

CPC491 – Head of Estates and Facilities

Location	London or Milton Keynes (regular travel required to both sites)
Reporting to	Chief Information Officer (CIO)
Responsible for	Estates and Facilities team (team of 7 in total)
Working hours	Full time. The pattern of hours may vary according to operational needs including out of hours for essential/ urgent building maintenance or works.
Contract type/duration	12-month Fixed Term Contract
Equal Opportunities	We are an equal opportunities employer and commitment to this process will be expected.
Date written	October 2021
Closing date	7 th November 2021

Purpose of the role

This role is both strategic and operational: You will be responsible first and foremost for developing the future estates strategy of the organisation with the CIO, with a key focus on the locations & facilities the catapult needs as we develop out our hybrid way of working and expanding head count. The Head of Estates will also play a critical leadership role in delivering operational excellence across the estate (and within it facilities) department for the organisation. This role will also provide effective supervision of the overall look and feel of the premises to the highest visual standards. You will be responsible for providing a safe, compliant, efficient and cost-effective working environment for all stakeholders; this is a highly visible delivery role which requires an individual who can effectively manage their team in a dynamic and fast paced environment to deliver an excellent customer experience.

Key Responsibilities

- Working with the CIO to Develop the 5-year plan for Estates for CPC to support the growth and operational excellence of the organisation.
- Attend Executive and board/committee meetings when required, to represent the Estates department and report on activity/ strategy.
- Develop and implement the strategy and programme for capital expenditure on the estate, including coordination of logistical requirements; oversee project delivery within schedule and budget; working with internal and external project managers, professional teams and stakeholders.

- Manage Department budget (operational and capital when devolved), remaining within budgets and participating in tracking and regular reporting in line with financial processes.
- Accountable for the management of estates-related third-party suppliers, including our engineering and building services contractors.
- Ensure tender processes adhere to procurement procedures, with clarity of brief and accountabilities to ensure that the best value contracts are achieved.
- Oversee the development and delivery of plans for maintenance and development of the estate, from routine PPM to major renewal projects.
- Line-manage, coach and motivate line reports to deliver a proactive, operationally excellent estates service, delivered with expertise and professional pride.
- Ensure all members of team and external contractors comply with health & safety policies, procedures and regulations and take appropriate and reasonable care for the safety of colleagues and visitors.
- Review (or create where appropriate) Estate related policies and processes, helping colleagues to understand their importance and practical adoption.
- Collaborate with other enabling functions (IT, Events, etc.) to provide coordination support for other 5-year plans (e.g., IT infrastructure).
- Ensure the application of industry-wide best practice, for example in estate management and sustainability.
- Lead on identifying opportunities for improving the working environment to support a dynamic and innovative culture that reduces our carbon footprint.
- You may be required to undertake any other reasonable duties to support CPC in achieving its strategic outcomes and ensure effective business operations.

Required skills and experience

Essential:

- Qualified in or working towards a professional qualification in Estates/Facilities Management either MBIFM or AssocRICS and associate IEMA or equivalent experience in a similar role.
- Proven experience of strategically leading a customer facing FM team and have demonstrable experience in creating a culture of service excellence.
- Extensive experience in people management including mentoring, motivating, and developing staff.
- Track record of managing third-party suppliers and sub-contractors to deliver optimum performance.
- Sound understanding of plant and building maintenance.
- Experience in delivering large capital building projects.
- Previous senior management experience, with some board level engagement.
- Excellent organisational and planning skills, including the effective performance management of external supplier.

- Strong presentation, influencing, coaching and communication skills, in both oral and written forms.
- Strong interpersonal skills, with the ability to influence and build productive relationships at all levels, internally and externally. Excellent stakeholder management skills that demonstrate an appropriate balance between diplomacy, customer service and assertiveness.
- Highly effective at prioritisation, able to manage multiple priorities, drive forward strategic projects while effectively prioritising more immediate, reactive work.
- Forward looking, innovative thinker with an ability to identify the opportunities offered by technology to improve Facilities Management and delivery of estates services.
- Effective, evidence based decision making. Able to analyse and evaluate data, identify pros and cons and risks to make decisions that take account of the wider context, including legal frameworks, diversity, and sustainability.
- Well-practiced and effective at identifying risks and acting upon early warning signs of emerging issues. Capable of providing a decisive response to delivery risks and issues.
- Ability to see the big picture and consider the cumulative impact on own business area of implementing change (culture, structure, service, and morale).
- Due to the nature of this role, there may be occasions where you are required to work outside of usual offices hours (such as for evening events) or overseas if our strategy includes non-UK locations.

Desirable:

- Experience of tenant management, negotiating new leases and creation of co-working environments.

To apply for this role please email us on jobs@cp.catapult.org.uk with your CV and covering letter attached quoting the ref: CPC491

Employment here is based solely upon individual merit and qualifications directly related to professional competence. We strictly prohibit unlawful discrimination or harassment on the basis of race, colour, religion, national origin, ancestry, pregnancy status, sex, gender identity or expression, age, marital status, mental or physical disability, medical condition, sexual orientation, or any other characteristics protected by law. We also make all reasonable accommodations to meet our obligations under laws protecting the rights of the disabled.