



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

Background primary

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 British Army and the Royal Air Force on matters that concern Reserve Forces and Cadets.

Job Description

2. Appointment details.

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

3. General Description of the Role

The West Midlands Reserve Forces' and Cadets' Association (West Midlands RFCA) Estate Manager plays a significant role in overseeing and supporting the management and assurance of Hard and Soft FM services in support of users of the Volunteer Estate, including Reserves and Cadets.

Reporting to the Senior Estate Manager, the Estate Manager will work with industry partners and other stakeholders to support the assurance of the delivery of services to the Volunteer Estate for assets within their area of responsibility. This will include the oversight and support of all aspects of the delivery of day-to-day Hard and Soft FM services, contract and supplier management and the planning and assurance of the maintenance/minor works programme, acting as a point of contact to ensure customer needs are met. They will be expected to work closely with customers, industry partners, and other stakeholders in the planning, delivery and assurance of projects up to a value of €5mⁱⁱ.

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

The Estate Manager will be expected to deputise for the Senior Estate Manager as required.



4. Principal Areas of Accountability, Tasks and Duties

Leadership and Management

- Work collaboratively with all stakeholders including customers, other RFCAs and wider Defence organisations as appropriate
- 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
- Ensure direct reports are compliant with mandatory training requirements appropriate to their role, including continuous professional development
- Encourage innovation to support the development of a high performing team through continuous improvement
- Promote strong working relationships within the team, with customers, industry partners and other RFCAs
- Demonstrate a personal commitment to the aims and objectives of the RFCA

Communication/Engagement and Stakeholder Management

- Act as point of contact for the assets within their area of responsibility, proactively addressing all internal and external stakeholders' concerns and issues, ensuring they are effectively addressed and/or escalated. 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 and other stakeholders as appropriate
- Work collaboratively with suppliers to support the delivery of services to ensure performance against contract performance measures, and identify opportunities for efficiencies and improvements
- Provide an active site presence to help develop and maintain open, honest and collaborative working relationships with customers, industry partners and other stakeholders as appropriate
- Ensure stakeholders, especially customers, are kept informed and willing to support delivery activity as required
- Ensure compliance with CRFCA and RFCA corporate approaches and messaging

Programme Management

- Adopt a programme management approach for assets within their area of responsibility, including working closely with customers and industry partners in respect of delegated Billable Works projects, including supporting the development of the Statement of Need and assurance of completed works
- Support the review and monitoring of progress of works against the Billable Works programme of activity, escalating any issues using the respective Early Warning,



Recompense Events, Supplier Non-Performance, Defects, and risk management processes

- Work closely with all stakeholders to develop strategies to deal with programme issues, agree corrective actions, closely monitor developments on site, report progress and escalate as appropriate
- Support the development of draft business cases ensuring they are of the required quality and output in accordance with CRFCA and wider Defence policy
- Work with customers and industry partners to support the Senior Estate Manager in the development of future Billable Works plans and programmes

Performance and Contract Management/Assurance

- Carry out the delegated performance and contract management/assurance duties and responsibilities on behalf of the Senior Estate Manager, working closely with the industry partners and Independent Auditors on the preselected Hard FM works orders and tasks, to include High Value Works Audits, Work in Progress, Retrospective Audits, PPM, Grounds Maintenance and Asset File Checks, as required under Practitioner Guide EM02
- Ensure Health and Safety compliance of Hard FM industry partner deliverables in accordance with SFG20 and SOP19/02 reporting and escalating any instances of non-compliance to the Senior Estate Manager as necessary
- Address matters falling short of the contracted standards and escalate to Senior Estate Manager any concerns that cannot be mitigated at a local level
- Ensure customers receive regular reports on the delivery of Hard FM services to their respective area of responsibility
- Ensure opportunities for exploiting benefits of the contract, including continuous improvement and innovation in the delivery of Hard FM services, are identified
- As required, support all meetings with industry partners and/or customers as laid down in the contract to support the effective delivery of Hard FM services

Financial Management

- Ensure that Billable Works are only authorised in accordance with the agreed Business Rules and within Financial Delegations
- Provide progress reports on site budget expenditure and updates to stakeholders on delegated Billable Works 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

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

6. **Budgetary responsibilities**

- To be determined through the Finance and Commercial Work stream



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)
- ISO 44001 Collaborative Business Relationships Management
- 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)
- Practitioner Guide EM02
- FDIS Training

8. Experience

a. Essential

- Clear demonstration of FM skills in both meeting customer needs and managing supplier relationships
- Understanding and complying with statutory, regulatory, and professional requirements

b. Desirable

- Clear demonstration of contract management and assurance in an all FM environment
- Local management of key suppliers, able to support negotiations, management, or escalation issues
- Commercial experience gained within a property, facilities management, or similar function

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

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



10. 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

11. Post Mandatory Training

- In accordance with People Learning Plan

Additional Requirements

12. Regular travel around our area with occasional UK wide travel with occasional overnight stays.
13. The job holder will be required to be vetted to Security Check (SC) level and DBS check
14. 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