



Royal College of Anaesthetists

Head of Estates and Operations

Directorate: People and Operations
Reports to: Director of People and Operations
No. of Direct Reports: Up to 2
Grade: 3

1.1 Job purpose

The purpose of this role is to develop and implement the College's facilities and estates management strategy with a focus on operational and commercial efficiency. The role oversees the development of the in-house Facilities Team, ensuring the delivery of a fully compliant estate and a professional facilities service that enables an agile workplace experience for our employees, members and visitors.

In addition, leading on the delivery of an estates carbon neutral journey and sustainability plan; identifying opportunities to influence the delivery of our environmental goals.

1.2 Key tasks and responsibilities

Strategic and Operation Planning

- Develop and implement the estate and sustainability strategy for RCoA properties; ensuring the strategy reflects and responds to new working practices and the impact on utilisation of space and workforce wellbeing
- Develop and implement the facilities target operating model with a focus on safety, quality and cost
- Oversee the development of all operating procedures, KPI's and record keeping throughout the department
- Contribute to the operational direction of the College as part of the Senior Management Team (SMT)

Building Services

- Oversee the provision of all building services at Churchill House, which includes but is not limited to, engineering and Planned Preventative Maintenance (PPM), improvement / renovation projects, cleaning, pest control, security, waste management, catering services, post room, reception, event management and environmental initiatives
- Manage tenant requirements, contracts and/or issues, tenant relations and communication
- Manage building services partners and ensure SLAs are met
- Manage consultants, 3rd party suppliers and contractors
- Undertake benchmarking and/or tender exercises for all major contracts

Sustainability

- Manage the College's energy management policy and actively seek initiatives to improve our environmental footprint
- Set sustainability roadmaps and policies using data to develop short, medium and long-term targets

- Manage the performance of all sustainability workstreams
- Monitor emerging global trends in sustainability, innovation and regulation, and develop strategies to maximise opportunities and minimise risk while bringing in best practices gathered from external sources

Health and Safety

- Ensure the good management of health and safety and provide a safe working environment and safe systems of work
- Ensure that all employees and contractors understand their responsibilities and have available training in health and safety, as required
- Oversee the management of fire evacuations and the appointment / training of fire marshals
- Manage fire risk assessments and statutory audits
- Oversee the management, training and appointment of first aiders
- Oversee the management of accident reporting, incident reporting and organise statutory training as appropriate
- Manage and routinely seek ways to improve business continuity and disaster recovery planning and operations

Compliance and standards

- Oversee the development of risk assessments and health and safety audits; ensuring 100% legal and statutory compliance
- Ensure all PPM programmes are delivered on time and on budget
- Lead on all processes and procedures for all statutory compliance and maintenance works; keeping all corresponding records up to date and available for audit inspections
- Manage relevant and up to date contracts with all subcontractors and tenant
- Chair and oversee the Health and Safety Committee and the Green Committee
- Ensure the highest standard of operational delivery for the FM team and contractors
- Provide and/or oversee the provision of timely and effective communication on all Facilities related matters; keeping the Executive Team (ET), SMT, employees, tenants and all relevant stakeholders fully informed about matters that may impact their team and/or work

Financial and Budget Management

- Produce and manage the Facilities budgets
- Review the Facilities monthly management accounts to maintain budgetary control
- Comply with the financial regulations when managing and expending the Facilities Team budget, preparing purchase orders and authorising invoices and credit notes

People Management, Relationships, Collaboration and Team Working

- Provide direction, support and constructive feedback for team members through regular 1:1 meetings setting SMART objectives aligned to the directorate and team strategy
- Encourage and support team members personal development
- Build a collaborative, mutually supportive and high performing team

1.3 Qualifications, skills, knowledge and experience

- Extensive experience in a Senior Facilities and or Estates Management role
- A keen interest in driving a sustainability agenda with a passion for social responsibility
- Experienced and inspiring leader with strong management and organisational skills
- Experience of successfully managing multiple projects
- Proven experience of consulting and influencing a variety of stakeholders internally and externally, and the ability to build credibility as a trusted expert in your field
- Experience of successfully managing audits with an understanding of compliance and risk management

- Experience of developing environmental improvement projects to reduce the carbon emissions
- Experience of developing a culture of continuous improvement with the highest of professional operating standards and the implementation of Facilities Management (FM) service strategies that promote a secure and well-maintained environment for employees, members and visitors
- Experience of successfully managing and driving change within an organisation
- Extensive knowledge of current statutory regulations and codes of practice

Desirable:

- IOSH and/or NEBOSH qualification(s)
- Member of a professional body, IWFM/RICS/ BICSc

Signature:

Name:

Date: