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|--------------------------|-------------------------------------------|--------------------------|-----------------------------------|
| <b>Job title:</b>        | Head of Estates & Facilities              | <b>Reporting to:</b>     | Director of Finance & Performance |
| <b>Department/Group:</b> | Estates                                   | <b>Job code/Req no.:</b> |                                   |
| <b>Location:</b>         | HOSF                                      | <b>Travel required:</b>  | Yes – Hospice and retail sites    |
| <b>Band</b>              | £45,000 - £50,000 depending on experience | <b>Position type:</b>    | Full Time                         |

### Main Duties & Responsibilities

The Head of Estates & Facilities is responsible for providing operational oversight of the Hospice estate, facilities management, health & safety, security and compliance functions across all Hospice and retail locations.

The postholder will ensure the organisation maintains full statutory compliance, delivers a safe and secure environment for patients, visitors, staff and volunteers, and develops a culture of continuous improvement in health, safety and facilities management

### Strategic Leadership

- Develop and implement the Hospice Estates, Facilities and Health & Safety Strategy.
- Provide expert advice to the Director of Finance & Performance on estates, facilities and health & safety matters.
- Lead the development of a positive organisational health and safety culture.
- Develop long-term estate asset management and sustainability plans.
- Assist with the Identification of future infrastructure, compliance and property investment requirements.
- Ensure estate development supports organisational growth and strategic objectives.

### Governance & Compliance

- Act as organisational lead for Health & Safety.
- Provide assurance that all statutory compliance obligations are met.
- Establish robust governance arrangements for estates and health & safety compliance.
- Lead organisational compliance in relation to:
  - Fire Safety
  - Legionella
  - Asbestos
  - Electrical Safety
  - Gas Safety
  - LOLER

- PUWER
- COSHH
- Health & Safety legislation
- Lead incident investigation processes and ensure organisational learning is embedded.
- Present compliance reports, risk assessments and performance metrics to the Director of Finance & Performance.

### **Risk Management**

- Lead the identification, assessment and mitigation of estate and health & safety risks.
- Maintain the organisational Estates and Health & Safety Risk Register.
- Ensure business continuity arrangements are in place for critical estate infrastructure.
- Lead responses to significant facilities, compliance or safety incidents.

### **Estates & Facilities Management**

- Provide operational oversight of planned and reactive maintenance programmes.
- Ensure the estate remains safe, compliant, sustainable and fit for purpose.
- Assist with capital development and lead estate improvement projects.
- Oversee security systems, access control and physical security arrangements.
- Ensure facilities services are delivered efficiently across all Hospice and retail locations.

### **Financial & Commercial Management**

- Assist with the development and manage revenue and capital budgets.
- Identify opportunities for efficiencies and value for money.
- Lead procurement and contract management activities.
- Negotiate and monitor key supplier and contractor agreements.
- Contribute to business cases and funding applications for estate developments.

### **Leadership & People Management**

- Lead, develop and inspire the Facilities and Estates team.
- Foster a culture of accountability, customer service and continuous improvement.
- Lead workforce planning, succession planning and professional development.
- Ensure volunteers are effectively integrated and supported.

### **Sustainability**

- Lead environmental sustainability initiatives.
- Develop plans to reduce energy consumption and carbon emissions.
- Promote environmentally responsible estate management practices.

- Support organisational sustainability objectives.

#### **Qualifications, Skills, Experience, Knowledge & Approach**

- NEBOSH National Diploma (or equivalent Level 6 H&S qualification).
- 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.

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| Last updated by: | Name | Date/Time: | Date/Time |
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