate about what we do, and we value collaboration, creativity, and excellence. By joining us, you'll work alongside talented individuals who inspire and challenge one another to achieve their best. We are committed to providing opportunities for professional development, fostering a culture of inclusivity, and recognising the unique contributions of every team member. If you're looking for a workplace that values your skills, encourages your ideas, and supports your ambitions, this is the perfect place for you to thrive.



Tania Woodgate
Chief Executive Officer



Our Vision

Equality, safety and hope for everyone affected by abuse

Our Mission

To support safer communities by placing survivors at the centre of our work, providing support, advocacy and partnership on their pathway to recovery.



Our Values

Integrity & Trust

We act ethically, are transparent, and keep our promises, so people can rely on us.

Inclusive Respect

We value every person, embrace diversity, and ensure everyone feels seen and heard.

Compassion

We respond with empathy and care, taking a trauma informed, person-centred approach.

Empowerment & Advocacy

We amplify voices, defend rights, and build people's confidence to make informed choices.

Collaboration & Learning

We work in partnership and share knowledge, continually educating ourselves and others to improve outcomes.

Our values guide how we design and deliver services, how we treat those we support, and how we work with partners. They anchor decision-making, ensuring we prioritise safety, equity and impact, while strengthening governance, accountability and trust.

Our staff adhere to our values, and that's what makes us a PROUD organisation.

POSITIVITY: We approach change and challenges with a positive mindset and optimism.

RESILIENCE: We treat everyone fairly and with respect, value and celebrate differences.

OWNERSHIP: Our behaviours are PROUD towards everyone regardless of their role.

UNITY: We are one Organisation. Together we are stronger.

DEDICATION: We uphold a strong commitment to our clients, our work, the organisation and each other

The Role

To coordinate the day-to-day delivery of asset management, facilities, property compliance, maintenance and housekeeping across Changing Pathways' safe accommodation and office sites. The postholder will supervise facilities and housekeeping staff, organise contractors and purchasing, maintain accurate compliance and maintenance records, and ensure buildings remain safe, secure, well maintained and ready for use.

The Team Leader works under the direction of the Safe Accommodation Operational Lead, who retains overall operational accountability, budget oversight and authority for significant decisions and expenditure. The postholder is expected to resolve routine issues within agreed delegated limits and escalate material risks promptly.

Main Responsibilities

MAIN DUTIES:

1. Team leadership and service coordination

·Provide day-to-day supervision, work allocation, support and performance oversight for the Facilities Officer and housekeeping/cleaning staff.
·Coordinate site visits, rotas, workloads and cover so that all properties receive consistent facilities support.
·Set clear expectations, follow up outstanding tasks and provide regular progress reports to the Operational Lead.
·Work collaboratively with refuge Team Leaders and practitioners, clarifying what should be reported centrally and what can be managed locally.

2. Health, safety and statutory compliance

·Maintain a site-by-site compliance schedule and ensure required checks, inspections and renewals are arranged, recorded and followed up.
·Coordinate, as applicable, gas safety, EICR, PAT, fire risk assessments, fire alarms and equipment, emergency lighting, water hygiene/legionella, asbestos, lifts and other relevant statutory requirements.
·Ensure the Facilities Officer completes assigned health and safety and fire safety checks across sites, with evidence held in accessible digital records.
·Maintain risk assessments, action logs and records of hazards, incidents and near misses; escalate overdue actions and significant risks without delay.
·Support safe contractor access and safeguarding-sensitive arrangements at refuge sites.

3. Repairs, maintenance and property standards

·Operate a central process for logging and tracking faults reported by practitioners and managers.
·Prioritise repairs by risk and urgency, arrange contractors or appropriate internal follow-up, and confirm completion and quality.
·Coordinate preventative maintenance, routine inspections, planned works and room-readiness checks.
·Monitor security, locks, lighting, furnishings and general property condition; report emerging investment needs to the Operational Lead.
·Clarify landlord and managing-agent obligations under leases and escalate disputes or proposed contractual commitments.

4. Housekeeping and accommodation readiness

·Supervise housekeepers and cleaners to ensure consistent cleanliness and presentation across sites.
·Coordinate cleaning of communal areas and vacant rooms, deep cleans, bedding changes and supplies/inventory checks.
·Work with Safe Accommodation Team Leaders to minimise delays between rooms becoming vacant and being ready for occupancy.
·Coordinate approved ad hoc cleaning or overtime arrangements and maintain accurate records for payroll and finance.

5. Contractors, procurement and expenditure

·Obtain quotations, coordinate suitably qualified and insured contractors, and check required risk assessments, method statements and safeguarding arrangements.
·Maintain a record of works instructed, quotations, orders, invoices, contractor performance and completion evidence.
·Coordinate facilities purchases and supply orders, checking need and value for money and obtaining authorisation in line with delegated limits.
·Track spending against agreed budgets and flag variances or anticipated additional costs; do not commit the charity to unapproved expenditure.

6. Records, reporting and continuous improvement

·Maintain up-to-date digital property files, compliance certificates, maintenance trackers, inventories and audit action logs.
·Provide routine reports to the Operational Lead covering compliance status, outstanding repairs, costs, contractor performance and risks.
·Support audits, inspections, commissioner requirements and organisational quality standards.
·Work with colleagues to improve SharePoint/document management and reduce unnecessary paper records in accordance with retention requirements.

7. Safeguarding and professional conduct

·Protect the confidentiality and security of refuge locations, residents and staff information.
·Follow Changing Pathways safeguarding, data protection, lone-working and health and safety procedures.
·Escalate safeguarding concerns, serious building hazards and incidents immediately through the appropriate channels.
·Promote respectful, responsive and trauma-informed working practices in all contact with residents and colleagues.

GENERAL:

1.Identify own training and development needs and participate in all training courses relevant to the Changing Pathway's commitment to providing high quality services.
2.Work at all times with due regard to the policies and procedures of Changing Pathways, including financial regulations, participating in their development and amendment where required.
3.Willingness to work outside normal working hours including evenings and weekends and to participate in promotional, fundraising and income generating events, activities and any other duties as may be reasonably required by the organisation.

OTHER:

1.The post is subject to a DBS disclosure which will be carried out at appointment of a candidate.
2. This post is subject to completion of a six-month probationary period.
3. Must be able to drive (the Pool Vehicle to visit sites) and work across the whole contract area as required.
4.Must hold business cover insurance on their own vehicle.
5. Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

Key working relationships:

Internal: Safe Accommodation Operational Lead; Refuge Team Leaders and Practitioners; Facilities Officer; Housekeepers; Finance; HR; Quality and Standards; other Operational Managers.

External: Landlords, Managing Agents, Contractors, Suppliers, Local Authorities and relevant Inspectors.



Criteria	Essential/ Desirable	How it's Assessed
·Experience coordinating facilities, property maintenance or building compliance across one or more sites.	E	Application Form/Interview
·Practical understanding of health and safety and statutory property compliance, and ability to maintain schedules and evidence.	E	Application Form/Interview
·Experience supervising staff or coordinating the work of others, with confidence in following up performance and deadlines.	E	Application Form/Interview
·Ability to manage competing priorities, distinguish urgent risks from routine tasks and escalate appropriately.	E	Application Form/Interview
·Experience liaising with contractors, obtaining quotes and tracking repairs or planned work.	E	Application Form/Interview
·Good IT, record-keeping and communication skills, including use of spreadsheets and shared digital systems.	E	Application Form/Interview
·Sound judgement, attention to detail, budget awareness and a commitment to confidentiality and safeguarding.	E	Application Form/Interview
·Ability to travel regularly between Changing Pathways sites.	E	Application Form/Interview
·IOSH Managing Safely, NEBOSH or equivalent relevant training.	D	Application Form/Interview
·Experience in supported housing, refuge accommodation, social housing or charity services.	D	Application Form/Interview
·Knowledge of housing standards, fire safety, water hygiene and compliance audits.	D	Application Form/Interview
·Experience with procurement, inventory control, facilities budgets and contractor performance.	D	Application Form/Interview
General		
Engaging communicator and the ability to adapt messages to suit the audience	E	Application Form/Interview
Proven ability to build strong and lasting relationships	E	Application Form/Interview
Excellent organisational skills with good attention to detail	E	Application Form/Interview
Excellent IT skills including the ability to use Microsoft Office and organisational case management databases	E	Application Form/Interview

Criteria	Essential/ Desirable	How it's Assessed
Education		
A good standard of general education	E	Application Form/Interview
Other		
Commitment to equal opportunities and anti-discriminatory practice	E	Application Form/Interview
Willingness to undertake training and a commitment to continuous personal development	E	Application Form/Interview
Willingness to work flexibly and able to travel to different sites and venues	E	Application Form/Interview

We are committed to operating within the legal framework of the Equality Act 2010. As our organisation qualifies for an exemption under Section 9 of the Act, we only recruit female candidates for this role. This exemption is applied lawfully and in accordance with the specific occupational requirements of our organisation.

What can you expect from us?

Supportive Work Environment

- A culture of respect, collaboration, and inclusivity.
- Open-door policy for feedback, ideas, and concerns.

Opportunities for Growth

- Continuous learning through training programs, workshops, and certifications.
- Clear career progression paths to help you achieve your goals.

Work-Life Balance

- Flexible working hours and hybrid/remote work options.
- Paid time off, holidays, and wellness days.

Competitive Compensation

- Fair and market-aligned salary packages.

Recognition and Rewards

- Regular acknowledgment of individual and team contributions.
- Awards, shout-outs, and celebrations of success.

Innovation and Creativity

- Encouragement to bring new ideas to the table.
- Freedom to innovate, experiment, and grow professionally.

A Focus on Well-Being

- Mental health resources and employee assistance programs.

Social Responsibility

- Commitment to sustainability and ethical practices.

Empowerment and Autonomy

- Trust in employees to take ownership of their work.
- Support for independent decision-making and problem-solving.

Terms and Conditions

Contract
This is a full time position. On a permanent contract.
Salary: £31,500.00 pa
Reports to: CEO
Hours: 37.5hrs per week

Benefits Include
Contributory Pension Scheme. Equipment to undertake your role (hybrid).
Training and developed tailored to your level of experience.
Staff Discounts on BrightHR. Pets at Work Policy.

Leave
25 days per year plus bank holidays (pro rata).
Expenses
You will be reimbursed for all reasonable expenses which are incurred by you in the proper performance of your duties

Location
Changing Pathways main office is in Felmores End, Basildon.
Your location of work will be at all our sites between, Basildon, Thurrock and Epping.
Free parking is available. Parking is available and is charged. Costs are reimbursed.

Occupational Sick Pay
On successful completion of probation, we offer tiered sickness pay benefits.
Notice Period
4 weeks' notice

How to apply
Please complete our application form and email completed form to welcome@changingpathways.org stating clearly in the subject line the post you are applying for.

Those shortlisted for interviewed will be informed by email no later than two weeks after the closing date. Only those who are successfully shortlisted will be contacted.