



Job Description

Job Title:	Head of Estates & Facilities
Department/Section:	Central
Reports to:	Chief Executive Officer
Principal Contacts:	CEO Board of Trustees Financial Controller Head of Care Head of Visitor Engagement Head of HR Farm Manager Suppliers / Contractors
Job Purpose:	To manage all aspects of the Trust's estate, related resources and facilities to ensure they meet the charity's operational and financial needs, now and into the future.
Responsible for:	People: Estates Manager Construction Projects Manager Administration Assistant Finance: Expenditure Budget c£500K Other physical resources: All physical structures / infrastructure / vehicles / fixtures & fittings

Main Duties and Responsibilities:

(This list is intended to define the main duties and responsibilities that are required to be undertaken by the post holder and is not a comprehensive list of all duties that may be required from time to time)

1. Manage and motivate Estates team members, providing direction and leadership, undertaking staff appraisals, addressing welfare issues, advising on and implementing personal development, training and coaching, maximising performance from team members in order to ensure that they contribute effectively to the service in alignment with the Trust aims and objectives.
2. To be a member of the Operations Management Team and ensure that all organisational decision making and strategy development is sufficiently well-informed in relation to estates and facilities matters.
3. Hold ultimate responsibility for the Estates & Facilities budget; monitoring performance against targets, reporting on variances and instigating corrective action as necessary throughout the year.
4. Devise and update the Trust's long-term Cyclical Maintenance Plan to ensure that properties and associated infrastructure are kept in an appropriate and compliant condition at all times and that the annual planned maintenance programme is delivered on time and within budget.
5. Oversee the work of the Estates Manager in delivering responsive maintenance throughout the Trust, ensuring that unplanned works are carried out in a timely, safe, legally-compliant and cost-effective manner.



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6. Hold responsibility for procurement, maintenance, repair and insurance of the Trust's Care Services vehicle fleet (including cars and minibuses).
7. Undertake all estates and facilities procurement activity, ensuring that best value is achieved for utilities contracts, vehicle purchase and repair, building materials, security, white goods and waste disposal.
8. Undertake periodic reviews of utility usage (i.e. energy, telephones etc.) throughout the Trust, ensuring utilities are being consumed cost effectively.
9. Act as landlord for the Trust's Community Supported Service (CSS) tenants, issuing tenancy agreements, carrying out regular property inspections and – in conjunction with the Financial Controller – setting rents and undertaking rent reviews and, as required.
10. Oversee Council Tax and insurance matters for all the Trust's properties, including liaison with insurers, the administration of claims, seeking quotes for repairs, etc.
11. Prepare business cases for all property acquisition, new-build and refurbishment projects and oversee the work of the Construction Projects Manager in designing, tendering and delivering major capital works.
12. Acquire and dispose of land and buildings as authorised by the Board of Trustees.
13. Develop and manage appropriate measures for the security of the Trust's sites and buildings and the prevention of theft or damage to Trust property.
14. Ensure compliance with Health & Safety legislation and regulations as they apply to work undertaken by staff within the Estates Department or – under its auspices – by external contractors.
15. Propose, implement and update relevant policies relating to estates and facilities management.
16. To liaise with the Property Trustee on a regular basis prepare advisory papers or reports for the Board of Trustees as required.
17. Utilise any practical skills and knowledge to cover for Estates Department colleagues as required.
18. Undertake call-out responsibilities as part of the Trust's Management Team.



Person Specification

Job Title:	Head of Estates and Facilities		
Department:	Operations Management		
Reports To:	Chief Executive Officer		
Specification Headings	Essential	Desirable	How to Assess
Experience: (Duration, type & level of experience necessary)	Exposure to work in the following areas with management experience in at least two: <ul style="list-style-type: none"> • People management • Facilities • Maintenance planning and delivery • Construction • Budgeting • Procurement • Project Management 	Fleet management experience	Application Form Interview References
Qualifications: (Number, type, level of qualifications. Equivalent experience, if appropriate)	<ul style="list-style-type: none"> • Good standard of general education • An IOSH/NEBOSH qualification at General Certificate Level 3 or equivalent 		Application Form Proof of award
Skills, Knowledge & Aptitude:	<p>Knowledge of:</p> <p>Current legislation in relation to Estates and Facilities Management including (but not limited to):</p> <ul style="list-style-type: none"> • Management of Health and Safety at Work Regulations • Construction (Design and Management) Regulations • Construction (Health, Safety and Welfare) Regulations • Electricity at Work Regulations • Gas Safety (Installation and Use) Regulations • Provisions and Use of Work Equipment Regulations (Amended 2014) <p>Microsoft Office packages.</p> <p>Ability to:</p> <p>Develop and implement Estates strategy through effective management of people, resources, budgets and operational issues.</p> <p>Manage projects from conception to completion</p> <p>Communicate effectively to a range of audiences, both verbally and in writing</p> <p>Demonstrate a high level of interpersonal skills, including listening, negotiation, empathy, conflict resolution, mediation and flexibility</p> <p>Interpret, organise and present information.</p> <p>Form strong and conducive internal and external relationships</p> <p>Work effectively in multi-disciplinary teams with people from different professional backgrounds.</p> <p>Inspire and motivate a varied workforce</p> <p>Multi-task and meet deadlines.</p>	Knowledge of landlord duties and responsibilities	Application Form Interview Relevant Certificates



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	<p>Solve complex problems</p> <p>Prioritise effectively</p> <p>Effectively plan and manage change</p> <p>Delegate effectively and support the ongoing professional development of others</p>		
<p>Personal Qualities and Behaviours:</p>	<p>Compassion and empathy for the people we support</p> <p>Desire for continuous improvement in COT's property and facilities provision and own personal development</p> <p>Willingness to be an advocate, both inside and outside the organisation</p> <p>Clear commitment to equal opportunities, transparency and fairness</p> <p>Discrete and trustworthy in order to maintain confidentiality in all matters relating to residents and tenants.</p> <p>Calm demeanour, with an ability to show leadership when under pressure</p> <p>Assertive but approachable</p> <p>Tactful and diplomatic</p> <p>Willingness to work flexibly and respond to out-of-hours emergencies where required</p>		<p>Interview</p> <p>References</p>
<p>Other Requirements: (factors which are ideally required for an individual to carry out the full duties of the job)</p>	<p>Initial and ongoing clear criminal records check (obtained by the Trust initially upon offer).</p>		<p>Interview</p> <p>Appropriate documentation</p>