



Job Title: Head of Estates

Reports to: Director of Estates

Direct Reports: Estate Coordinator, Technical Services Manager, Estates Manager.

Goodenough College provides 24/7 student accommodation on two sites across the Square for those attending postgraduate courses in a variety of London institutions ensuring a comfortable, vibrant and secure environment. The Goodenough Hotel nearby is a 65-bedroom boutique hotel set within five Georgian townhouses. The Burn offers an academic retreat for seminars, workshops and team-building experiences.

This role necessitates occasional evening and weekend working, and out of hour attendance for emergencies. Rostered in out-of-hour duty management rota is required.

MAIN RESPONSIBILITIES

1. Support the Director of Estates with the development of the Estate Management Strategy, reflecting the:
 - Refurbishment of 43-47 Mecklenburgh Square, with commissioning, handover and building management.
 - Delivery of effective and efficient estate operations, capital projects and maintenance strategies.
 - Achievement of sustainability objectives.
 - Integration of smart building technologies.
 - Procurement and management of specialist maintenance services.
 - Management and replacement of assets.
 - Requirement to maintain regulatory compliance and evolving standards for residential student accommodation.
 - Use of data to inform service delivery and building management strategies.
2. Act as the technical lead for the delivery of estate management and maintenance strategies (planned and reactive).
3. Effective planning and execution of minor works and capital projects (<0.5m), informing the scope of works, specification and leading on implementation.
4. Implement an effective in-year inspection and maintenance programme for living accommodation, whilst maintaining business continuity.

5. Performance management of department staff, to achieve a high level of productivity and service performance and the achievement of department objectives.
6. Performance management of specialist service providers, to achieve high standards of asset management and maintenance.
7. Propose, agree and manage the department budget (revenue and capital), with regular monitoring and reporting.
8. Monitor and review energy consumption and identify opportunities/strategies to reduce consumption and improve the performance of building services.
9. Efficient and effective management of the estate, to optimise space utilisation and building operations.
10. Development of department policies and procedures, digital systems and processes.
11. Effective management of stakeholder relations – internal and external.
12. Lead on the development of resilience measures and recovery procedures for estate related business continuity management.
13. Act as the duty holder for all estate compliance related responsibilities, ensuring buildings and assets are managed and maintained in accordance with statutory requirements, guidelines and to industry standards.
14. Effective health and safety leadership and management, supporting the H&S Manager secure compliance and deliver improvement initiatives. Produce monthly and annual reports and support internal audit and inspection. Ensure statutory requirements are met for building maintenance and management and works are carried out in accordance with CDM regulations.

Person Specification

1. Member of a recognised institute e.g. CIOB, RICS, IWFM etc.
2. Higher level qualification in a building related discipline.
3. Proven successful experience of facilities management at a senior level, including the development and implementation of estate management strategies, operational policies and procedures.
4. Experience of leading and motivating a multi-disciplinary team and specialist service providers.
5. Experience of managing complex capital, asset replacement and maintenance projects.

6. Experience of achieving building compliance and delivering good practice across health and safety.
7. Experience of managing budgets and department business planning.
8. Experience of managing energy contracts and implementing energy reduction initiatives.
9. Experience of business continuity, leading on resilience measures and operational recovery.
10. Ability to manage stakeholders through strong inter-personal skills and deliver outcomes that satisfy demanding expectations.