

 <b>Richmond and Hillcroft Adult Community College</b>	<b>JOB DESCRIPTION</b>
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<b>POST</b>	Head of Estates
<b>DEPARTMENT</b>	Facilities and Estates
<b>GRADE</b>	Attractive Salary Package
<b>REPORTS TO</b>	Vice Principal Finance & Resources
<b>DIRECT REPORTS</b>	3 direct reports. Plus management of outsourced contracts.
<b>WORKING PATTERN</b>	36 hours per week. Will include some evening and weekend work.

### ABOUT THE COLLEGE

Our mission is to empower adults through education. We welcome over 8,000 students to our college each year. Our learners reflect our community, coming from all abilities, backgrounds and ages. Our curriculum is equally diverse, offering over 2,000 courses across multiple disciplines.

We are dedicated to closing the achievement gaps between the most advantaged and disadvantaged adults in our community. We are proud of our range of courses specially designed to meet the broad needs of adult learners. Key learner groups include adults with disabilities and learning difficulties, adults new to the UK learning English, unemployed adults retraining and adults learning for wellbeing.

Our college extends over two beautiful campuses in Richmond and Surbiton. We have dedicated art and business schools, a 120-seat theatre, offices, classrooms. We also offer modern co-working spaces and an events and venue hires service to the local community.

### ABOUT THE DEPARTMENT

We are ambitious for our future, with plans to build a new teaching centre in Surbiton, upgrade our Richmond campus, invest in digital technologies and extend our co-working and events/hires business.

Service to our community of learners and local business people is at the heart of what we do, and we are proud to be different: an enterprising, purpose driven organisation that welcomes everyone.

### JOB PURPOSE

The purpose of this role is to manage RHACC's estate, providing welcoming, safe and inspiring spaces and services to our community. RHACC's estate comprises two campuses, with buildings and grounds at Parkshot (Richmond) and Hillcroft (Surbiton).

Key responsibilities of the role:

- Effective maintenance and upkeep of the estate;
- Compliance with all Health and safety and other relevant regulations;
- Effective leadership and management of the Estates team;
- Manage successful estates projects that enhance the way we teach, learn and work;
- Management and monitoring of outsourced cleaning and security service contracts;
- On-going review of estates policies and procedures to ensure they are in compliance with regulatory requirements and best practice;
- Operation of the Bridge Workspace and Hires facilities;
- Deliver high levels of customer service;
- Working with the Vice Principal Finance & Resources to deliver the RHACC Estates strategy and plan;

## MAIN DUTIES/RESPONSIBILITIES AND SUCCESS MEASURES

### 1. Estate Maintenance and Service Desk

- Planned Programme of Maintenance in place and proactively managed.
- Effective & proactive management of an Estates service desk that ensures effective set up of spaces and speedy resolution of issues.
- Quality services in place to support the Estate: cleaning, security, catering, maintenance.
- Service level agreements (SLA's) are agreed and monitored for all key services.
- Relevant policies, procedures and systems are in place and followed. Reporting is in place to support effective service delivery.

***Key measure: Smooth running of all services with SLA's consistently met. Positive feedback.***

### 2. Bridge Workspace and Hires Services

To oversee the effective running of the Bridge Workspace and Hires services.

- Clear policies and procedures are in place and followed.
- Revenue targets are achieved/exceeded.
- Highest levels of customer service.

***Key measure: Excellent customer feedback, revenue targets are met/exceeded.***

### 3. Compliance / Health and Safety

Best practice compliance framework in place to ensure the safety of the campuses and the community.

- Compliance needs are all consistently met.
- A proactive member of the college's Health and Safety Committee.
- Note – this will be working in conjunction with an external health and safety advisor.

***Key measure: A safe, secure, accessible and well maintained Estate. All compliance standard met or exceeded. No significant audit points raised.***

### 3. Project Management

Work with the Vice Principal Finance & Resources to develop an Estates strategy and plan. Deliver a programme of projects that support this plan.

- Define, propose and delivery successful projects.
- Effective project management including clear objectives, budgets, risk management, project team management.

**Key measure.** *Projects are delivered on time, to budget and deliver/exceed the project aims.*

### 4. Environmental Management and Sustainability

- A robust sustainability plan for the college is in place and enacted. It is regularly reviewed and updated.

**Key Measure.** *The college meets all sustainability and environmental requirements.*

### 5. Management – Team, Contractors, Financials

**Team Management.** Effective leadership and management of the Estates team

- Role descriptions and annual objectives
- Recruitment, selection and inductions
- Development and training plans, including coaching where appropriate
- Performance management of the team

**Contractor Management**

- Requirements for external contractor services are clearly defined.
- Effective tendering and appointment (VFM) takes place
- Ongoing effective monitoring and management of all contracts including via regular meetings.

**Financial Management**

- Relevant ongoing and project budgets for the running of the Estate are proposed and managed effectively. Including capital bids and grants.
- Relevant procurement processes are understood and followed.

**Stakeholder Management**

- An active and effective member of College Management Team
- Excellent relationships with key contacts outside of the direct team

### 6. General Duties

- Relevant policies and procedures are in place to support the safe, secure and smooth running of the Estate and facilities.
- Commitment to ongoing professional development by undertaking job related training
- To have a duty of care to yourself and others regarding Health and Safety issues and ensure that the College's Health & Safety Policies and Procedures are implemented
- To actively promote the College's Equality & Diversity policy, encouraging staff awareness and participation in all areas
- To actively promote the College's safeguarding policy and be aware of your responsibilities to report concerns
- To carry out duties pertinent to the scope of the post as directed by the Principal or other senior managers of the College

**Key measure: : Seen as a role model for other staff at the college.**

The above are the key accountabilities as currently defined; they are not listed in priority order and should not be taken to be so. These accountabilities may be subject to periodic review, and the post holder will be expected to take on such variations as are consistent with the level of responsibility and purpose of the post.

#### PERSON SPECIFICATION

The successful candidate will fulfil the following essential requirements, and will also ideally hold the desirable attributes.

	ESSENTIAL	DESIRABLE	LIKELY TO BE ASSESSED BY: I – Interview AF – Application form T – Task
<b>QUALIFICATIONS</b>			
Degree. Ideally in Facilities and/or Estates management.		✓	
NEBOSH or equivalent Health and Safety qualification.	✓		
Other relevant qualifications/ professional development: E.g. First aid, fire safety, safeguarding, customer experience, business continuity planning.	✓		
<b>SKILLS</b>			
Planning and Prioritisation <ul style="list-style-type: none"> <li>• Able to prioritise, plan and deliver effectively.</li> <li>• Experience of setting strategy and scoping plans.</li> </ul>		✓	
Strong people skills <ul style="list-style-type: none"> <li>• Able to listen to customer needs and deliver excellent customer service.</li> <li>• Able to build good working relationships with a wide range of people.</li> </ul>	✓		
Influencer <ul style="list-style-type: none"> <li>• Excellent communication and influencing skills. In person and in writing.</li> </ul>	✓		
Organised and adaptable <ul style="list-style-type: none"> <li>• Highly organised with an ability to manage a complex and varied workload. Adaptable to changing</li> </ul>	✓		

	priorities.			
	<p>Problem solver</p> <ul style="list-style-type: none"> <li>• Excellent problem solving</li> </ul>	✓		
	<p>Decision maker</p> <ul style="list-style-type: none"> <li>• Able to make effective decisions, and at speed when required.</li> </ul>	✓		
	<b>EXPERIENCE / KNOWLEDGE</b>			
	Significant experience of running similar estates and facilities.	✓		
	Experience of managing health and safety	✓		
	A track record of building, managing high performing teams and managing external contracts.	✓		
	Proven Project & Change management skills and experience.	✓		
	Budget/Financial management. Experience of managing a budget effectively and following financial regulations and processes.	✓		
	Technologically savvy. Competent with MS suite of products, project management tools and helpdesk systems.	✓		
	Ability to create and implement policies and procedures.	✓		
	A commitment to Equality and Diversity, Safeguarding and Health and Safety.	✓		