|  |  |  |  |
| --- | --- | --- | --- |
| Job Title:  | Group Estates Manager | Location/Service: | CS |
| Department: | E&F | Reports To: | Head of E&F |
| Responsible For: | Day to day running of the E&F Dept | Budgetary Responsibility: | Cap Ex and Op Ex |
| Level of DBS Check Required: | Enhanced | Expected Regulatory Responsibility: | Full knowledge of various regulatory compliance |
| Does the role require travel to multiple sites? | Yes |
| Purpose: |
| This role will act as the day to day leader of the E&F department and will be responsible for the fabric and quality of our environments, including capital development programs, repairs, audits and risk assessments for all homes across the Group. The role will be supported by Facilities Managers and an Assistant Facilities Manager to achieve this. The role will manage the Domestic, Maintenance and Grounds and Mechanical and Electrical sub departments. The role will ensure homes and buildings are refurbished to a high standard whilst managing contractors in a safe and controlled way adhering to Contractor (Design and Management) Management 2015 Regulations. Managing the Maintenance and Grounds and Domestic Managers the role will ensure our environments are safe and fit for purpose. The role will be the lead fire safety person with the department and ensure Fire Risk Assessments and regular checks are completed. The roll will be the lead Legionella person within the department and ensure the Legionella Risk Assessments and regular checks are completed. |
| **Key Role Responsibilities/Accountabilities:** |
| **Managing Service Delivery** * To work at all times to uphold Hesley Group Values, which are “person centred, outcome focused and quality driven”. As a Hesley Group employee you will be expected to treat every person that uses our service as an individual. Person-centred planning and therapeutic support are the tools we use to ensure that our services keep the people we support at the centre of everything we do. As an outcome-focused service we aim to help the people who use our services achieve their own aspirations, goals and priorities. As a company, we believe in quality-driven practice and hold ourselves accountable for the quality of our service.
* To manage the whole staff team and all resources available in a manner that delivers an efficient and effective core service.
* To work effectively as part of a senior management team and contribute to meeting the service’s objectives.
* To promote and facilitate equality, diversity and rights of the people supported, at all times in accordance with statutory requirements and Hesley Group Policy and Procedures.
* As part of the service leadership team to evaluate the risk of, and protect the people supported from, threats to their health, welfare and normal development, both from inside and outside the service and to follow strictly Hesley Group Adult Protection Policy and Procedures.
* To ensure that all parts of the service’s environment are safe, welcoming, in good repair and sensitive to the needs of the people supported.
* To ensure core services (maintenance, grounds and buildings) meet the expressed needs of the individual people supported as necessary and according to the environment.
* To provide and ensure from core staff, high professional standards of communication with, about and around people supported.
* To actively develop and maintain good working relationships with: Staff and people supported / Visiting contractors and all trade personnel / Inspectors and other outside agencies and visitors / Family members.
* To participate in regular audits of the quality systems as necessary.
* To undertake regular inspections and address matters which fall below required standards.
* To maintain high standards within the environments and to use, and ensure that other staff use, only approved chemicals and materials in a safe and responsible manner in line with Regulations.
* To develop key relationships with contractors includes writing specifications works/refurbishments, placing instructions, and ensuring CDM Regulations are managed during works.
* Will be responsible for the management of buildings/estate compliance in ensuring suppliers and contractors complete planned preventative maintenance and Hesley Group service contracts in line with H&S regulations and Hesley Group policy.

**Managing People** * To be responsible for the management of the core staff, communicating directly with individuals and teams to provide effective and pro-active leadership, guidance and management.
* To ensure that the core staffing service is maintained. This will entail constant monitoring of staffing levels, taking the necessary steps to recruit and select new staff, management of absence and regular review to ensure that situations that may threaten staff retention are known and actively addressed.
* To ensure that the performance of all staff is assessed against set criteria and that all staff receive regular supervision and annual appraisal to the standards prescribed by Hesley Group.
* To support core staff in performing their duties by identifying training needs with them to ensure those needs are met and providing effective on-the-job coaching and training where required. This includes making sure that all core staff are aware of Hesley Group’s commitment to training and development and that they attend all appropriate training events. To contribute to planning and reviewing the service’s training plans from a core staff perspective.
* To maintain effective communications system by using a wide range of methods including handovers, diaries, logbooks and staff meetings (chairing/contributing to/minuting such meetings as required).
* To promote the equality, diversity, rights and responsibilities of all staff at all times in accordance with statutory requirements and Hesley Group Policy.
* To provide a model of good professional practice for all core staff and follow Hesley Group Code of Practice for Staff and all other Hesley Group Policies and Procedures.
* To effectively use Hesley Group’s Disciplinary and Competence and Capability procedures, where appropriate, to address unsatisfactory performance. Budgetary Responsibilities
* To hold budgetary management and control for a number of budgets not limited to Maintenance, Capital Expenditure Catering, Laundry, Domestic and Household.
* To manage and operate budgets, continuously monitoring expenditure, including that relating to core staffing, to ensure budgets are adhered to and liaise with the Head of Estates & Facilities on a monthly basis regarding spend.
* To assist in the preparation of budgetary estimates in relation to capital expenditure.
* To be part of service Leadership Teams and provide the necessary information in relation to core staff and resources as required. Managing Resources
* To create and maintain a homely setting with which people supported can identify.
* To maintain the fabric of the building, it’s grounds and equipment in good condition, encouraging staff and people supported to care for their surroundings and make best use of the available resources.
* To ensure that there is an effective process in place which keeps all first aid boxes adequately and appropriately stocked.
* To be responsible for the PPE (Personal Protection Equipment) provision and ordering provided by the service from approved suppliers.

**General** * To advise, as required, on professional matters within the area of competence of the post.
* To maintain and develop up-to-date professional knowledge and skills through training, reading and other such activities and to incorporate the same into practice.
* To take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for people supported.

N.B. The post holder may be expected to undertake additional responsibilities that are reasonably required, appropriate to grade and capability. This job description will be regularly reviewed, involving the post holder, to ensure that it continues to reflect service priorities and developments. |
| Legal and Statutory Responsibilities for all Colleagues: |
| Safeguarding: All colleagues have a duty to maintain a basic level of understanding of safeguarding, signs of neglect or abuse and how to raise a safeguarding concern as outlined in the organisations Safeguarding and Whistleblowing policies. Health & Safety: All colleagues have a duty to take reasonable care for the health and safety of themselves and others. This includes contributing to a safe and secure environment for the people who use our services.Training Compliance: All colleagues are responsible for maintaining compliance with all mandatory training required for the specific job role they undertake or service they work in, any required qualifications and maintaining any required professional registrations to ensure professional skills and knowledge remain up to date. Information Governance: All colleagues have a duty to main the confidentiality and integrity of any sensitive or personal data that they access or use within their role. Diversity and Inclusion: All colleagues are expected to contribute to the development of an inclusive workplace and treat others with dignity and respect at all times. Line Management: Roles with line management responsibility are expected to ensure all direct reports, and teams they oversee, receive the appropriate levels of supervision and have an annual performance review and contribute to a culture of continuous improvement and development.  |
| Person Specification: |
| **Knowledge** * Essential - Knowledge relating to provision of property services, capital expenditure, building services and the writing of specifications
* Essential - Knowledge of key aspects of management practice including principles of effective supervision and appraisal and relevant aspects of employment legislation including recruitment and selection
* Essential - Knowledge of relevant aspects of health and safety legislation and regulations
* Essential - Knowledge of anti-discrimination and equal opportunities legislation
* Essential - Knowledge of financial management including management of large budgets

**Skills and Abilities** * Essential - Ability to identify own training needs, to attend required training and maintain continuous personal development
* Essential - Ability to communicate effectively, verbally and in writing, and to understand and produce materials of a professional nature in line with required deadlines
* Essential - Ability to ensure policies and procedures are translated into practice through effective management practice
* Essential - Ability to manage in a supportive and motivational manner to ensure high, appropriate and attainable standards are achieved, providing coaching and training as appropriate
* Essential - Ability to work effectively as part of the senior team responsible for meeting services and the Groups objectives
* Essential - Ability to plan, develop, monitor, evaluate and audit systems and procedures to ensure continuous development of all aspects of the services’ core service

**Qualifications*** Essential - Educated to degree level or equivalent in Estates Management or other relevant subject
* Essential - Full clean UK driving license
* Desirable - IOSH Managing Safely
* Desirable - RICS (Royal Institute of Chartered Surveyors)
* Desirable - Legionella Responsible Person
* Desirable - Certificate in Fire Risk Assessment

**Experience*** Essential - Experience of managing budgets effectively
* Essential - Experience of working within care facilities management and/or estate management
* Essential - Experience in managing teams across multiple sites
 |
| Our Values and Key Attributes: |
| All colleagues are expected to operate in line with our Values and Behaviour Framework at all times. The framework outlines our core values and the behaviours that we consider to uphold each of our values, as well as universal attributes we consider to underpin everything we do.Our ValuesA black and orange text  Description automatically generatedWe put the people we support, families and colleagues at the centre of all we do.A black background with blue text  Description automatically generatedWe recognise that quality comes from our commitment to best practice, improvement and learning; not just compliance.A blue circle with a white house in the middle  Description automatically generatedA pink and black sign with text  Description automatically generatedWe are passionate about improving lives and work together to enable the people we support to achieve their aspirations.We embrace a culture of trust and safety so that each of us can perform to our best and thrive.Universal AttributesA close-up of a logo  Description automatically generated Communication is a two-way street; as well as honesty, we actively listen so we can  understand the needs and views of others.A close-up of a logo  Description automatically generated Good collaboration between individuals strengthens the team as a whole, enabling  us to share ideas, encouraging others to adopt new skills, while learning from others  ourselves.A close up of a sign  Description automatically generated By taking a non-judgmental approach, we can demonstrate empathy and be seen  as approachable, while respecting the culture and opinions of our peers.A close up of a logo  Description automatically generated We are accountable for our own actions, and by sharing the lessons we learn in our  working lives, we do things better individually and more broadly as an organisation. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Last Updated By:** | Click or tap here to enter text. | **Date:** | Click or tap here to enter text. |