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| **1.** | **Appointment Details** | | |
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|  | a. | Job Title: | Head of Estates |
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|  | b. | Job Grade: | C1 |
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|  | c. | Department: | Estates & Facilities Management |
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|  | d. | Reports to: | Chief Executive |
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|  | e. | Job Purpose: | The Head of Estates will use his extensive leadership and professional skills to plan, cost and supervise the cost effective delivery of the full range of the Association’s estate and facilities management tasks, liaising with customers, service providers, professional advisers and businesses as necessary. |
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| **2.** | **General Description of Role** | | |
| Leader and manager of a department of 11 people, dispersed over four sites, and reporting to the Chief Executive, the Head of Estates plans, supervises and delivers the annual maintenance, refurbishment and reprovision programmes, and facilities management for circa 140 sites of varying complexity, in accordance with customer service level agreements, within allocated funding levels and to safe and compliant standards. A key member of the Association’s senior management team, the Head of Estates will provide day to day leadership, management and direction for the Estates staff, including personal and professional development, oversee standards of delivery and ensure the highest level of customer support is achieved. Using professional judgement, a detailed understanding of customer requirements, and an intimate knowledge of the estate, the Head of Estates will constantly evaluate the opportunities for estate optimisation, rationalisation and improvement as well as the best methods for the Estates team to provide a quality service. | | | |

**Person Specification:**

1. A member of RICS or CIOB or be able to demonstrate at least 5 years’ experience in a similar role.
2. Essential that candidates have a proven record of successfully delivering Senior or Middle Management roles within an estates or property management organisation.
3. Hold the IOSH Managing Safely qualification.
4. Knowledge of Computer Aided Design (CAD) and a high level of competency with all current Estates management related computer programs including Word, Excel and Access.
5. Experience of liaising and dealing effectively with public sector partners / customers, (ideally including the Armed Forces and the Defence Infrastructure Organisation), civilian contractors, suppliers, solicitors, architects and consultants.
6. Experience and full understanding of profiling and monitoring expenditure, reconciling accounts and authorizing invoices from contractors and consultants.
7. Knowledge of the Reserve & Cadet Forces of all 3 Services.
8. Excellent written and oral communication skills, with the ability to write reports and briefs.
9. Proven experience of successful leadership and staff development within a complex team.
10. Experience of delivering a Change Management programme is highly desirable.

**Key Tasks/Outputs:**

**Management**

1. Member of the Association Senior Management Team.
2. Financial management in accordance with your letter of delegation, ensuring that expenditure is correctly recorded to the correct Resource Accounting Code (RAC).
3. Identify and manage Estates Risk.
4. Maintain the Association’s Service Register.
5. Maintain Estates data in whatever format in accordance with current Data Management Policy.
6. Manage the Estates Department through the change to the Next Generation Estates Contract (NGEC) delivery model.
7. Manage the Estates delivery supply chain ensuring that all contractors engaged on Estates delivery tasks are competent to do so.
8. Manage and develop the Estates Department Staff. Act as Line manager to grade C2 staff, act as 2nd Reporting Officer for department staff at grades D and E1.
9. On successful completion of your probationary period be prepared to accept Pan RFCA roles as required by the Association Chief Executive in support of the Council of RFCAs.

**Statutory & MoD Mandatory (SMIT)**

1. Maintain the estate in a Statutory and MoD Mandatory compliant condition at all times.
2. Maintain the Establishment Specific Task Schedule.
3. Maintain an accurate, up to date record of inspections, Passed, Failed and Missed.
4. Monitor Contractor performance against contract requirements.
5. Ensure that remedial works arising are completed within the required time scales and available funding.
6. Compile and submit the Associations SMIT funding bid as required by the Director Volunteer Estate (DVE).
7. Oversee the delivery if the funded in-year SMIT programme.

**Maintenance Services**

1. Oversee the operation of the Association Customer Helpdesk.
2. Ensure Reactive Maintenance is delivered within the required Response Times in accordance with the current Service Level Agreement (SLA).
3. Monitor Response Time KPIs and take prompt action to correct non-performance.
4. Monitor Contractor performance and take prompt action to correct non-performance.
5. Prepare and submit the Association annual ‘Maintain’ funding bid as required by Director Volunteer Estate (DVE).
6. Oversee the delivery of the in- year funded ‘Maintain’ Programme.
7. Maintain the Association ’Sustain’ Service Register.
8. Prepare and submit the Association ‘Sustain’ Funding bid as required by DVE.
9. Oversee the delivery of the in-year funded ‘Sustain’ programme.

**Support Services**

1. Maintain Estates Condition data within the Estates MIS programme (Symphony). Ensure Asset Condition surveys are conducted 2 yearly.
2. Prepare reports as required by; the Association Chief Executive, Director of the Volunteer Estate, Single Services, and the Defence Infrastructure Organisation (DIO).
3. Provide Ad-hoc advice to customers as requested.
4. Maintain and update the Integrated Establishment Management Plan.
5. Provide Assistance to the DIO Utilities Management Bureau as required.
6. Liaise with the Aquatrine Service Provider in relation to water supply and waste water requirements or defects.

**Land Management**

1. Maintain accurate, current information on all land parcels whether Leasehold or Freehold.
2. Prepare and submit Statements of Need (SoN) or Business Cases for the acquisition or disposal of land and or buildings in accordance with the current process required by the Single Services or DIO.
3. Obtain Local Authority Planning permission for any proposed development or change of use that falls within the current Town & Country Planning Act.
4. Oversee Woodland & Forestry Management.
5. Maintain current and accurate data with regard to Non-Domestic Rates liability for each site.
6. Make applications to Local Authorities for Non-Domestic Rates Relief. (Charitable relief for the Cadet Estate, Vacant Building relief on any vacant buildings.)

**Additional Works Services**

1. Assist site users in the production of SoNs for new infrastructure requirements.
2. Provide Rough Order Costs (ROC) to support Customer initiated SoNs.
3. When funded manage Additional Works Services in accordance with DIO or Single Service requirements.
4. Manage and deliver Wounded, Injured, Sick, Service Personnel, Adaptions (WISSPA) IAW current processes as directed by DIO.

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| **8.** | **Other Features** | | | | | |
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|  | a. | This job description: | | | | |
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|  |  | (1) | Should be discussed/read with the line manager at the time of receiving the annual Personal Development Report (PDR). | | | |
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|  |  | (2) | May be reviewed in the light of changes during the period of your appointment and on change of incumbent. | | | |
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|  | b. | Because of the changing nature of our business, your job description will inevitably change from time to time. You may be required to undertake other activities of a similar nature that fall within your capabilities and are commensurate with your grade. | | | | |
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|  | c. | I have read and understood my job description and mandate of responsibility and have received a copy of same. | | | | |
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| Post holder (name): | | |  |  |  |  |
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| Date: | | |  |  |  |  |
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| Signed: | | |  |  |  |  |
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