RFCA
For Yorkshire and the Humber
Reserve Forces and Cadets Association

JOB DESCRIPTION – Estate Manager & Health & Safety Environmental Protection Advisor

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**: Estate Manager (Health & Safety Environmental Protection Advisor)

   b. **Job grade**: HEO

   c. **Reports to**: Senior Estate Manager

   d. **Location**: 20 St George's Place, York, YO241DS

General Description of the Role

3. The RFCA Y&H Estate Manager plays a significant role in overseeing and supporting the management and assurance of Hard and Soft[i] FM services in support of users of the Volunteer Estate, including Reserves and Cadets.

In addition the Estate Manager (HSEP) is responsible for carrying out the duties of Health & Safety Environmental Protection Advisor for the association.

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 services, contract and supplier management and the planning and assurance of the maintenance/minor works programme, acting as a point of contract to ensure customer needs are met.

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

4. Principal Areas of Accountability, Tasks and Duties

Leadership and Management

- Works 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 meet their objectives and achieve their goals
- 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
- Responsible for providing professional health, safety and environmental advice in order to drive a positive safety culture
- Responsible for ensuring health, safety and environmental risks are identified, assessed and effectively managed, escalating as required.
- Produce HSEP reports as directed by their Line Manager
- Ensure that rigorous risk assessment and incident management systems for the VE are in place, effective and being complied with
- Review of RAMS for SFM activities being delivered on the VE which have been commissioned by the RFCA
- Review of RAMS for third party activities being delivered on the VE which have been commissioned by 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.
- Develop and maintain open, honest and collaborative working relationships with customers industry partners and other stakeholders as appropriate
- Work with Suppliers to support the delivery of services to ensure performance against contract performance measures and identify opportunities for efficiencies and improvements
- 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
- 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

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
- 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
- Address matters falling short of the contracted standards and escalate to Senior Estate Manager any concerns that cannot be mitigated at a local level
- Attend and support all meetings with industry partners and/or customers 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 travel and subsistence transactions including record keeping and audit requirements

5. **Staff management responsibilities:** Line Management of Estate Support Staff as directed

6. **Budgetary responsibilities:** Resource Manager with delegated budget – occasional.

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
- Finance Certificate Foundation
- Commercial Awareness and (where mandated) Managing Defence Contracts Online Training
- Asbestos Awareness – for DIO Service Manager Representative
- Legionella Awareness - for Service Manager Representative
- Dangerous Substances Explosive Atmosphere Regulations (DSEAR) Awareness
- FDIS Training hard FM Contract familiarisation.
- NEBOSH Certificate, NCRQ Certificate or equivalent qualification (Level 3 – Regulated Qualifications Framework for England and Northern Ireland; Level 3 – Credit and Qualifications Framework for Wales; and Level 6 – Scottish Credit and Qualifications Framework) – HSEP Additional
- AIM CDE data environment software, CAFM and IMS also required, training provided.

8. **Experienc**e

   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

- Level 6 or above occupational health and safety qualification (NEBOSH or NCRQ Diploma) and/or L4 or above qualification recognised by the Institute of Workplace and Facilities Management – HSEP Additional

b. **Desirable**

- Clear demonstration of contract management and assurance in an 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 or associate level membership of relevant professional body - IWFM, CIBSE, CIOB, RICS, NEBOSH or IOSH or have equivalent relevant experience

11. **Post Mandatory Training**

- In accordance with People Learning Plan

Additional Requirements

12. Frequent travel within the region, UK wide travel with occasional overnight stays.

13. The job holder will be required to be vetted to security level 1B (CounterTerrorist 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.

Signed Employee	**Signed Line Manager**
Name:	Name:
Position:	Position:
Date:	Date:

[i] Waste and Cleaning Services