

Job Description

Job title:	Head of Estates
Location:	Coram's Fields, 93 Guilford Street, London, WC1N 1DN
Salary:	£50,000 per annum
Benefits:	26 days annual leave (plus bank holidays), defined contribution pension scheme, tax free childcare scheme, cycle to work scheme, employee assistance programme (EAP)
Reporting to:	Chief Executive Officer
Direct Reports:	Senior Premises Officers, Premise Officers (and agency staff where appropriate)
Hours	37.5hrs per week, includes occasional evening and weekend work to ensure a strong presence across opening hours.
Contract:	Permanent

Role Summary

The Head of Estates holds overall responsibility for day to day management of Coram's Fields unique seven acre park and playgrounds dedicated to children, in the heart of central London, including the management of a number of Grade II listed buildings, home to a wealth of community services for children and families.

Our historic park and buildings are the charity's most valuable assets – providing joy to hundreds of thousands of children and families each year. Stewarding these assets is therefore a critical part of what we do.

We're looking for someone who will relish the opportunity and responsibility that comes with looking after such an iconic space. Someone capable of seeing the bigger picture but also being able to balance this with a hands on operational approach when needed and who can get the very best out of a small but agile team.

Main Responsibilities:

The successful management, maintenance, and day to day running of Coram's Fields park, playground and facilities relies on a multi skilled and flexible team. The responsibilities below are the key requirements of the role however, from time to time, you may be needed to take on other tasks to ensure the successful running of the site.

- You will have overall responsibility for delivering effective, high-quality management and maintenance of our park, playgrounds, and facilities including leading on the management of our Grade II listed buildings within the estate.
- You will develop and implement a programme of systematic management and maintenance across the site, including a hard and soft maintenance programme of daily, weekly,

monthly, and annual checks and inspections. It will be up to you to manage our park and facilities according to best practice and exceeding compliance.

- You will develop and implement effective systems for the reporting of maintenance and health and safety issues across the site, prioritising tasks and identifying appropriate resources within the team and externally and scheduling work for completion.
- You will carry out, oversee colleagues, or supervise external contractors, to carry out non-cyclical repair and maintenance work to our buildings as part of planned preventative maintenance (PPM), including plumbing, electrical, brickwork, painting and carpentry.
- You will be accountable for the legal compliance across our park and facilities, liaising with external organisations in areas such as: playground inspections, fire and electrical testing and tree condition surveys among others.
- With the support of the Senior Premises Officers and wider team, you will manage and coordinate the work of a range of external contractors, including those responsible for delivering regular outsourced services (trees surgeons, pitch maintenance, lawns), and those delivering planned capital improvement works.
- You will lead on the Health & Safety for a range of events on site, working with the grounds and facilities team, our Operations Officer and service managers to ensure that all events are delivered safely, through effective event planning.
- As an integral member of the Senior Management Team (SMT), working with the CEO, COO and Head of Fundraising and Communications, you will contribute to the development of the charity's strategic and business plans.
- Along with the CEO and COO, you will develop an annual budget for the management of the estate, regularly reviewing spend to ensure alignment with budgets and making any necessary adjustments to achieve this.
- You are responsible for ensuring that risk assessments are developed for all aspects of our Building and Facility management, regularly reviewing these and ensuring that the grounds and facilities team understand the risks and their respective roles in managing these. You will make sure assessments, and control measures are properly documented.
- You will line manage the Grounds and Facilities team, providing clear direction and support with a structured approach. This will include regular opportunities to give and receive constructive feedback along with formal appraisals to track progress against agreed objectives.
- You will be responsible for creating a strong and positive culture within the team – leading the team from the front, regularly bringing the team together, effectively communicating your vision and plans for the site and harnessing the skills and knowledge of all team members.
- You will be responsible for the recruitment and induction of all members of the grounds and facilities team – ensuring the team has the skills, knowledge and personal attributes to deliver the highest standards of estate management.
- You will oversee the training and development of the Grounds and Facilities team, ensuring the team's skills and knowledge is regularly updated in line with compliance and best practice.

- Informed by our building's condition and landscape management surveys, supported by the Senior Premises Officers and CEO, you will identify investment priorities across the site to conserve, manage and enhance Coram's Fields facilities and open spaces.
- You will work with the CEO, SMT and Estates Committee (Trustees) to support the development of our future vision for Coram's Fields – collectively identifying key capital projects across the site, developing costings for these and identifying funding opportunities to deliver on our plans.
- You will identify opportunities to reduce the environmental impact of our estate and operations — including energy efficiency, waste management, and sustainable materials in maintenance and capital works — balancing this with the conservation requirements of our Grade II listed buildings.
- You and the Senior Premises Officers will be the main point of contact for park-based volunteers, working with the rest of the grounds team to ensure that the work of volunteers (corporate and regular) is well coordinated, and that appropriate support is in place to ensure that volunteers enjoy their experience with us.

Personal Development and Training:

1. To attend regular supervision and appraisal sessions.
2. To undertake training and development as agreed with the line manager.

Other Duties:

1. Effective management of our estate is critical to safeguarding the children, young people and vulnerable adults that access our park and facilities. You will be one of four Designated Safeguarding Leads within the charity – working collectively to ensure our safeguarding systems and process are regularly reviewed, developed and improved to maintain Coram's Fields as one of the safest spaces for children in London.
2. To provide written and verbal reports to the CEO as requested.
3. To undertake any task that may be requested from time to time by the CEO or Board of Trustees, as may be consistent with the nature and scope of this post.

Person Specification

	Essential	Desirable	Evidence
Qualifications	Industry recognised qualification in health and safety relevant to this role e.g. IOSH Industry recognised qualification in facilities management or significant experience in this area Evidence of continued professional development in areas relevant to buildings and facilities management	Advanced recognised qualifications in health and safety relevant to this role e.g. NEBOSH Safeguarding training Risk Assessment training First aid at work training	Application
Experience	Minimum of 5 years' experience of managing buildings and facilities of a similar nature to those of Coram's Fields Experience of landscape (parks and open spaces) management, either directly or working with other professionals in this area Demonstrable experience of developing and implementing building and facility management systems and processes, including online management systems Significant experience of managing and leading a multi-skilled team, including the use of management tools such as appraisals/supervisions. Experience of developing risk assessments and implementing processes to ensure compliance with these Experience of budget management, ideally at a similar level to Coram's Fields Grounds	Experience of managing listed buildings Experience of managing, coordinating, and supporting volunteers. Experience of being part of a senior team and contributing to the strategic direction of an organisation/department	Application and interview

	budget (c.£400K)		
Skills	Outstanding leadership skills and the ability to motivate a team, creating a culture of high performance across all areas A strong attention for detail and the ability to anticipate challenges before they arise and work towards solutions to them. Skills in one of the following areas: carpentry, electrical, plumbing, brickwork.		Application and interview
Knowledge/attributes	Excellent knowledge of building and facilities management Excellent knowledge of the regulations regarding building and facility compliance e.g. fire safety Strong IT skills, including Outlook and Excel for budget management purposes	Knowledge of safeguarding and the application of good safeguarding practice	Application and interview