Job pack

Thanks for your interest in working with Citizens Advice Rushmoor. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- The role profile and person specification
- Terms and conditions
- What we give our staff
- Our values
- Overview of Citizens Advice and Citizens Advice Rushmoor

Want to chat about this role?

If you want to chat about the role further, you can contact Jamie by emailing info@citizensadvicerushmoor.org.uk

The role

Job Description

Role:	Premises & Facilities Manager
Team:	Business Services
Reporting to:	Head of Business Services
Location:	Aldershot and Farnborough
Hours:	37 – part time or job share considered
Salary:	£31,610.35 to £34,926.27 depending on experience per annum, pro rata for part-time hours
Closing date:	Friday 27th of November 2026 – 4:30 pm
Interview:	Friday 4th of December 2026

Role purpose:

The Premises & Facilities Manager will ensure that Citizens Advice Rushmoor's busy offices in Aldershot and Farnborough are safe, compliant, welcoming, accessible and well maintained. The postholder will manage day-to-day facilities services, suppliers, budgets, planned and reactive maintenance, health and safety arrangements and business continuity across both sites.

The role will also lead at least two significant premises projects: delivering a capital investment programme for the Aldershot office and establishing and managing third-party use of space at the Farnborough office. This will include developing practical systems for workspace memberships and day hire by non-profit organisations, coordinating occupiers and bookings, and ensuring that use of the space is financially sustainable, legally compliant and consistent with our values.

This is a hands-on role requiring sound judgement, strong organisation and confident relationship management. The postholder will line-manage at least two new positions and work closely with colleagues, contractors, landlords, partners and workspace users, balancing operational priorities with longer-term improvements and providing clear reports to the senior leadership team.

Your first priorities will be to establish a clear picture of compliance, maintenance and operating costs across both sites, and to put in place reliable arrangements for day-to-day operations. Alongside this, you'll develop the Aldershot capital works plan and prepare for delivery as approvals are secured. In Farnborough, you'll work with colleagues and partners to agree how shared space will operate, then put the access, booking and occupancy arrangements into practice.

Main Duties

Facilities management across both offices

- Manage the buildings, facilities and shared workspace of the Aldershot and Farnborough offices, ensuring they are safe, secure, accessible, welcoming and fit for purpose.
- Plan and coordinate statutory checks, servicing, planned preventative maintenance and reactive repairs, maintaining accurate compliance records.
- Lead premises-related health and safety arrangements, including risk assessments, fire safety, emergency procedures, first-aid provision, accident reporting and follow-up actions.
- Manage contractors and suppliers for cleaning, security, utilities, waste, repairs, equipment and other facilities services; monitor quality, value and performance.
- Line management and supervision of up to two hub coordinators fulfilling daily operations oversite over reception and admin.
- Manage delegated premises budgets, obtain quotations, monitor expenditure and support procurement in line with organisational controls.
- Support business continuity and environmental improvement plans, identifying practical opportunities to reduce risk, energy use, waste and operating costs.

Aldershot capital investment programme

- Internally project lead the planning and delivery of the Aldershot capital investment programme from scoping and options appraisal through procurement, implementation, and implementation of decisions made by the senior leadership team.
- Develop project plans, budgets, risk registers and reporting, ensuring decisions, approvals, dependencies and changes are documented and controlled.
- Coordinate professional advisers, contractors, landlords, funders and internal stakeholders, minimising disruption to advice services and ensuring works meet quality, accessibility, safety and compliance requirements.

Farnborough workspace and third-party occupancy

- Develop and manage the Farnborough offices for CAR and partners, which may include day hire and workplace membership schemes.
- Put in place clear pricing, booking, induction, access, safeguarding, data protection, insurance and terms-of-use processes, seeking specialist advice where required.
- Build positive relationships with member organisations and day users, coordinate shared facilities, resolve operational issues and encourage a supportive non-profit workspace community.
- Monitor occupancy, income, costs, user feedback and service performance, recommending improvements to maximise social value and financial sustainability.

Contribute to the CAR Team

- Provide practical facilities guidance to colleagues and promote shared responsibility for safe, secure and well organised workplaces.
- Communicate planned works, disruptions and changes clearly, coordinating activity around client services and operational needs.
- Provide concise written and verbal reports to the management team
- Follow delegated authority for expenditure, procurement and occupancy arrangements, with significant decisions with the Head of Business Services.
- Work collaboratively across the organisation and undertake other reasonable duties consistent with the scope and level of the role.
- Actively support equality, diversity and inclusion, safeguarding, confidentiality and the aims and principles of Citizens Advice.
- The role requires regular travel between our offices in Aldershot and Farnborough and occasional visits to partner organisations.

Equality, Diversity and Inclusion

Citizens Advice Rushmoor is committed to equality, diversity and inclusion. The postholder will value diversity, promote equality, challenge discrimination and help ensure that our workplaces, services and working practices are accessible and inclusive for colleagues, volunteers, clients, partners and workspace users.

Person Specification		Essential / Desirable
1	Substantial experience of facilities, premises or property management, including planned and reactive maintenance across busy workplaces.	E
2	Practical knowledge of workplace health and safety, fire safety, risk assessment and statutory premises compliance.	E
3	Proven ability to plan and deliver premises or capital projects, managing budgets, risks, contractors, timescales and competing priorities.	E
4	Experience of procuring and managing suppliers and contracts, with a strong focus on service quality and value for money.	E
5	Strong organisational, problem-solving and record-keeping skills, with confidence using Microsoft 365 and facilities or booking systems.	E
6	Excellent communication and relationship-management skills, including the ability to work constructively with colleagues, contractors, landlords and external organisations.	E
7	Experience of managing shared workspace, room hire, leases, licences or third-party occupancy arrangements.	D
8	Relevant facilities, health and safety or project-management qualification, such as IWFM, IOSH or equivalent.	D
9	Ability to work independently, respond calmly to urgent premises issues and travel regularly between Aldershot and Farnborough.	E
10	Understanding of and commitment to the aims, principles and values of Citizens Advice, including equality, diversity and inclusion.	E

What we give our staff

Our Trustee Board is committed to making Citizens Advice Rushmoor a great place to work and volunteer, building a culture that allows us to be the best we can be for the people who need us. This commitment is reflected in our People Strategy, with a focus on creating a supportive, inclusive workplace where everyone can thrive. We value equity, diversity and inclusion, prioritise wellbeing, and are committed to helping our people learn and develop throughout their careers.

We offer:

- A standard 37 hours working week with a 4:30pm finish on Fridays
- 25 days' annual leave plus bank holidays (pro rata for part-time colleagues)
- 5% employer pension contribution

- Enhanced occupational sick pay
- Real Living Wage Employer
- Access to an Employee Assistance Programme, including wellbeing support and lifestyle perks
- Flexible and hybrid working opportunities (where the role allows)
- Ongoing learning and development opportunities
- A supportive and inclusive working environment

How to Apply

Please send a copy of your CV (no more than two pages) and a brief covering letter setting out your reasons for applying and why you are suited to the role (no more than one page), no later than the closing date referred to in the advert. No applications will be considered after this date.

Applications should be made via email to: jobs@citizensadvicerushmoor.org.uk

No assumptions will be made about your achievements and abilities, so it is important to explain these clearly and concisely.

Please note: Applications will be considered on a rolling basis, so we may close the advert early.

Support during the recruitment process

Please let us know if you require any adjustments or support during the application or recruitment process, including reasonable adjustments for a disability, neurodiversity or health condition, or if there are any individual circumstances you would like us to take into account. We are committed to providing an inclusive recruitment process and will be happy to discuss how we can support you at any stage, for example, step free access, allowing extra time or providing information in an accessible format.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996: evidence of this will be needed, if you are successful and an offer of employment is made.

Diversity Monitoring

Citizens Advice Rushmoor values diversity and promotes equity. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. The diversity profile of people who apply for posts at Citizens Advice Rushmoor is given in confidence for monitoring purposes only and does not influence any recruitment decisions. If you would prefer not to answer any of the questions we ask, please leave them blank.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Interviews may include a practical task or assessment, with all details provided before the interview.

References

All job offers are subject to the receipt of satisfactory references: One reference must be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. References must cover the previous three years.

Other references could be someone who knows you in a work related, voluntary or academic capacity. Referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

Criminal convictions

Anyone who applies to work within Citizens Advice Rushmoor will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Rushmoor – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we cannot employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. A basic check will be required for this position.

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone**.**

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 250 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice Rushmoor works

Citizens Advice Rushmoor is a local independent charity, committed to meeting the needs of our diverse community. With over 60 volunteers, and over 40 paid staff, we respond to around 10,000 unique clients each year, generating over 40,000 different advice issues.

We deliver our service through as many different channels as we can, to make sure we are accessible to everyone – this includes phone, webchat and email.

We also run lots of different projects, to help meet community needs. We have won national awards for our work, including the "Championing Equality" award, for the Nepali language

services we deliver. Our highly regarded Mental Health Project specialises in delivering casework for clients with serious mental illness.

Our Trustee Board takes overall responsibility for our organisational direction and focus. Click here for our Annual Review with more information on our website: www.citizensadvicerushmoor.org.uk

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 260 local Citizens Advice members.

This role sits within our network of independent local charities, delivering services from

- over 2,300 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 16,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.

