



Estates and Facilities Manager

(Salary as advertised)

London (with UK travel)

37.5 hours per week

Permanent

1. Main purpose of the role

WDP currently has a mixed portfolio of buildings primarily on leases, but some owned across London and the South-East.

Your role will lead the estates and facilities team, providing high level of management across our portfolio of premises. You will provide leadership, line management and monthly supervision and provide clear direction of the standards that the Estates and Facilities Department requires.

You will have strong leadership and motivational skills, and the ability to ensure centralised coordination of facilities requirements.

You will maintain high professional standards at all times, whilst ensuring measurable positive outcomes are achieved for the Estates & Facilities Department.

You will develop and maintain excellent working relationships with partners and stakeholders both internally within WDP and externally within the remit of facilities management.

You will strive to make continuous improvements and innovative solutions to the estates portfolio, through excellent customer service and building strong relationships with the client / projects and key stakeholders.

You will be responsible for creating, maintaining and enhancing effective working relations with all the key internal stakeholders. Liaising with all relevant employees within the business when implementing new initiatives and services.

Additionally, you will have responsibility for the operational and commercial running of a portfolio of estates and related contracts. You will be required to oversee small to medium sized projects, develop and improve systems / procedures currently in place, work to agreed budgets (whilst driving negotiations to achieve better value), and liaise with external consultants.

You will be confident in liaising with contractors. You will be required to advise on repairs and maintenance budgets while project managing the works and strive to provide the best possible service to our projects and services being delivered within the estates portfolio.



Our Values

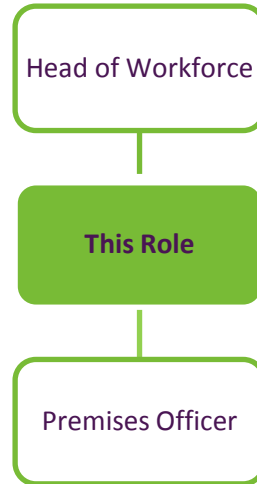
Entrepreneurial ▶ In Partnership ▶ Community Focused ▶ Strong Belief in Service Users

www.wdp.org.uk

2. Reporting and working relationships

Reporting relationships:

- ▶ **Reports to:** Head of Workforce
- ▶ **Line manages:** Premises Officer



Working relationships:

- ▶ Head of Workforce
- ▶ Senior Management Team
- ▶ Operations and Service Managers



3. Role-specific responsibilities

3.1	To manage and coordinate the activities of the Estates and Facilities team, including day to day leadership and management.
3.2	To provide line management, supervision and appraisal to the Premises Officer to achieve performance and quality in line with agreed estates and facilities targets and outcomes.
3.3	To maintain excellent communication with all external agencies including: suppliers, contractors, Commissioners, alongside positive relationships with other central support services within WDP.
3.4	To identify & procure new premises ensuring they meet service delivery requirements and represent quality and value for money.

3.5	To negotiate and track the progression of leases with Landlord & Landlord representatives.
3.6	To manage and track all planning applications for new premises to ensure their class use represents the operational requirements under Town and Country Planning Act.
3.7	To manage the conveyancing process, liaising with our solicitors to secure premises Leases.
3.8	To manage the relocation or closure of projects including equipment and services as required.
3.9	To manage premises closure where contracts are terminated and the dilapidations process.
4.0	To draft, control and manage refurbishment budgets.
4.1	To liaise with the finance team to ensure the timely payment of invoices and setting up of Standing orders for rent payments.
4.2	Contractor management and management of on-site maintenance works.
4.3	Support & management of Health & Safety statutory checks and compliance, including conducting Access Audits of new and existing premises in line with the Disability Discrimination Act. Premises risk audits and fire risk assessments.
4.4	To project manage quality refurbishment programmes for new and existing premises within agreed timescales and budgets.
4.5	To work with and to build a portfolio of reputable suppliers nationally in respect of all equipment and services required by WDP.
4.6	To provide support to the Business Development Team in the preparation of new tenders with respect to the identification of new premises and budget preparation for premises set up.
4.7	<p>General accountabilities</p> <p>To be an active and positive member of the team</p> <p>To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation</p> <p>To comply with WDP’s policies and procedures</p> <p>To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable.</p> <p>To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.</p>
4.8	Undertake other duties appropriate to the grade of the post.
<p>4. WDP’s commitment to you</p> <p><i>WDP works within the following framework and requires all employees to do the same.</i></p>	

4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
4.4	<p><u>Safeguarding</u></p> <p>WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP's services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.</p>
<p>5. Your commitment to WDP</p>	
5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
5.4	<p><u>Health & Safety</u></p>

	Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.
5.5	<u>Confidentiality</u> Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.
5.6	<u>Information Governance</u> Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.
5.7	<u>Continuous Professional and Personal Development</u> Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.
<i>The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.</i>	

Person specification

E/D Measured by

Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).

Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.

1.	Education, knowledge and experience	E/D	Measured by
1.1	A relevant degree or working towards BIFM qualification.	D	A
1.2	A relevant H&S qualification (IOSH or NEBOSH).	D	A
1.3	Experience of using Auto-Cad.	D	A
1.4	Experience of implementing new initiatives and services	D	A/I
1.5	Experience of overseeing small/medium sized projects, develop and improve systems / procedures	D	A/I
1.6	Valid Driving Licence and access to transport.	D	A

2.	Abilities and skills		
2.1	Experience of staff supervision and well-developed leadership skills.	E	A/I
2.2	Experience of working on facilities management projects within a business environment and across multi-site facilities.	E	A/I
2.3	Experience of completing and submitting planning applications.	E	A/I
2.4	Experience of premises acquisition including Lease negotiation and the conveyancing process.	E	A/I
2.5	Experience of managing Health and Safety.	D	A/I
2.6	Effective time management and the ability to prioritise conflicting work demands.	E	A/I
2.7	The ability to work to tight deadlines and within budget.	E	A/I
2.8	The ability to work independently and under pressure.	E	I
2.9	Advanced computer and administrative skills including a good working knowledge of Excel and Access, and the ability to maintain data management systems.	E	A/I
3.0	Proven and effective communication, interpersonal and negotiation skills.	E	A/I
3.1	To be able to develop, build and maintain strong working relationships with partners, clients and key stakeholders	E	A/I
3.2	Flexibility to work out of hours as required including evening and weekend working and flexibility to travel nationally on a regular basis.	E	A
4.0	Working within WDP's framework of commitments to employees		
4.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
4.2	An understanding of and commitment to safeguarding best practice.	E	A/I
4.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
4.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
4.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
4.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I

4.7	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I		
5.	Equality, diversity, vision, mission and values				
5.1	An empathy for and understanding of our mission, vision and values.	E	A/I		
5.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I		
5.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I		
5.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I		
			Authors		
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	1.0	25/06/2018	SM		