



WEST MIDLAND RESERVE FORCES' AND CADETS' ASSOCIATION JOB DESCRIPTION – Senior Estate Manager

Background

1. The Reserve Forces' and Cadets' Associations (RFCAs) are central government bodies with Crown status, each with their own schemes of association, drawn up in accordance with Defence Council regulations, under the Reserve Forces Act 1996 (RFA 96). The RFCAs are arm's-length bodies (ALB) of the Ministry of Defence (MOD). The Council of RFCAs (CRFCA) constituted by the 13 individual RFCAs provides central coordination and the corporate focus to enable the Associations to fulfil the requirements of their customers, within resources. The CRFCA gives advice and assistance to the Defence Council and to the Royal Navy, the Army and the Royal Air Force on matters that concern Reserve Forces and cadets.

Job Description

2. Appointment details

- a. **Job title:** Senior Estate Manager
- b. **Job grade:** SEO
- c. **Reports to:** Head of Estate
- d. **Location:** West Midlands Reserve Forces & Cadets Association
Tennal Grange, Tennal Road, Harborne, Birmingham B32 2HX

3. General Description of the Role

The WMRFCA Senior Estate Manager plays a significant role in support of the Head of Estate in the management and assurance of Hard and Soft FM services in support of users of the Volunteer Estate, including Reserves and Cadets. In addition to Hard and Soft FM services the Senior Estate Manager is line manager for the three Estates Managers.

Reporting to the Head of Estate, the Senior Estate Manager will be expected to work closely with customers, industry partners, CRFCA and other stakeholders on a day-to-day basis to assure delivery of Hard and Soft FM services to the estate enabling it to be utilised to its fullest extent. In addition, the Senior Estate Manager provides oversight of the planning, delivery and assurance of projects up to a value of €5mⁱⁱ. The Senior Estate Manager's key role is to facilitate the relationship between the customer and the industry partner.

In addition to professional qualifications appropriate to the role, key skills include contract and relationship management.

The Senior Estate Manager will be responsible for deputising for the Head of Estate as required.



4. Principal Areas of Accountability, Tasks and Duties

Leadership and Management

- Works collaboratively with all stakeholders including CRFCA, other RFCAs and wider Defence organisations as appropriate
- Ensure the Head of Estate direction to the RFCA Estate Team is delivered to support the delivery of RFCA estate outputs
- Develop team members and self, through the exchange of knowledge and experience and carry out line management duties ensuring that staff effectively meet their objectives and achieve their professional goals
- Responsible for ensuring that all team members are compliant with mandatory training requirements appropriate to their role, including continuous professional development
- Encourage innovation to foster a high performing team through continuous improvement
- Promote strong working relationships both within the team, with CRFCA, other RFCAs, industry partners and across Defence
- Demonstrate a personal commitment to the aims and objectives of the RFCA

Communication / Engagement and Stakeholder Management

- As the senior point of contact, effectively address all internal and external stakeholders' concerns and issues, escalating as necessary. Ensure all stakeholders are kept informed of the status of the concerns and issues raised
- Develop and maintain open, honest and collaborative working relationships with customers, industry partners, across Defence and other stakeholders as appropriate
- Support the Head of Estate in ensuring compliance with CRFCA and RFCA corporate approaches

Programme Management

- Adopt a programme management approach across their area, including working closely with customers and industry partners in respect of delegated Billable Works and projects, from developing the Statement of Need, through writing business cases, to the assurance of completed works
- Work closely with the industry partners to monitor progress of works against the agreed programme of activity
- Support the development of future Billable Works projects through review of the Forward Additional Services Plan (FASP) and engagement with customers and other stakeholders where required.
- Periodically review and provide updates including Property Change Forms (PCFs) for the management and control of the Asset Register on the Infrastructure Management System (IMS)



Contract Management

- Carry out delegated duties and responsibilities on behalf of the Head of Estate
- Manage the delivery of the contracts for Hard FM and Soft FM services through the RFCA Estate Team and other supporting specialists
- Attend regular meetings between industry partners, CRFCA and/or customers as laid down in the contract(s) to support the effective delivery of Hard and Soft FM services
- Support the Head of Estate:
 - to ensure suppliers meet RFCA and wider Defence priorities, standards and behaviours
 - on dispute management with industry partners including consideration of Early Warning Notices as appropriate
 - to ensure contractual obligations are met
 - in raising contract changes to the appropriate authority
 - to ensure opportunities for exploiting benefits of contracts, including continuous improvement and innovation in the delivery of Hard and Soft FM services, are identified
- Address matters falling short of the contracted standards and escalate any concerns that cannot be mitigated at a local level to the Head of Estate

Assurance and Performance

- Support the Head of Estate in the delivery of assurance to meet contract compliance and performance objectives
- Assure the Hard FM industry partner Quarterly Performance Report
- Ensure accurate reporting in relation to RFCA assurance activity
- Manage assurance activity undertaken by the RFCA Estate Team in accordance with Practitioner Guide EM02
- Undertake delegated Assurance Tasks in accordance with Practitioner Guide EM/02
- Manage and report risks in area of responsibility including treatment and escalation where appropriate

Financial Management

- Ensure that Billable Works are only authorised in accordance with the agreed Business Rules and within Financial Delegations
- Provide reports and forecasts of outturn on delegated programme tasks
- Ensure Financial Propriety for all T&S transactions and other manpower associated delegations under your control is maintained, including record keeping and audit requirements as required

5. **Staff management responsibilities:** Line Manager for the Estate Managers

6. **Budgetary responsibilities**

- To be determined through the Finance and Commercial Workstream



Success Profile

7. Technical skills and qualifications

The skills and training identified below represent those required on appointment or within a short time scale (up to 12 months) from appointment to this position:

- DIO Service Delivery Infrastructure Management System (IMS) – modules applicable to role
- ISO 44001 Collaborative Business Relationships Management
- Finance Certificate Foundation v1.10
- Commercial Awareness and (where mandated) Managing Defence Contracts Online Training (MDCOLT)
- Asbestos Awareness – for DIO Service Manager Representative
- Legionella Awareness and ACOP L8 (BS6) – for Service Manager Representative (L8 Duty Holder)
- Dangerous Substances Explosive Atmosphere Regulations (DSEAR) Awareness
- SPEC 024 (Asset Management)
- FDIS Training

8. Experience

Essential

- Clear demonstration of FM skills in both meeting customer needs and managing supplier relationships
- Understanding and complying with statutory, regulatory, and professional requirements
- Experience in customer relationship management and stakeholder liaison
- An understanding of building condition and performance

Desirable

- Experience of managing teams in an Estates environment
- Commercial experience gained within a property, facilities management, or similar function
- Exploitation of the benefits of major FM service delivery contracts

Behaviours ([Success Profiles - Civil Service Behaviours](#)).

- Leadership
- Seeing the Bigger Picture
- Managing a Quality Service
- Communicating and Influencing
- Delivering at Pace
- Working Together



9. Government Property Career Framework Requirements (Workforce & FM – Facilities Management Practitioner):

[*A* = Awareness; *W* = Working; *P* = Practitioner; *E* = Expert]

- Property Professional Expertise (**P**)
- Customer and Client Service (**P**)
- Stakeholder Engagement (**P**)
- Strategy and Business Planning (**P**)
- Analytical Decision Making (**W**)
- Technology and Innovation (**W**)
- Sustainable Practice (**W**)
- Commercial Acumen (**P**)
- Property Programme and Project Management (**P**)
- Health and Safety, Compliance and Inclusion (**P**)

Professional Membership:

- Hold or be willing to work towards full membership of relevant professional body or have equivalent relevant experience

10. Post Mandatory Training

- In accordance with People Learning Plan

Additional Requirements

11. Regular travel UK wide with occasional overnight stays.
12. The job holder will be required to be vetted to Security Check (SC) level and DBS check.
13. This job description should be discussed with your line manager at the time of receiving your annual Personal Development Report. **Occasionally, in light of changes in business need your job description may need to change. You may be requested to undertake additional or other duties as directed by Line Management.**

ⁱ Waste and Cleaning Services

ⁱⁱ Contract limitations of Billable Works set in Euros