

Role Profile: Head of Estates

Title:	Head of Estates
Reporting to:	Chief Executive
Contract:	Permanent, full-time
Occupational Requirement:	Yes
Role Purpose:	To develop and lead an industry leading estate with full responsibility for all aspects of CCT's strategic premises operation and development, ensuring a safe and secure environment for staff and guests, and first-class guest experience. As a member of the Senior Leadership Team, the post-holder will act as a guardian of CCT's Christian ethos.

Responsibilities:

1. to develop and implement an estates strategy across three conference centre sites which will allow CCT to meet the current and changing needs of guests. This strategy will include capital investment, day-to-day maintenance and property acquisitions and disposals
2. to have overall responsibility for CCT's health and safety environment, training, culture, systems and reporting, ensuring policies and procedures are up to date, compliant with legislation, implemented and adhered to
3. to liaise with centre heads of maintenance to oversee CCT's day-to-day, annual and strategic maintenance plan; with particular focus on developing systems for preventative maintenance together with renewal and refurbishment which ensure that guest experiences meet their expectations
4. to develop a culture of excellence in estates operation and management, undertaking regular site inspections with departmental maintenance heads to review buildings, facilities, utilities, services, gardens and boundaries
5. to have executive responsibility for the delivery of CCT's major capital investment, renewal and refurbishments, including supplier tender, negotiation, selection and management on site
6. to identify, develop and implement sustainable, environmentally friendly systems and processes in the estates strategy; including carbon management, energy efficiency, water conservation and renewable technologies
7. to be responsible for efficient, effective and ethical procurement of Goods-Not-For-Resale (GNFR) across CCT; including utilities, plant, fixtures & fittings and vehicles, working closely with the Head of Operations to ensure all aspects of the estates and operations directorates are aligned, including procurement of operational GNFR
8. to act as Account Director for GNFR supply contracts, developing positive relationships with our suppliers in line with our values, ensuring contracts are managed closely to remain competitive with high levels of service as measured by KPIs

9. to identify risks within the estates operation (H&S, legal, statutory compliance etc) and manage them accordingly
10. to introduce and maintain an effective and versatile risk management and reporting system
11. to develop, implement, test and annually review business continuity planning and disaster recovery procedures for each centre
12. to develop, manage, communicate and test CCT's serious incident plan for each centre
13. to identify and co-ordinate appropriate staff training requirements within the estates operation for health & safety, First Aid and operational needs
14. to act as CCT's lead contact with the Health & Safety Executive, Public Health England, the Environmental Health Officer and fire and rescue service
15. to produce health & safety reporting that is high quality, accurate, timely and relevant
16. to have overall responsibility for CCT's IT environment, support, development and resilience
17. to introduce and maintain a rigorous process of investment business case preparation for major capital projects
18. to work closely with the Head of Operations to prepare and deliver an Annual Estates Review and Report, including budget setting for the forthcoming year (capital and revenue)
19. to deliver the estates strategy with agreed budget limits
20. to lead on commercial lease relationships with CCT's lessors and lessees
21. to develop, manage and maintain an electronic document management system for the estates operation, which will allow easy access to key documents including planning consents, building control approvals, health and safety files, operation and maintenance manuals, drawings, freehold and leasehold titles etc.
22. to ensure all appropriate insurances are in place to protect CCT, its guests, staff, contractors, trustees and assets, including negotiation of terms on renewal
23. to work closely with CCT's third-party consultants including a programme-management contractor
24. to act as a guardian of CCT's Christian ethos; able to clearly and sensitively articulate our mission, vision and values to an audience of all faiths and none
25. to be an active member of the Senior Leadership Team
26. to attend and present at the Board's quarterly Estates Committee and other Board events from time to time as required
27. to deputise for the Chief Executive from time to time as required

Person Specification

This role has an occupational requirement under the Equality Act 2010 that the post holder is a Christian who can endorse CCT's trinitarian statement of faith.

Context of the Role:

As a member of the Senior Leadership Team, the Head of Estates will collectively act as a guardian of CCT's Christian ethos, ensuring that all estates activity directly or indirectly seeks to achieve CCT's charitable aims; as follows: "To promote the Christian religion, in particular by providing facilities at less than the commercial rate".

Qualifications

Essential	Desirable
NEBOSH Diploma (or equivalent)	BIFM level 6 or above or a degree in a relevant estates related discipline or equivalent, and chartered status would also be advantageous

Experience and knowledge:

Essential	Desirable
Experience of managing large multi-site estates	Previous experience of working in hotel or conference sector
Demonstrable track record of setting and executing estates strategy	
Awareness of diversity and equal opportunities in the development and implementation of estates strategy	
Previous experience of managing health and safety within a multi-site estate organisation, ideally with residential accommodation	
Experience of working with risk management systems	Previous experience of managing corporate liability
Financially literate and commercially savvy, previous experience of developing and managing capital and revenue budgets	
Experience of working effectively as part of a senior leadership team	
Experience of effectively building and developing teams	
	Previous of experience of developing carbon reduction and energy management systems
	Knowledge of farming and land management

Skills, personal attributes and behaviours:

Essential	Desirable
Personable and approachable with the ability to quickly earn and build trust and respect and engage all stakeholders.	
Able and comfortable operating at executive level and at grass-roots	
Excellent communicator – both written and verbal	
Team player who thrives in a high performing environment	

Ability to inspire, motivate, coach, develop, and empower staff to achieve results within a changing environment	
Well-developed IT skills including practical experience of using facilities/maintenance management software and a sound working knowledge of Microsoft Office (Word, Excel, and Powerpoint)	
Creative approach and can-do attitude to problem solving	
Challenges the status quo appropriately	
Highly effective people manager	
Highly professional	
Extremely proficient organisation and prioritising skills-able to prioritise multiple priorities, lead and work effectively and calmly under pressure	
Tenacious and resilient	

Employee signature:	Line Manager signature:
Employee name:	Employer name:
Date of signing:	Date of signing: