



Children's Hospices Across Scotland

JOB DESCRIPTION – ESTATES AND OPERATIONS MANAGER

Job Details

Job Title – Estates and Operations Manager Location – Scotland wide
Responsible to – Head of Facilities Management & Projects Salary – Band 9
Job Family – Corporate Services

Job Purpose

The Estates and Operations Manager (Hard FM) is responsible for providing Estates Maintenance Management to all properties across CHAS ensuring the internal team and contractors are utilised effectively and efficiently within financial limits and in compliance with statutory/legislative and industry service requirements.

The post holder is responsible for leading and coordinating all Estate Management services, the planned and preventative maintenance strategy and reactive maintenance requirements, ensuring CHAS properties, facilities and plant & equipment are maintained to a high industry standard, as well as identifying, procuring and managing a variety of projects across the estate.

This is a customer focused role with the need to build strong relationships with clinical and other staff to ensure that property and facilities management services meet the needs of children and families, staff, volunteers and visitors on an ongoing basis.

The post holder will support the Head of Facilities & Projects in the development and implementation of the Property Strategy and the associated capital works programme.

Main Tasks

The provision, delivery, co-ordination of Estate Management and Hard FM Services for the CHAS estate, including the following:

- Planned preventative maintenance and Long Term Maintenance Plans
- Response maintenance and remedial works
- Capital works and minor new work projects
- Premises Health and Safety and Statutory Compliance
- Strategic planning and implementation for Estate Management and Hard FM Services strategy across CHAS.

Site Manager for either Rachel or Robin House Hospice acting as relationship manager with clinical and other staff on site to understand short, medium and longer term needs for the site across all aspects of Estate and Facilities management and communication effectively with Operations Manager Soft FM and Head of Facilities Management & Projects in an effective way to ensure team knowledge of issues and priorities.

Job Activities

- Develop and maintain a robust and efficient planned and preventative maintenance programme, specifying, procuring, allocating and managing/supervising all necessary works to ensure the estate is safe, operational and compliant with all relevant technical, statutory and health and safety requirements.
- Responsible for managing all response maintenance activities, ensuring requests and needs are tracked, prioritised and resourced.
- Responsible for the ongoing review, development and delivery of the Asset Management plan and work programme. This will include condition surveys and evaluations of the estate to inform priorities and risk areas, lifecycle replacement programmes and arising operational needs, informing the CHAS financial planning and budgeting process.
- Responsible for the planning and delivery of assigned capital works projects (typically up to £300K).
- Prepare briefs, business cases and scope of works, taking forward to tender. Commission works and establish and oversee project teams including Architects, Engineers and Quantity Surveyors etc.
- Responsible for specifying, tendering/negotiating and contract management of Hard FM contracts and services.
- Responsible for the management & co-ordination of on-call arrangements for Hard FM across all sites
- Manage the assigned budget, monitoring and reporting on spend and any pressures. Procure works and services in accordance with procedures and best practice. Prepare multi-year budget forecasts for running costs, maintenance budgets and capital works projects.
- Responsible for ensuring statutory compliance on the estate, complying with all relevant legislation and H&S policies and procedures. This will include statutory compliance assessments, reporting and actions; asbestos management; legionella prevention; fire safety; electrical safety;

control of contractors, CDM, permits to work and DDA. Undertake compliance audits and inspections and regular reporting to CHAS SLT, Committees and Boards

- Lead on Sustainability and Energy Management for the CHAS estate, ensuring mandatory reporting for environmental aspects and managing robust processes to monitor consumptions and performance developing associated action plans to achieve efficiencies and compliance. Includes managing utility suppliers and contracts.
- Responsible for the security of all CHAS sites developing and maintaining appropriate security procedures and systems.
- Responsible for the development and maintenance of effective systems and management of all estate data (e.g. asset information, space information, running cost information, lease management, help desk, PPM planners, log book records, condition and statutory compliance evaluation tools). Management and analysis of technical information and statutory records to provide management information for decision making and external compliance;
- Manage the Hard FM Team ensuring the development needs of staff are supported.
- As site manager, responsible for fire safety and first aid compliance and effective provision and management of reception services, portering, office accommodation and storage linking with the Operations Manager Soft FM to deliver consistency across all sites wherever possible to improve resilience.
- Communicate effectively with Operations Manager Soft FM and Head of Facilities Management & Projects in an effective and timely way to ensure team knowledge of site issues and priorities across all aspects of facilities management in order that timely and appropriate action can be taken.
- Assist the Head of Facilities & Projects in the implementation, review and development of the Property Strategy and associated capital/investment plan development.
- Maximise the resources and value offered by volunteers and actively support their work by providing advice and information to help them in their roles. Ensure the work of volunteers across the service is planned and supervised;
- The post holder is responsible for the monitoring and prevention of operational day to day business risks arising across Hard FM and ensuring that the appropriate risk register is maintained and reported in line with the organisation's framework for Risk Management

Dimensions

- CHAS Hospices (Rachel House, Robin House)
- CHAS leased properties (Offices Edinburgh/Stepps, Retail Shops (Kinross/Dunfermline)
- Serviced offices Aberdeen/Inverness
- Ardoch Loch Lomond Events Venue
- Storage facilities across Scotland

- Estate and Hard FM Budget £1.3m Staff 8 WTE
- Management of projects up to £250k

Decisions and Communications

The post holder will communicate with a wide range of clinical and non-clinical staff within CHAS and with a range of external suppliers and contractors. Excellent communication skills are required in order to collaborate with others to deliver change and to effectively manage site improvements. Effective negotiation and commercial skills required in the engagement of contractors to deliver best value. Ability to communicate technical and complex information in simple and meaningful way will be essential.

Key contacts will include:

Internal

- Hard FM Team across both Hospice sites as direct line manager
- Hospice Children and Families Team to understand ongoing weekly and longer term needs
- Operations Manager (Soft FM) and Facilities Lead to ensure effective working/site management across CHAS
- Head of Facilities Management & Projects, Chief Operating Officer and members of Senior Leadership Team
- Clinical and Non Clinical Staff across CHAS
- Volunteer Development Manager to support workforce planning and best use of volunteer resources

External

- External Suppliers, Contractors and Consultants to ensure best value delivery of external services/contracts
- Children & Families to ensure that day to day needs are met and their experience is maximised
- Visitors to ensure that their experience of visiting CHAS premises is highly rated

Decisions will include:

- Continually assessing and evaluating service needs while taking into account legislation, health & safety issues, conflicting user demands and financial implications;
- Providing short and long term maintenance planning taking into account the condition of building and engineering services e.g. decision to enhance PPM programmes above or below the standard set
- External contracting of services to deliver best value in the context of limited internal resources and specific expertise.
- Prioritise maintenance, emergency break down and minor capital works in order to best utilise resources available
- Risk assess and prioritise workload during normal and 'out of hours' emergencies
- Continually assessing how to ensure effective communication both within the team and across the organisation.

Method of Assessment – Application/Interview/Selection Process



Children's Hospices Across Scotland

PERSON SPECIFICATION – ESTATE AND OPERATIONS MANAGER

Education, Qualifications, and Training

Essential

- Degree/HNC/HND in a Property or Building Services discipline or five years' relevant experience in a similar role;
- IOSH Managing Safely Qualification
- Evidence of continued professional development

Desirable

- NEBOSH General Certificate
- RICS, Facilities Management (IWFM Level 4) or equivalent post graduate qualification

Method of Assessment – Application

Skills, Abilities, and Knowledge

Essential

- Proactive with a good work ethic and positive attitude.
- Able to prioritise effectively and plan workload across the team progressing a range of complex issues at any one time
- Highly developed communication and collaboration skills
- Excellent analytical and problem solving skills
- Excellent judgement and able to make decisions and work reactively under pressure
- Able to align and deliver services against key performance targets
- Knowledgeable in Microsoft Office (Word, Excel, Outlook)

Desirable

- Knowledge of resource management to optimise opportunities across internal team, external contracts and volunteer management

Method of Assessment – Application/Interview

Experience

Essential

- Wide and detailed knowledge of Estates Management and Hard FM Services.
- Experience in managing multi-site estates with both owned and leased premises
- Experience of managing a team from a range of professions and trades and of organising, motivating and managing teams Specialist knowledge of building services and building fabric/structures obtained during minimum of 5 years' experience in a multi-site organisation.
- Significant experience of contract management of out-sourced services and suppliers
- Detailed knowledge of statutory compliance and legislative requirements in association with premises and facilities management. Able to deliver building integrity to ensure all buildings are statutory, mandatory and legislatively compliant.
- Experienced in the development and use of building management and other FM systems
- Project Management skills and experience
- Budget Management skills and experience

Desirable

- Experience of Estate Management and Hard FM Services in a healthcare environment

Method of Assessment – Application/Interview/Selection Process

Personal Qualities

Essential

- High level of personal integrity
- Ability to operate effectively under pressure
- Effective team management and interpersonal skills
- Excellent planning and prioritisation skills
- Commitment to CHAS Values
- Enjoys collaboration within multi-disciplinary team
- Resourceful and pro-active

Desirable

- Passionate about continuous improvement and delivering 'best in class' services

Method of Assessment – Application/Interview/Selection Process

Other Requirements

Essential

- Able to travel across Scotland
- Current Driving Licence

Desirable

- Experience of Environmental Improvement

Method of Assessment – Application/Interview