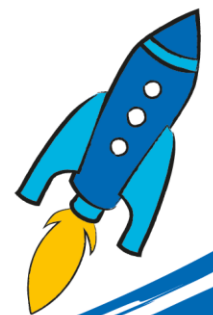


Senior Estates Manager

Candidate Briefing Pack



Dear Candidate

Thank you for your interest in becoming a Senior Estates Manager at The Children's Trust.

The Children's Trust is the UK's leading charity for children with brain injury. We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work. We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities and complex health needs.

As a Senior Estates Manager, you will report to the Head of Estates and Health & Safety. The Senior Estates Manager has managerial, professional and technical responsibility for the operational estate team, bringing best practice and professional standards whilst ensuring compliance and regulatory standards are monitored and managed consistently and effectively across the estates function.

You will be a natural and enthusiastic leader, able to support a high performing team.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards

Kevin Taylor
Head of Estates and Health & Safety.

The Charity

The Children's Trust is the UK's leading charity for children with brain injury and neurodisability.

The charity provides rehabilitation, medical care, special education, community services and expert information.

Our key services are:

- Rehabilitation for children with Acquired Brain Injury (ABI)
- A non-maintained special school, with associated residential houses for children with complex education, health, therapy and care needs
- Support for children with ABI and their families in the communities across the UK, through our Brain Injury Community Services.
- Online information and support via our publications and braininjuryhub.co.uk

Our residential services based at our national specialist centre in Tadworth, Surrey, work in partnership with the NHS and local authorities to provide a step-down pathway of care between hospital and home. The centre is entirely child and family focused to ensure that their needs are appropriately supported.

In the community, we provide clinical support to complement local services and give children and young people with ABI the best chance of succeeding at home and in school.

We are the only paediatric centre with a national specialised commissioning contract (through NHS England) to provide brain injury rehabilitation for children with severe brain injury. Our other services are funded through local health commissioners (such as clinical commissioning groups), social care and education authorities, together with the millions raised through voluntary fundraising.

Thanks to the generosity of The Children's Trust's supporters, our 24-acre Tadworth site features a modern hydrotherapy pool, accommodation for parents, specially adapted equipment, a nature trail and soft play areas.



We run a non-maintained special school for children with complex education, health, therapy and care needs with associated residential houses. The Children's Trust School supports children and young people from 2 - 19 years old and is dual-registered with the Care Quality Commission (the school residential houses) and Ofsted Education.

The Children's Trust is a charitable organisation with approximately 750 committed staff and over 1,000 volunteers with a range of expertise across nursing and care, education, therapy, operations and centralised support functions such as finance, HR, fundraising and communications. A number of these staff are based off site around the UK in our charity shops.

Job Description

Job Title	Senior Estates Manager
Reports to	Head of Estates and Health & Safety
Direct reports	Facilities Manager, Garden Supervisor, Transport Operative, Logistic Operatives, Project Manager & Customer Service Manager,
Level	Manager
Location	Tadworth, Surrey
Salary	£58,000 - £60,000 per annum (dependent upon experience)
Hours of Work	37.5hrs per week This role will require some flexibility in order to provide management support outside of core business hours, as needed – e.g. on call duty
DBS	Enhanced with Children's Barred List

Job Purpose

The Senior Estates Manager has managerial, professional and technical responsibility for the operational estate team, bringing best practice and professional standards whilst ensuring compliance and regulatory standards are monitored and managed consistently and effectively across the estates function. This will be in accordance with regulators' requirements including CQC, Ofsted Care, Ofsted Education, and HSE.

The Senior Estates Manager will ensure that safe working practices are embedded across all estate practices, working closely with the Head of Estates and Health & Safety in this respect and supporting appropriate developments and committees.

The Senior Estates Manager will contribute to the formulation and delivery of strategic and operational objectives ensuring the provision of a comprehensive and efficient estate, whilst bringing innovation and working practices to ensure an efficient and resilient estate.

The post holder provides a professional point of contact on managerial estate operations matters and a point of escalation for the Customer Service Manager and Facilities Manager.

They will provide professional leadership and effective line management to the Customer Services Manager, Facilities Manager and Project Manager ensuring operational objectives are met, including the effective management of the M&E contracts, associated services and compliance outputs.

The Senior Estates Manager will lead the Project Manager and appointed professional consultants to take agreed projects through the whole project lifecycle from scope to successful delivery, ensuring we deliver on time and within budget.

The post holder is required to deputise for the Head of Estates and Health & Safety when required with regard to all matters concerning the Estates.

Duties and Responsibilities

Estate Management

- Help develop and champion effective use of the CAFM and compliance systems.
- Ensure compliance standards are embedded across the service, regular reporting is in place, investigating where standards not met and ensuring measures are in place to mitigate identified issues.
- Ensure hard services are managed in accordance with agreed process, procedures and statutory compliance, guidance, and best practice.
- Ensure condition and lifecycle process delivered to support in year budget management and definition of annual budget submissions.
- Manage the delivery of estate capital investment and small projects ensuring project scope and programmes deliver against specific outcomes arising from the estate strategy.
- Development of sub-strategies to the estate strategy and associated policies and SOPs.
- Responsibility for the organisational green plan and net zero strategy.
- Support the Head of Estates and Health and Safety in the development and implementation of estates resilience management systems including emergency response and business continuity.
- Proactively identify and implement efficiencies in system of work and financials to support the progress of the organisation.
- Ensure the maintenance of the tree register, overseeing annual maintenance checks and completion of recommendations in accordance with the tree preservation orders.
- To undertake other or additional duties that are within your skills and abilities, as the organisation may reasonably require from time to time.

Skills and Responsibilities

- To undertake other or additional duties that are within your skills and abilities, as the organisation may reasonably require from time to time
- Operational responsibility for Estates budgets, projecting year end position on a monthly basis.
- Oversight and ongoing development of CAFM and compliance systems.
- Provide operational expertise in all matters pertaining to the estate including compliance, asset management, service delivery and capital investment where required.
- Oversight of Maintenance, Gardening, Transport and Logistics, ensuring that responsibilities are delivered in an efficient and timely manner.
- Management of Estates Risk Register, ensuring issues are escalated to the Head of Estates and Health & Safety as appropriate.
- Ensure that fire safety precautions are implemented, following a risk managed approach.
- Participate in on-call duties, providing management support out of hours as may be required.
- Coordination and oversight of contracts.

Management of Self and Others

- Deputise as required for head of department.

- Support head of department in estate requirements.
- Line management and leadership of Facilities Manager.
- Support to Customer Services Manager, Head of Health & Safety and Projects Manager deputising as required.
- Provide strong leadership, motivating and engaging direct reports and other members of the Estates team, supporting the Head of Estates and Health & Safety in the delivery of estates strategy and other duties that may be assigned. This includes developing and refining systems and processes, whilst delivering professional and customer orientated services.

Communication

- Manage relationships and engage internally, across the organisation, and externally to achieve specified outcomes.
- Represent the department at committees and meetings with different types of stakeholders.
- Ensure effective communication within the team and across the Estates department, ensuring cohesive working practices across all areas.

Governance

- Ensure a compliant estate through collation and monitoring of compliance and performance data in line with the organisation's SLAs and KPIS, identifying and documenting non-compliance and risks. Provide detailed actions to address these issues, and report regularly to the Head of Estates and Health & Safety.
- Chair and attending groups and committees as defined in the Estates governance structure.
- Provide appropriate financial and progress reporting to relevant departments required to support the organisational strategy.
- Establish appropriate systems for managing risks and issues across key projects and initiatives.

Professionalism

- Takes action and raises concerns.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.
- Committed to demonstrating the organisations values and behaviours at all times.

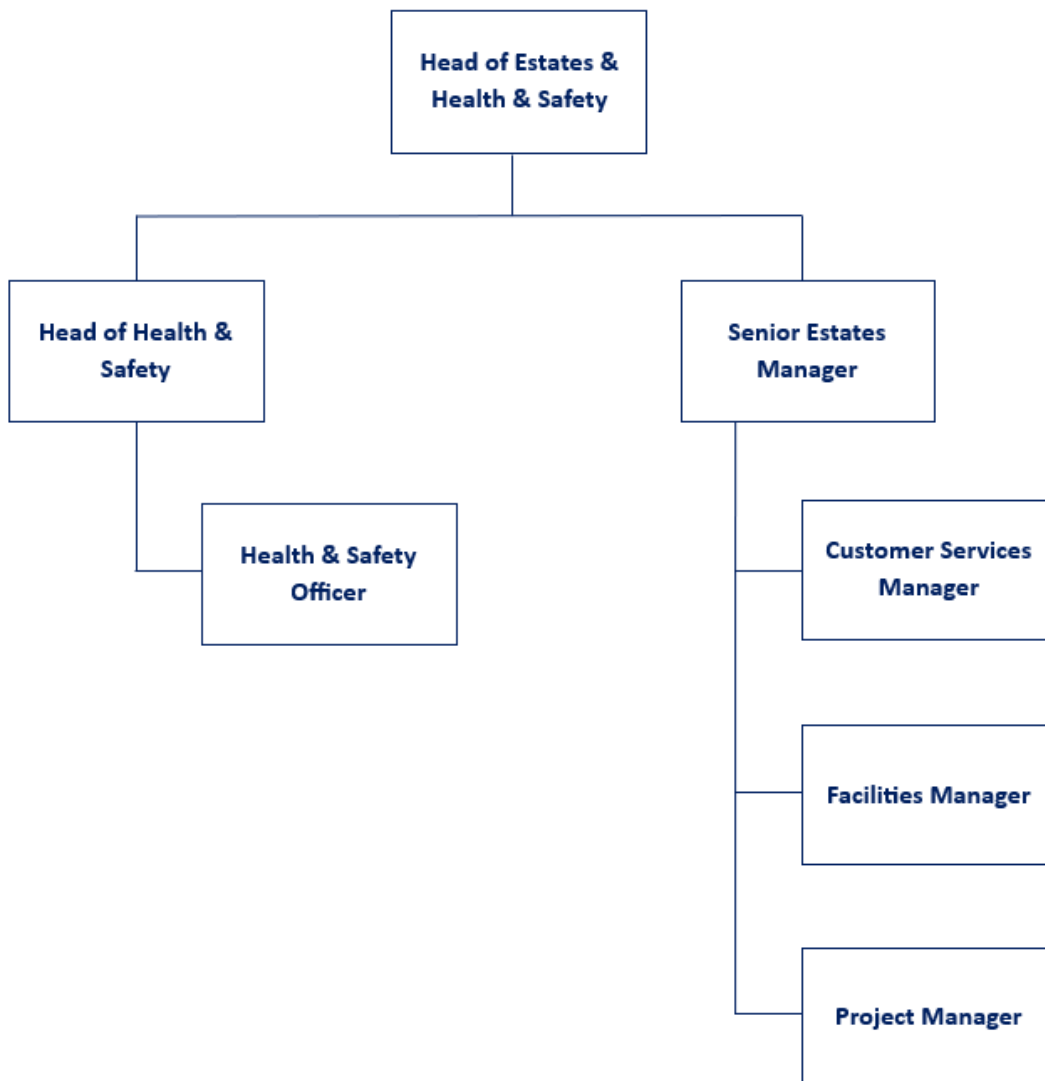
Health and Safety

- Adheres to all Health and Safety guidelines, principles and regulations to perform your role and comply with The Children's Trust policies and procedures.
- Provide evidence of all vaccinations (or medical exemption) required for the post.
- Adhere to manual handling procedures and complete mandatory manual handling training.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (IRAR), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

Wellbeing and Emotional Resilience

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.
- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and others.

Organisation and Structure



Person Specification

Selection Criteria:		Essential / Desirable
Education & Qualifications	<ul style="list-style-type: none"> • Educated to Degree level or equivalent knowledge gained through a minimum of 5 years FM management experience and CPD. • Degree or equivalent qualification in engineering, building, estates or facilities management. • Membership of appropriate professional organisation. • NEBOSH general certificate 	<p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p>
Experience	<ul style="list-style-type: none"> • Substantial experience in building services and proven experience in estates Health and Safety services at an appropriate management level. • Working knowledge of complete engineering systems and maintenance procedures. • Evidence of managing compliance in an estates environment including data capture, reporting and risk management. • Evidence of achievements in a complex work environment including effective management of change. 	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>
Skills & Knowledge	<ul style="list-style-type: none"> • Excellent interpersonal, communication and influencing skills with the ability to establish effective working relationships with managers and external advisors. • Personal and professional demeanour and credibility that generates trust and confidence in others. • Ability to convey complex messages simply to a range of audiences, including preparation and presentation of reports. • Ability to adapt communication style to meet audience requirements. 	<p>All Essential</p>
Personal Qualities	<ul style="list-style-type: none"> • Commitment to the vision and values of The Children's Trust. • Flexible and 'can do' attitude to competing commitments in workload. • Highly motivated and reliable. • Ability to cope working in a demanding environment. 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and we expect all staff to share this commitment.

Many roles at The Children's Trust are exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974, by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and as such, are subject to an Enhanced DBS check. Successful applicants will be required to complete an Enhanced Disclosure & Barring Service (DBS) check.

The exceptions to this are our retail roles within The Children's Trust shops, which are subject to Basic DBS checks.

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account.

Guidance about whether a conviction or caution should be disclosed can be found on the [Ministry of Justice website](#).

Equity, Diversity & Inclusion

At The Children's Trust we recognise how important it is to have leadership that reflects the children, young people and families that we support. We also recognise that staff, comprised of a range of skills, backgrounds and experiences will help us to better understand the needs of those we support, and how we can best represent their interests.

We, therefore, particularly welcome applications from disabled people, individuals from diverse ethnic backgrounds and those from other under-represented groups.

The Children's Trust is committed to achieving equity, diversity and inclusion (EDI) across all levels of the organisation. For further information, see : <https://www.thechildrenstrust.org.uk/jobs>

Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people – our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That's because how we work and carry out our role is as important as what we do, and that's why as part of The Children's Trust, we all need to live by our five Promises.

