

Role Profile

Job Title:	Head of Estate Services	Grade: CB5	Spinal column point range: to 412 - 415
Department:	ICT & Property Services	Post no:	57641
Directorate:	Corporate Resources	Location:	Perceval House

Role reports to:	Director ICT, IDM, & Property Services (CIO)
Direct Reports:	Circa five
Indirect Reports:	Circa 100
<p><i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i></p>	

JOB DESCRIPTION

PURPOSE OF ROLE:

- To provide managed office, civic headquarters, and other operational space for the council, supporting some 3500 people including staff, contractors, and tenants.
- Have overall responsibility of the Maintenance and engineering, Performance and Business support, Facilities Managers, Cleaning and Fleet teams
- To deliver facilities management (FM) services to approximately 160 buildings through an in-house FM delivery team supported by an approved list of appointed framework contractors.
- To strategically review and develop options for the council's future FM services provision.
- To have overall responsibility of the Maintenance & Engineering, Performance and Business support, Facilities Managers, Cleaning and Fleet teams.
- To provide a working environment that supports new ways of working and maximises the efficiency with which the available space is used.
- To maximise revenue streams available from our property portfolio with particular emphasis on the maintenance and soft FM service provision i.e., cleaning etc.
- To let and manage contracts and work closely with our strategic partners to ensure we gain maximum benefit from the partnership, constantly challenging and devising new and improved ways to deliver value for money.

KEY ACCOUNTABILITIES:

- The Head of Estates Services will form a key part of the directorate management team,

is directly accountable to the Director ICT, IDM, & Property Services (CIO) for the delivery of duties, and will deputise for the Director ICT, IDM, & Property Services (CIO) as required in respect of Maintenance and engineering, performance and business support, FM, cleaning, and Fleet Management

- To lead an in-house facilities management service supported by outsourced strategic partnerships for the delivery of facilities management services for Ealing Council. This portfolio comprises circa 160 sites with a wide range of properties including listed buildings
- To be responsible for the delivery of facilities and compliance of the head office complex, based on best practice standards for management and co-ordination of cost-effective property services through in-house delivery, partners, suppliers, and resources within the department.
- Responsible for the commissioning and implementation of a rolling capital programme of circa £5m in value.
- Responsible for the strategic management of major contracts across the department including facilities management framework agreements, professional property services for the capital works programme and associated major project contractors.
- To provide high level policy advice to deliver effective services for the business to the Director ICT, IDM, & Property Services (CIO), the Corporate Leadership Team, Service Heads and to elected members.
- To be responsible for the council's corporate property business continuity and disaster recovery plans.
- Lead partnership working with other agencies, both internal and external to the council to ensure the development and delivery of seamless services.
- Lead revenue & capital budget management within estates services to ensure that resources are deployed to best effect, provide value for money, are well monitored, and controlled, including forecasting, corrective action, reporting, budget revisions and reductions and income maximization in particular the maintenance, hard and soft FM service provision, security & cleaning etc.
- Ensure productive engagement with other council directorates and services takes place, making best use of joint working and the integration of service provision to improve and promote the service.
- Lead the development and implementation of service strategies, ensuring that the council's strategic objectives and delivery priorities, and its duties in respect of equalities and sustainability are fully taken account.
- Ensure effective and proactive communication to, from and within the department.

KEY PERFORMANCE INDICATORS:

- Customer satisfaction survey
- Property safety compliance
- Achievement of change milestones as agreed

KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- Director ICT, IDM, & Property Services (CIO),
- Executive Director of Place, Director of Housing
- Assistant Director of Strategic Property and Investment
- Assistant Director - Commercial Hub
- Councillors
- Heads of Service
- Members of Corporate Leadership Team
- External Suppliers

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- Responsible for setting objectives for the department.
- Collaborate with suppliers and other officers for the provision of services contracts.
- To manage the department ensuring appropriate performance monitoring and development / succession planning is carried out
- Responsible for circa five direct reports (Senior Managers) and indirect reports
- Manage annual budgets up to circa £10m revenue (including income targets) and circa £5M capital

Person Specification**ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES**

1. A proven track record of experience at senior management level managing estates Estate services across a broad or varied property portfolio.
2. A strong track record in the delivery of service improvements and targets across a broad range of operational teams.
3. Proven track record of delivering change and managing transformation projects.
4. Experience of resource management and business analysis skills including effective commercial management, budget management and income / grant maximisation.
5. Evidence of delivering value to the business through service strategies.
6. Knowledge of maintenance and engineering teams including the health and safety and compliance requirements required within the team.
7. Ability to build a professional relationship of trust with both internal and external clients.
8. Ability to provide strategic and operational leadership of a commercial fleet or cleaning service.
9. Knowledge of UK Fleet Regulations.
10. Ability to manage and deliver work on time and within budget.

ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION (e.g., HCPC)

- 1) An appropriate professional qualification / degree or relevant experience
- 2) Experience in the leadership of a multi-disciplinary team, demonstrating excellent communication, management, and people skills.
- 3) Experience in the formulation of policy analysis, advice and implementation to senior managers, board, and elected members towards developing strategic objectives.
- 4) Experience of overseeing the procurement of good or services.
- 5) Experience of managing a cleaning or fleet service at senior management level.
- 6) Evidence of staying up to date with the latest industry developments and best practices through CPD. With particular focus on Maintenance & Engineering, Fleet and Cleaning
- 7) Experience of coaching a team to drive performance.
- 8) Senior level operational FM management experience with emphasis on integrated real estate services
- 9) Ability to be a key influencer with decision-makers.
- 10) Ability to deliver in accordance with client stakeholder's specific requirements and a willingness to work as a team player following guidelines and instruction where appropriate. Flexibility in the role is a necessity.

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> Is passionate about making Ealing a better place Can see and appreciate things from a resident point of view Understands what people want and need Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> Does what they say they'll do on time Is open and honest Treats all people fairly 	<ul style="list-style-type: none"> Ambitious and confident in leading partnerships Offers to share knowledge and ideas Challenges constructively and respectfully listens to feedback Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> Tries out ways to do things better, faster and for less cost Brings in ideas from outside to improve performance Takes calculated risks to improve outcomes Learns from mistakes and failures 	<ul style="list-style-type: none"> Encourages all stakeholders to participate in decision making Makes things happen Acts on feedback to improve performance Works to high standards