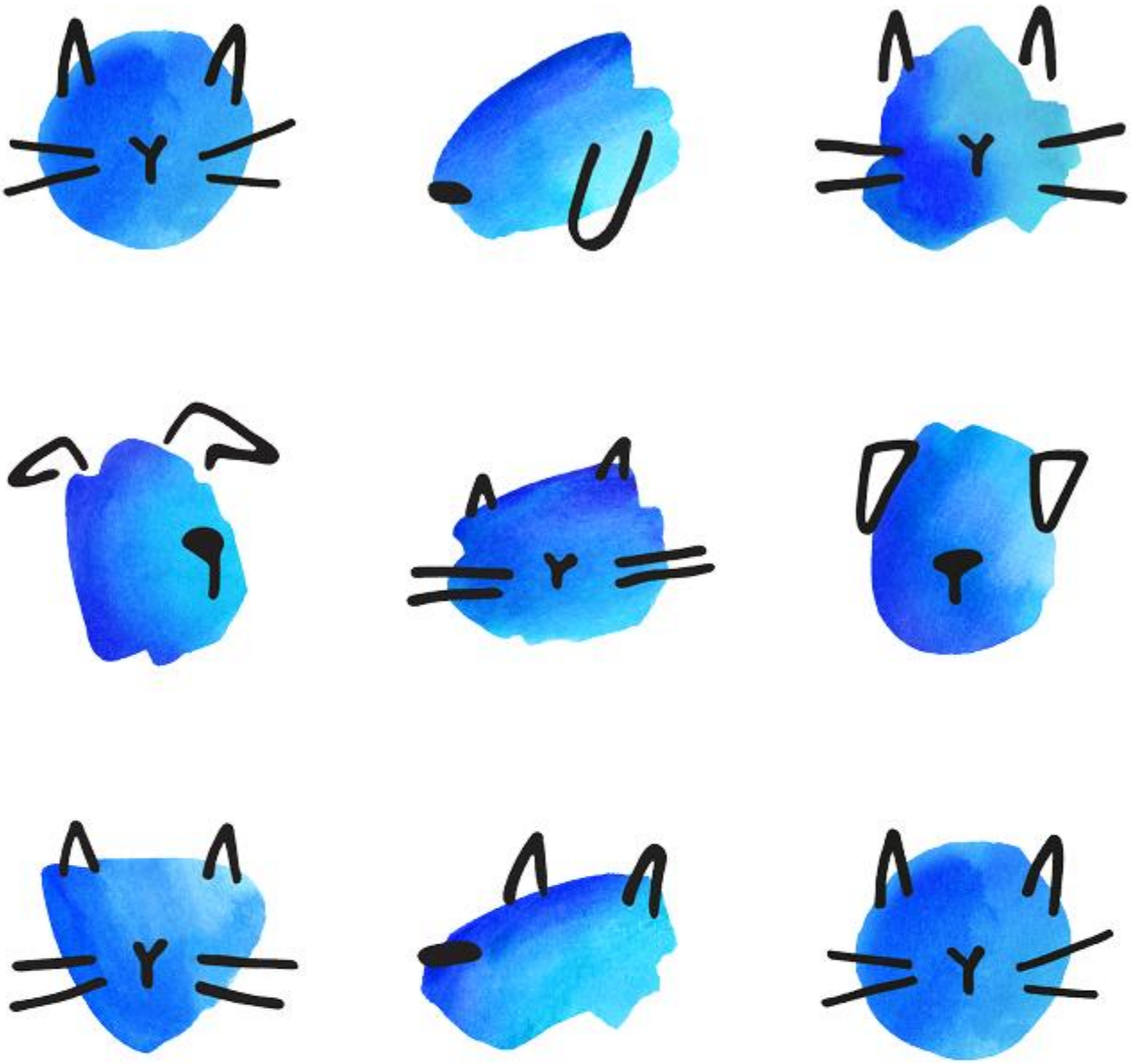

RECRUITMENT PACK

HEAD OF ESTATES AND FACILITIES

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JOB DESCRIPTION

KEY INFORMATION

Job Title and Code

Head of Estates and Facilities

BDCH6417

Department/Team

Estates and Facilities

Location

Battersea London, with frequent travel to all other sites

Salary & Grade

£80,000 per annum

Grade B1

Hours

35 hours per week, but we're always happy to discuss flexible working, part time hours and job share arrangements

Duration

Fixed-Term
(12 Months)

ABOUT THE ROLE

The Estates and Facilities Department has responsibility for ensuring that Battersea's estate and infrastructure, and associated support services are safe, compliant, functional and fit for purpose, enabling the organisation to achieve its charitable objectives.

As well as providing a range of maintenance, security, cleaning and pest-control services, the team are directly responsible for the delivery of our estates strategy and any associated capital and operational project planning and management, adherence to building regulations and other statutory compliance requirements, and ensuring the operational availability, integrity and security of all Battersea sites.

The Head of Estates and Facilities will be an experienced and professionally qualified facilities management leader, responsible and accountable for the effective management of Battersea's estate, property and facilities across its sites. The role will provide visible, site-based leadership, working closely with accountable Centre Managers and senior stakeholders to ensure the estate is safe, compliant, financially well managed and capable of supporting the charity's operational needs and strategic objectives. They will be accountable for the design, development and implementation of high quality, timely and appropriate facilities and estates services to key stakeholders across the charity, including but not limited to:

- Overarching responsibility and accountability for all Estates and Facilities matters across the charity, including estate and property facilities management, asset management, maintenance, site integrity and security, operational logistics, statutory compliance, contracting and procurement.

- Responsible for the development and implementation of plans, in collaboration with key stakeholders, to ensure effective delivery of Battersea's estates strategy, while also contributing to the ongoing development of the estates strategy and associated long-term planning.
- Lead on the development and implementation of new site/building refurbishment projects, overseeing an annual programme of capital works, including provision of project management where required
- Accountable for ensuring the delivery of safe, effective and fit-for-purpose planned and reactive maintenance programmes across the built environment, enhancing the quality and effectiveness of our infrastructure, minimising business disruption and supporting the organisation's operational requirements.
- Responsible and accountable for ensuring the estate and facilities meet all statutory and regulatory obligations relating to the built environment, including Animal Welfare regulations, building regulations, fire safety, water hygiene, health and safety, environmental compliance and any other applicable requirements.
- Ensure the effective delivery of both hard and soft facilities management services, whether delivered internally or through external providers, with clear accountability for service quality, performance, value for money and risk management.
- Providing management and leadership to the Estates and Facilities department, building and developing teams to ensure a high quality and timely service is achieved. Provision of visible and effective leadership, maintaining a strong presence across the estate, and ensuring timely, accurate and transparent communication on departmental performance, risks, priorities and service delivery. Provision of expert specialist and strategic advice to senior management, directors, trustees and other colleagues,
- Budgetary responsibility for operational and capital budgets ensuring we achieve value for money, and maintain robust budgetary and financial controls
- Lead options appraisal and procurement activity for facilities management services, including determining which services should be delivered in-house and which should be outsourced to competent third-party providers through an appropriate first-generation FM outsourcing contract.

RESPONSIBILITIES

	Estimated % time
Strategic Oversight • Responsible for developing and implementing plans, in collaboration with key stakeholders, to ensure delivery of Battersea's estates strategy and alignment with the wider strategic aims and operational objectives of the charity. Contribute specialist estates and facilities expertise to the ongoing development of the estates strategy and associated long-term planning, ensuring current and future organisational needs are understood, considered and translated into appropriate solutions. • Responsible for the design and implementation of a fully costed short, medium and long term plan which encompasses both Opex and Capex requirements. • Provide specialist advice, guidance and reports to the Directors, CEO and the Building Committee on all Estates, Facilities and Safety matters, including making recommendations for the upgrade, redevelopment, relocation, acquisition or disposal of property.	15%
Facilities and Hard Services Management • Responsible for ensuring facilities and hard services meet the operational needs of the charity across all sites, supporting safe, effective and resilient day-to-day operations while minimising business disruption wherever possible. • Design and implement appropriate systems, processes and rolling maintenance programmes for estates, facilities, vehicles and specialist equipment, with a strong bias towards proactive management, planned maintenance and effective prioritisation of works. • Overarching responsibility for the delivery of a customer-focused service desk to ensure unplanned facilities needs are understood, prioritised and resolved in a timely and effective manner, with clear communication to affected teams. • Manage energy consumption and conservation effectively in accordance with national and local targets, best practice and in pursuit of value for money.	20%

Soft Services Management
• Responsible for the procurement, effective account management and delivery of customer-focused, efficient and effective soft services across the Battersea estate, ensuring services meet operational needs, provide a high-quality experience for colleagues, volunteers, visitors and other users, and deliver value for money, including but not limited to:
  ○ Ensure effective and appropriate levels of site security service provision to ensure our staff, animals and assets are protected and access is restricted in accordance with agreed protocols
  ○ Oversee the delivery of cleaning services across all three sites, ensuring the physical environment meets with agreed standards and operational requirements.
  ○ Manage the Home's waste disposal service to ensure effective use of resources, as well as compliance with current regulations and standards
	20%

- Manage the external catering contract, ensuring the service is customer-focused, aligned to operational plans, compliant with legal and regulatory requirements, and run with a commercial mindset to minimise any cost impact to the charity.

Regulatory Compliance 20%

- Overarching responsibility for supporting and assuring compliance with ADCH guidelines, health and safety legislation, building regulations, fire safety regulations and other core regulatory requirements, working closely with the accountable persons at each of Battersea's three sites, including Centre Managers, to ensure obligations are understood, embedded, regularly reviewed and effectively met.
- Ensure staff are appropriately trained, working practices are regularly reviewed and audited, and recommendations to address any gaps or shortcomings are progressed with clear ownership, timescales and escalation where required.

Leadership 10%

- Lead, manage and develop teams to deliver their objectives, ensuring appropriate structures, knowledge and skills are in place and that teams are continually motivated and developed.
- Lead the Estates and Facilities department, establishing a high-performing and customer-focused team, promoting a culture of continuous improvement and ensuring strong communication, transparency of workplans and visibility of activity across all three sites.
- Ensure works and activities are effectively planned, coordinated and communicated with relevant stakeholders, including Centre Managers, so that delivery is well sequenced, risks are understood and business disruption is minimised wherever possible.

Estates Management 5%

- Responsible for the effective management and control of leases, rent reviews, breaks and renewals, rate reviews and appeals including application of rate relief, and property insurance matters.
- Responsible for ensuring all property transactions are carried out in accordance with Charity Law, and internal policy, in particular ensure that there is compliance with the Charities Act for all property disposals.
- Overarching responsibility for the design, planning and delivery of all current and future planned property development programmes, including engagement with key stakeholders (e.g. Council, Buildings Committee and Directors), ensuring necessary permissions are obtained and specialist advisors and consultants are procured to ensure the safe and effective delivery of the projects in line with agreed specifications and authorised budget.

Knowledge and innovation 5%

- Ensure that Battersea maintains a corporate awareness of the external landscape with regards to animal shelter design, so that Battersea continues to develop its architecture and usage in line with best practice.
- Proactively keep up to date with developments affecting Estates & Facilities Management across all sectors and maintain links with professional bodies and networks across the sector.

- Develop a culture of innovation that facilitates the development of new initiatives and supports operational effectiveness.

Senior Management Responsibilities 5%

- Actively contribute to the planning, project management and implementation of wider organisational activities and programmes developing a culture of innovation that facilitates the development of new initiatives and supports operational effectiveness.
- Set and manage the Estates and Facilities Opex and Capex budgets, working with the finance business partner to ensure accurate and up to date forecasting is reported, and providing regular updates to Directors and Trustees where required.
- Responsible for the appropriate procurement of goods and services in accordance with Battersea's procurement policy, ensuring value for money is achieved, and where works are undertaken that these are carried out to the appropriate standards and agreed specifications.
- Lead the appraisal, appointment and management of facilities management service delivery models, including clear analysis of in-house versus outsourced provision and the development of appropriate outsourcing arrangements where this delivers the best balance of quality, resilience, compliance, value for money and organisational control.
- Responsible for the maintenance of the operational risk registers of the department, ensuring that controls are established and implemented to minimise the risk to animals, people, data and assets.

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

PERSON SPECIFICATION

ESSENTIAL

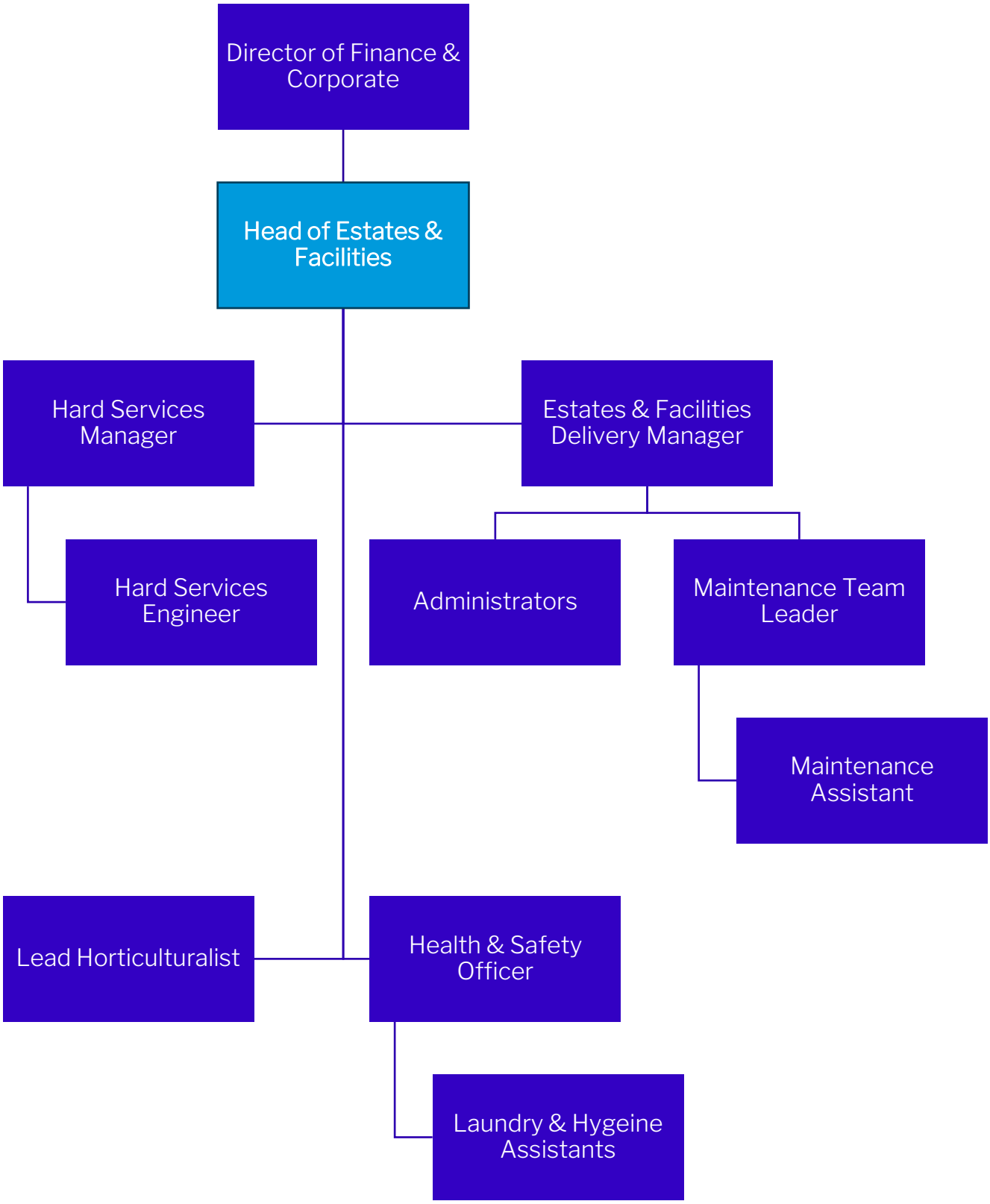
- Experienced and professionally qualified facilities management leader, with membership of a relevant professional body such as the British Institute of Facilities Management / IWFM, Chartered Institute of Building, or equivalent demonstrable qualification and experience.
- Member of Institute of Safety and Health with a diploma or certificate from the National Examination Board in Occupational Health & Safety (NEBOSH).
- Significant experience of leading an Estates and Facilities function for a multi-site operation of a similar size and level of complexity, with responsibility for estate, property and facilities management across a built environment.
- Previous experience of developing and implementing effective strategies and plans for an Estates and Facilities function and team, including property
- Proven experience of keeping up to date with and applying good practice and encouraging those in the team to do the same.
- Experience of managing a large diverse property portfolio.
- Experience of managing internal teams and third-party supplier contracts across both hard and soft services, including effective monitoring of delivery against agreed KPIs, service levels, statutory obligations and value-for-money expectations.
- Experience of leading the design, development and implementation of service improvement plans and system and process change
- Experience of project management, engaging with architects, consultants and other advisers.
- Experience of positively embracing and adapting to change by identifying, leading & managing change in line with organisational objectives.
- Ability to analyse and solve complex problems, applying innovative and creative thinking and applying sound judgement.
- Ability to deliver high quality, detailed work with minimum supervision.
- Significant experience of working constructively and collaboratively with colleagues from different teams.
- A flexible approach to managing and prioritising a high workload and multiple complex issues and tasks in a changing environment with tight deadlines.
- Interpersonal and consultative skills, including the ability to communicate, present, negotiate, influence and build credibility with colleagues (at Director, CEO and Trustee level) and external parties.
- Excellent written and spoken English with the ability to adapt presentations and written reports for technical and non-technical audiences at varying levels of seniority.
- Strong people management skills, with experience of process and system turnaround and advantage
- Significant experience of successfully motivating, leading and developing high performance teams, including setting clearly defined objectives and managing performance.

- Financially astute, with significant experience of procurement, effective budgeting, financial forecasting, financial monitoring and delivery of value for money across operational and capital budgets.
- Experience of appointing facilities management services, undertaking options appraisal and making clear recommendations on which services should be delivered in-house and which should be outsourced to competent third-party providers, including through first-generation FM outsourcing contracts.
- Able to promote an understanding of, and a commitment to the vision, mission and values of Battersea Dogs & Cats Home.

DESIRABLE

- Member of Royal Institution of Chartered Surveyors (RICS) or demonstrable equivalent experience.
- Knowledge of Charity Law as it relates to property.

POSITION IN THE TEAM



YOUR APPLICATION

KEY DATES

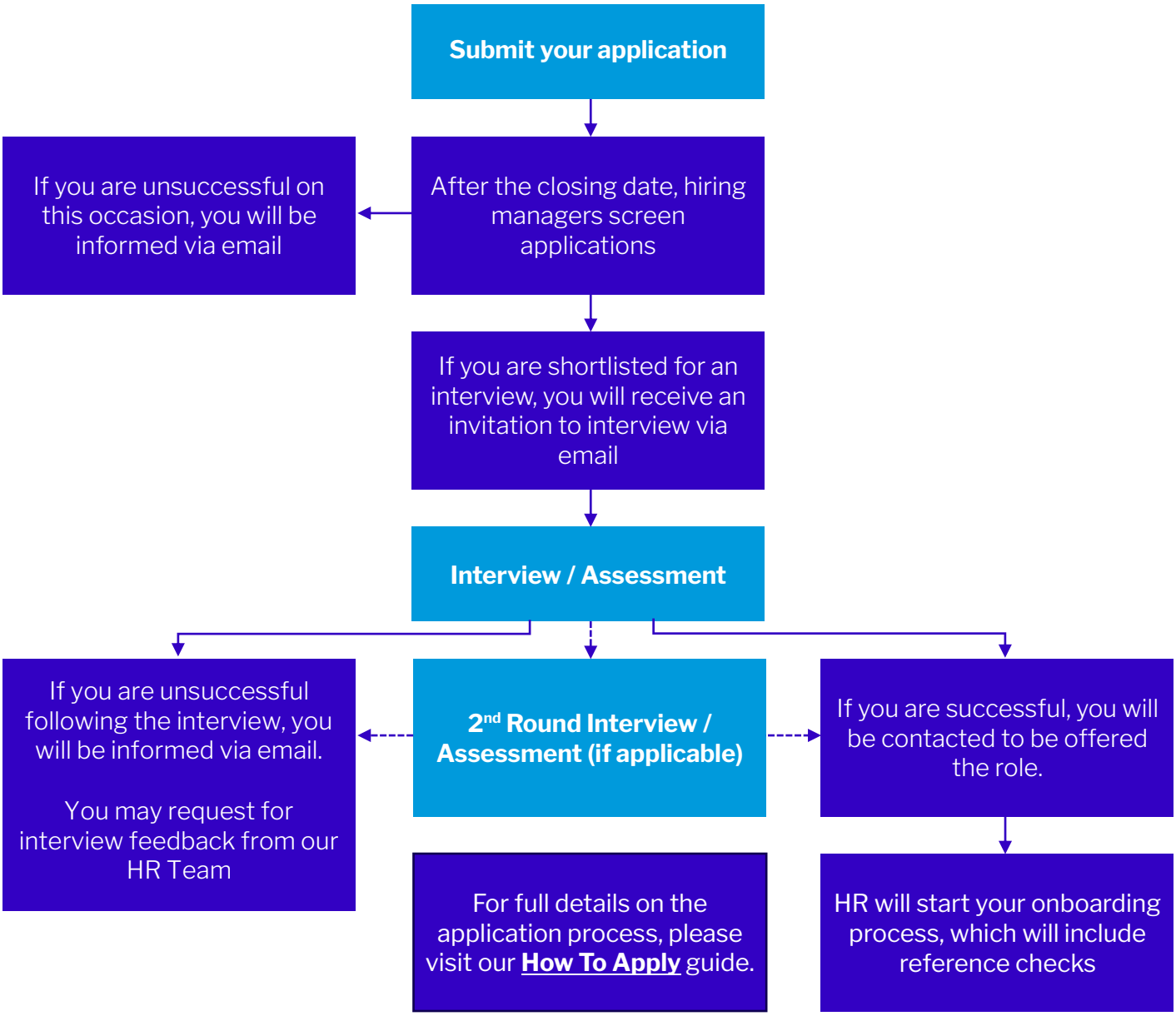
Closing Date

19th August 2026

Interview Date

To Be Confirmed

APPLICATION PROCESS



COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

Our application forms will ask you for:

- Employment History
- Educational History (which is non-mandatory)
- A supporting statement of no more than 1000 words and/or
- Responses to short-answer questions

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the 'Life at Battersea' document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role(s) you apply for.

ACCEPTABLE USE OF AI

At Battersea, we value expertise. We recognise each candidate that applies to us will have a range of expertise they can offer us, so we want to hear about this in your own words. We understand the support that generative artificial intelligence (AI) software can offer but it can also lead to numerous applications presenting as generic and impersonal. This makes it difficult to gain understanding of your unique experience.

To best showcase yourself, we encourage you to write your responses without the assistance of AI. If you require the use of AI software to aid in completing your application, we ask you use the generative responses as a prompt for writing your answers and avoid copying and pasting. You must also ensure the information presented in your application accurately reflects your experience.

If you are successful to the interview stage of the recruitment process, we ask that you follow the below guidelines on the use of AI at interview stages:

Acceptable use:

- Researching sector trends, company information, or general interview tips
- Practicing interview questions with AI tools to improve communication skills
- Using AI to support with structuring your responses

Please do not:

- Submit AI-generated responses as your own during the interview
- Use AI to impersonate or misrepresent your experience or skills
- Use AI tools during real-time interviews

DIVERSITY AND INCLUSION

OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all employees, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email jobs@battersea.org.uk

REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to **Prove Your Right to Work**
- Candidate to be at least 18 years old of age at the start of the employment

DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our **Job Applicant Privacy Notice** or contact our Data Protection office at DataProtection@battersea.org.uk

BATTERSEA

HERE FOR EVERY DOG AND CAT

BATTERSEA DOGS & CATS HOME
4 BATTERSEA PARK ROAD
LONDON SW8 4AA

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JOBS@BATTERSEA.ORG.UK

Battersea is a charity registered in England and Wales (206394)

Patron HRH The Duchess of Cornwall GCVO
President HRH Prince Michael of Kent GCVO

Registered with FUNDRAISING REGULATOR