

**JOB DESCRIPTION**

<b>Job Title:</b>	Head of Estate Services (Capital, Property & Place)
<b>Reporting to:</b>	Deputy CEO
<b>No. of direct reports:</b>	3/4
<b>Department:</b>	Estates
<b>Hours:</b>	Hours between 20-37.5 per week
<b>Grade:</b>	2

**JOB PURPOSE**

The Head of Estate Services will be a professional leader responsible for the proactive oversight of our property portfolio with management of our facilities team across various sites in Milton Keynes and Northampton in order to deliver a consistent high quality user experience to residents, staff and visitors. Along with an outstanding standard in compliance with current legislation as it relates to registered social landlords. The Estate Services team is responsible for our facilities, maintenance, housekeeping and management of our property portfolio. The role will include taking responsibility for the delivery of specific change and transformation property projects.

This role will lead the strategic leadership and effective management of the Estates department whilst taking specific responsibility for the leadership and development of YMCA's property portfolio which includes an understanding of the stages of property construction and an ability to manage major capital projects against an agreed timeline and budget.

The role will ensure delivery of operational excellence whilst also delivering effectively on new projects. The role will provide leadership of strategic estates planning relating to property asset management and space management. The role is responsible for a diverse multidisciplinary team of internal team members and a broad spectrum of external delivery partners therefore exceptional leadership skills are crucial to be a success in the role.

The post-holder must act in accordance with YMCA behaviours and values which encourages dispersed leadership, and management by consent.

**DUTIES & RESPONSIBILITIES**

**Delivery**

- Reporting to the Deputy CEO, the Head of Estates Services will drive the strategic direction, implementation and operational delivery of all YMCA capital, property and space
- Head of Estates Services will be responsible and accountable for providing leadership of significant YMCA wide resident services and functions including: maintenance, housekeeping, capital project delivery and estates and facilities business partnering.
- Provide strong strategic and operational service provision, establishing maintenance programmes and proactive management of the property portfolio to ensure efficient operational continuity. Leadership of all YMCA Estates and Resident Services across our Milton Keynes and Northamptonshire portfolio through innovate lateral thinking, challenging status quo and culture.
- Accountable and responsible for the delivery of model of direct labour and outsourced supply chain.
- Critical to the role is the focus on best in class customer service delivery, communication and stakeholder engagement that exceeds colleague and resident expectations.

- Accountable and responsible for the performance of organisational infrastructure via in house and external supply chain. Working to deliver transparent and forecast management information associated with Capital expenditure.
- Accountable for organisational regulatory framework, identifying and evaluating risk with the development of strategies and plans to meet statutory obligations in addition to best in sector where relevant.
- Responsible for building and nurturing exemplary relationships with both internal and external stakeholders and supply chains. Working collaboratively with open two way feedback processes to actively demonstrate continuous improvement.

### **Property acquisition and capital projects**

- Working closely with and supported by SLT, the role will lead on all areas of property portfolio growth and development for YMCA Milton Keynes and Northamptonshire
- Responsible for guiding and assessing the business case for all new property development
- To project manage all major capital projects commissioned by YMCA Milton Keynes and Northamptonshire, overseeing all aspects of the design and build phases
- To build relationships with external stakeholders that better help YMCA meet its strategic aims for delivering more affordable accommodation for young people in Milton Keynes and Northamptonshire

### **Financial Management, Information and Reporting**

- Demonstrate strong P&L management of departmental budget, including monthly commentary, quarterly review and reforecasting. Identify, suggest and deliver opportunity for the realisation of efficiencies across the broad spectrum presented the by Estates & Facilities budget, and more widely the identification and delivery of Charity wide benefit.
- Responsible for the delivery of clear and interpretable monthly departmental management information, reporting against key agreed KPIs and metrics demonstrating continuing improvement in performance.
- Manage, monitor and own the Estates & Facilities Risk register with input into Business Continuity Planning.
- As a member of the Management Team, develop, present and deliver departmental business cases, plans and objectives.

### **People and Teams**

- Effectively organise people and teams within Estates & Facilities to continuously drive improvement in service delivery. Using creative and innovative resourcing to maximise team output and results, challenging accepted culture and practice to create new ways of working.
- Operational leadership & line management of teams; lead, manage and coach the team to ensure they deliver against departmental and charitable performance budgets, targets and objectives.
- Driving continually improving trend in staff engagement scores via internal annual staff survey and review.
- As required, representing the department and Charity both internally and externally.
- Responsible for leading and contributing to both Estates & Charity wide projects & transformation programmes.

### **Procurement**

- In collaboration with the Charity's finance team, review and recommend revised supply chain for externally delivered estates services including supplier reduction and efficient delivery models.
- Define appropriate contract management structure as part of potential new ways of working.
- Health & Safety

- Responsible for the safe and effective management of Health, Safety, Quality and Environment within all YMCA properties
- Accountable for the ownership and oversight of all Estates & Facilities policies and procedures relating to the effective running of YMCA estates.

**General & other duties**

- Build and maintain excellent relationships with colleagues, customers and stakeholders.
- Develop an awareness of the various aspects of the YMCA movement.
- Engage in regional YMCA Forums and any other appropriate networks
- Undertake duties not included in the job description but commensurate with the grade of post, as are reasonably requested by the line manager/ SLT.
- It is essential that the post holder maintains business, commercial and personal confidentiality at all times.
- YMCA is committed to equality in employment and service delivery and all staff are expected to actively promote equality and diversity in all aspects of their work.

**SCOPE & LIMITS OF AUTHORITY**

**PERSON SPECIFICATION**

<b>KNOWLEDGE</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Will hold a professional membership in relation to the role such as: RICS (Royal Institute of Chartered Surveyors) CIOB (Chartered Institute of Building) or other appropriate to the job role	✓	
Experience in estate management of multi-sites.	✓	
Demonstrated experience of managing small and large scale capital builds, against budget and timescales.	✓	
Experience and relevant knowledge of Facilities Management and the relevant legislation.	✓	
Demonstrable experience of managing complex budgets		
Experience of driving through change/transformational projects, aligning teams behind this		
Experience of managing external contracts, reviewing for value and retendering contracts.	✓	
An understanding of the needs and priorities of a registered social landlord		✓
Awareness of major issues in the not-for-profit sector and youth homelessness, specifically the issues that face the YMCA.		✓
<b>SKILLS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Ability to conceive, plan and own operational delivery strategies to deliver near, mid and longer term objectives.	✓	
Able to match commercial reality with social aspirations.	✓	



Ability to problem solve and design and implement solutions effectively, balancing this alongside strategic priorities	✓	
Excellent People Management skills, demonstrating an empowering leadership style, and ability to work as part of a management team	✓	
Ability to work effectively to tight deadlines and to organize own workload.	✓	
Excellent relationship builder with ability to engage and support young people who are residents of YMCA.	✓	
Proficient in the use of technology and willing to learn new ways of working as needed..	✓	

<b>ATTITUDE</b>	<b>ESSENTIAL ✓</b>	<b>DESIRABLE ✓</b>
Strong sense of accountability and ownership	✓	
Values led, acting at all times in the interests of YMCA		
Able to work in sympathy with the YMCA Christian Aims & Purposes and fits with our values.	✓	
Relationship building through collaboration, influence and negotiation	✓	
Committed, flexible and positive in approach - a can do attitude .	✓	
Inspires, welcomes and leads change	✓	
Strong decision making in an environment with numerous influential factors	✓	

