



Job title:	Estates & Facilities Lead	Reporting to:	Director of Finance & Performance
Department/Group:	Estated	Job code/Req no.:	
Location:	HOSF	Travel required:	Yes – Hospice and retail sites
Band	6	Position type:	Full Time

Main Duties & Responsibilities

The function of the Estates & Facilities Lead is to ensure the safe, compliant and effective management of the **Hospice Estate (including grounds and retail properties)**, providing technical leadership and oversight of all maintenance, compliance and contractor activity. The Estates & Facilities Lead will also contribute to the Hospice Venue for Good, fundraising and marketing activities, designing and enhancing the gardens and the premises and procuring of materials and equipment.

1. Be responsible for the effective management and development of the Estate, ensuring all facilities are safe, secure and fit for purpose.
2. Lead and prioritise all estates and maintenance activity.
3. Be responsible for the overall recruitment, training and development, organisation and supervision of the Estates team and regular garden & maintenance volunteers.
4. Allocate work to operatives and oversee delivery standards.
5. Develop a proactive, planned approach to maintenance to reduce reactive demand.
6. Be proactive in identifying Estate maintenance and garden developmental needs, and their associated resource/budget requirements.
7. Be responsible for the access security of all staff, patients and volunteers at the Hospice via PACS
8. Manage the departmental budget, identifying and co-ordinating day to day expenditure on both PPM and reactive maintenance
9. Be accountable for statutory compliance and safety systems including fire safety, water hygiene and electrical safety
10. Ensure all inspections, checks and servicing are planned, completed and auditable
11. Identify, assess and manage all Estate related risks
12. Contribute to H&S governance and reporting
13. Develop and maintain a PPM programme
14. Ensure reactive maintenance is triaged and prioritised appropriately
15. Be the first point of contact for out of hours Estate emergencies and triage appropriately
16. Monitor outstanding work and ensure timely resolution
17. Develop initiatives to generate income such as plant and surplus crop sales, memorial schemes, Open Garden Day events etc. in collaboration with the Fundraising Team.
18. Contribute to bids for funding which have the potential to facilitate Estate projects.
19. Contribute to Estate project management and co-ordination of capital developments.
20. Monitor and maintain appropriate records for the effective management of Estates team, volunteers, health and safety responsibilities, and equipment inventories.
21. Co-ordinate with fundraising any requests for Estate such as memorial plants, garden furnishings and plaques, and liaising with families in a sensitive manner.
22. Be willing to attend to patients' needs and requests while still keeping up the high standards of maintenance of the Estates
23. Procure, appoint and manage contractors
24. Ensure contractors work safely and in line with agreed specifications
25. Maintain quality and value for money across all services
26. Undertake hands on maintenance work where required
27. Support operatives with complex or technical issues

28. Ensure work is completed to an appropriate standard
29. Provide direction and support to maintenance staff
30. Promote a proactive, solution-focused team culture
31. Ensure safe working practices are followed at all times

Qualifications, Skills, Experience, Knowledge & Approach

- A good standard of general education.
- Proven experience in estates, facilities or maintenance environment
- Strong practical, hands-on maintenance skills
- Experience managing or coordinating maintenance activity
- Experience working with contractors
- Ability to work independently and make sound decisions
- Knowledge of health and safety compliance requirements, including correct use of PPE, COSHH, Manual Handling, Legionella, Risk Assessments etc
- Recruitment, coaching and development of Estates team and our volunteers
- Ability to lead, motivate, and manage a diverse team of volunteers effectively i.e. with varying motivation, age, gender, and physical and mental capacities
- Knowledge of environmental sustainability and organic gardening methods i.e. composting, upcycling, water saving
- Maintaining a large and varied Estate to a high standard, including grounds, structures and buildings
- Proficiency in operating various tools and powered equipment
- Training others on maintenance techniques and safe use of equipment
- Knowledge of plant, lawn and meadow maintenance
- Monitor and address hazards such as severe weather conditions like heatwaves, snow, ice, and remove litter to ensure safety of visitors, volunteers and staff
- A member of the Hospice Health & Safety Committee and the Capital Sub - Committee
- Proficiency in operating various garden tools and powered equipment

Communication

- Effectively engage with staff, volunteers & the public
- Maintain a visible and approachable presence across the organisation
- Problem solving skills, ability to address issues and make informed decisions
- Explain technical issues in a practical and accessible way
- Writing reports, maintenance plans, plant inventories, and emails.
- Documenting work schedules and staff instructions.
- Ensure the Director of Finance & Performance is appraised appropriately in all estates and H&S matters

Decision Making

- Prioritise competing workloads and risks
- Make operational decisions relating to maintenance and safety
- Planning and prioritisation
- Problem solving under pressure
- Escalate significant risks appropriately

Mental & Physical Consideration

- Role requires manual handling
- Combination of practical and administrative work
- Occasional exposure to sensitive or emotional circumstances when meeting patient and families

Working Conditions & Environment

- Combination of site based and outdoor work
- Multi-site working including retail locations
- All weather conditions

Health & Safety

- Comply with all Health and Safety, Fire and Infection Control regulations
- Complete all mandatory training and ensure compliance and safe working practices for all staff, direct reports, volunteers and contractors
- This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.
- Member of the Health & Safety Committee

Safeguarding

Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis.

Last updated by:	Director of Finance	Date/Time:	June 2026
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