

From:

**Lt Cdr (Retd) A Pringle MCGI**  
Chief of Staff  
Director of Youth and Cadets



**Reserve Forces' and Cadets' Association  
for Greater London**

## VACANCY NOTICE

29 February 2024

### SENIOR ESTATES MANAGERS x 2

The above vacancies operating from Fulham House, 87 Fulham High Street, London, SW6 3JS needs to be filled from 1 May 2024. These are 2 new roles as part of the re-organisation of the Estates team within this Association. This role requires regular travel across Greater London and occasionally to other parts of the UK.

The salary for this position, including the London Weighting Allowance, is £45,330 per annum. In addition, the successful candidates would be eligible to join the CRFCA pension scheme. This is a Career Average Revalued Earnings scheme (CARE) in which the employer contribution is 13% and the employee contribution 5%. The annual leave entitlement is 25 days plus Bank Holidays and Association Privilege Days. Annual leave entitlement increases by 1 day per year up to 30 days; those with 5 years' prior service with HM Forces/OGD will start with 30 days' entitlement. This is equivalent to a Civil Service C1 Grade/SEO post.

The Senior Estate Manager supports the Head of Estate to deliver management and assurance of Hard and Soft Facilities Management services for users of the Volunteer Estate. The support covers:

- The delivery of outcomes by the RFCA Estate Team, who will support the effective contract/performance management and assurance of Hard and Soft Facilities Management services delivered through contracted service providers.
- The successful delivery of minor capital works projects (circa £4M) by the contracted Hard Facilities Management service provider.
- Manage resources (including budgets) and plans such that the RFCA Estate Team and contracted service providers may efficiently deliver required outputs.
- Working with industry partners and other stakeholders to ensure the effective management of risk.
- Managing the RFCA Estates Team to enable a positive, collaborative, and proactive working environment in order to foster a high performing team.
- Should hold or be willing to work towards full level membership of a relevant professional body (CIWFM, MCIQB, MRICS or CEng).

Offers of employment will be conditional on the following:

- Confirmation of the right to work in the UK;
- Satisfactory references;
- Successful completion of the Baseline Personal Security Standards (BPSS) check;
- Agreement to sign a contract.

To apply please send a CV of not more than 2 pages together with a covering letter giving evidence of why you consider yourself suitable for the position including evidence of relevant professional accreditations / memberships. This should be submitted by email to the Head of Support Services at [gl-offman@rfca.mod.uk](mailto:gl-offman@rfca.mod.uk) and marked **Senior Estate Manager Application**.

Closing date for applications is **Wednesday 27 March 2024** and interviews for retained candidates will take place at Fulham House shortly thereafter.

Reserve Forces & Cadets Association for Greater London  
Fulham House, 87 Fulham High Street, London SW6 3JS

t: 020 7384 4667 f: 020 7384 4660 e: [gl-cedep@rfca.mod.uk](mailto:gl-cedep@rfca.mod.uk) [www.glrfa.org](http://www.glrfa.org)

 Reserve Forces' and  
Cadets' Associations

# JOB DESCRIPTION

**Job Title:** Senior Estate Manager- FDIS **Grade:** C1 (SEO)

**Department:** Estates

**Responsible to:** Head of Estates (Hd Estates)

## General Description of the Role

1. The Senior Estates Manager is a Crown Servant and a full-time civilian employee of the Reserve Forces' and Cadets' Association for Greater London (GL-RFCA). This is 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. This post will require the holder to act as SME (Subject Matter Expert) for a topic to be confirmed and advise / support the Estates team with all matters within this subject. This role will also involve the support and mentoring of Estates Managers and wider team within their region.

2. 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 £5m. 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.

## Principal Areas of Accountability, Tasks and Duties

### 3. Leadership and Management

- a. Works collaboratively with all stakeholders including CRFCA, other RFCAs and wider Defence organisations as appropriate.
- b. Ensure the Head of Estate direction to the RFCA Estate Team is delivered to support the delivery of RFCA estate outputs.
- c. 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.
- d. Responsible for ensuring that all team members are compliant with mandatory training requirements appropriate to their role, including continuous professional development.
- e. Encourage innovation to foster a high performing team through continuous improvement.
- f. Promote strong working relationships both within the team, with CRFCA, other RFCAs, industry partners and across Defence.

g. Demonstrate a personal commitment to the aims and objectives of the RFCA.

**4. Communication / Engagement and Stakeholder Management**

a. 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.

b. Develop and maintain open, honest and collaborative working relationships with customers, industry partners, across Defence and other stakeholders as appropriate.

c. Support the Head of Estate in ensuring compliance with CRFCA and RFCA c corporate approaches.

**5. Programme Management**

a. 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.

b. Work closely with the industry partners to monitor progress of works against the agreed programme of activity.

c. 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.

d. 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).

**6. Contract Management**

a. Carry out delegated duties and responsibilities on behalf of the Head of Estate.

b. Manage the delivery of the contracts for Hard FM and Soft FM services through the RFCA Estate Team and other supporting specialists.

c. 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.

d. Support the Head of Estate:

i. to ensure suppliers meet RFCA and wider Defence priorities, standards and behaviours.

- ii. on dispute management with industry partners including consideration of Early Warning Notices as appropriate.
  - iii. to ensure contractual obligations are met.
  - iv. in raising contract changes to the appropriate authority.
  - v. to ensure opportunities for exploiting benefits of contracts, including continuous improvement and innovation in the delivery of Hard and Soft FM services, are identified.
- e. 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.

## **7. Assurance and Performance**

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

## **8. Financial Management**

- a. Ensure that Billable Works are only authorised in accordance with the agreed Business Rules and within Financial Delegations.
- b. Provide reports and forecasts of outturn on delegated programme tasks.
- c. 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.

## **Budgetary responsibilities**

9. Assist in the management of all estates associated budgets for compliance, consequential works, projects and any additional works, with approval limits to be confirmed.

## **Success Profile**

### **Technical skills and qualifications**

10. 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:

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

### **Competences Required for the Post**

#### **11. Essential Competences.**

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

#### **12. Desirable Competences.**

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

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

- a. Leadership.
- b. Seeing the Bigger Picture.
- c. Managing a Quality Service.
- d. Communicating and Influencing.
- e. Delivering at Pace.
- f. Working Together.

**14. Government Property Career Framework Requirements (Workforce & FM – Facilities Management Practitioner):** [A= Awareness; W = Working; P = Practitioner; E = Expert]

- a. Property Professional Expertise (P)
- b. Customer and Client Service (P)
- c. Stakeholder Engagement (P)
- d. Strategy and Business Planning (P)
- e. Analytical Decision Making (W)
- f. Technology and Innovation (W)
- g. Sustainable Practice (W)
- h. Commercial Acumen (P)
- i. Property Programme and Project Management (P)
- j. Health and Safety, Compliance and Inclusion (P)

**Professional Membership:**

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

**Mandatory Training**

16. In accordance with People Learning Plan.

**Special Requirements (Clothing, Contacts, Equipment etc.)**

17. Use protective clothing as required by the law at the time and to make the Association (through the Head of Estates) aware of any deficiencies in provision. Ensure the general protective clothing as and any specialist equipment provided by the Association is used as required.

### **Health & Safety at Work**

18. Take reasonable care for their health and safety and of other persons who may be affected by their acts or omissions while at work. He/she will also be responsible for the health, safety and welfare of subordinate staff (if with managerial duties).

### **Performance and Development Reports (PDR)**

19. Twice a year, have own performance assessed and reported upon by the Head of Estates as Line Manager, with the Countersigning Officer the Chief Executive, as required.

20. Twice a year assess performance and write reports, as Line Manager, of the Estate Managers as directed by Hd Estates.

### **Security**

21. Complete a Baseline Personal Security Standard (BPSS) check in accordance with the Association's Security requirements.

22. The job holder will be required to be vetted to Security Check (SC) level.

23. Sign annually and comply with the Security Operating Procedures (SyOps) for the use of the Association Local Area Network (LAN) and MoD Wide Area Network (WAN) relating to both voice and data on IT Systems.

### **General**

24. The role requires regular London wide travel with very occasional UK wide travel / overnight stays.

25. The role may require the occasional late working and this will be compensated with Time Off In Lieu (TOIL) or via pre-approved overtime authorised by the Head of Estates.

26. Must administer, maintain responsibility for and take reasonable care of any vehicles, equipment and/or other items under his/her control.

27. Any other task within the broad remit of this role which may be reasonably required, including, but not limited to, ad hoc analysis and one-off reports.

28. This job description may be reviewed in the light of changes during the period of the appointment and/or on change of the incumbent. This job description should be discussed with your line manager at the time of receiving your annual Personal Development Report.