

From:

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Chief of Staff  
Director of Youth and Cadets



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

## VACANCY NOTICE

23 May 2024

### ESTATES MANAGERS X 2

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

Greater London RFCA (GL RFCA) is one of 13 Reserve Forces' and Cadets' Associations (RFCAs) across the UK and are central government bodies with Crown status, each with their own schemes of association, drawn up in accordance with Defence Council regulations. The RFCAs are Arm's-Length Bodies (ALB) of the Ministry of Defence (MOD) with a Council of RFCAs (CRFCA) constituted by the 13 individual RFCAs providing central coordination. 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.

GL RFCA's overall objective is to promote the Armed Forces to the widest possible audience and to support the reserve and cadet forces in London. The Association supports the MOD through 3 main pillars of work:

- **Infrastructure**. Providing the facilities within which our reservists and cadets meet and train, in 160 sites across London;
- **Cadets & Youth**. Supporting youth and cadets, including marketing and publicity for adult volunteers and the promotion of the MOD-sponsored cadet movement in the region. A specific task is to provide Professional Support Staff to take the administrative and logistic burden off the Army Cadet Force Adult Volunteers.
- **Engagement**. Engaging with the community and especially with employers, seeking to gain the latter's support for the wider Defence community through the Armed Forces Covenant.

The salary for this position, including the London Weighting Allowance, is £38,540 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 C2 Grade/HEO post.

The Estate Manager is to 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. . The job description, including the required experience and skills is attached hereto.

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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 AND THE Security Clearance (SC));
- 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 **Estate Manager Application**.

Closing date for applications is **Tuesday 11 June 2024** and interviews for retained candidates will take place at Fulham House shortly thereafter.

# JOB DESCRIPTION

**Job Title:** Estate Manager - FDIS **Grade:** C2 (HEO)

**Department:** Estates

**Responsible to:** Senior Estates Manager

## General Description of the Role

1. The 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 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.

2 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 £5m.

## Principal Areas of Accountability, Tasks and Duties

### 3. Leadership and Management

- a. Works collaboratively with all stakeholders including customers, other RFCAs and wider Defence organisations as appropriate.
- b. 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.
- c. Ensure direct reports are compliant with mandatory training requirements appropriate to their role, including continuous professional development.
- d. Encourage innovation to support the development of a high performing team through continuous improvement.
- e. Promote strong working relationships both within the team, customers, industry partners and other RFCAs.
- f. Demonstrate a personal commitment to the aims and objectives of the RFCA.
- g. Responsible for ensuring that the systems and procedures which are in place are being adhered to in order to achieve and demonstrate compliance with statutory and MoD-mandatory Health, Safety and Environmental Protection requirements.

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- h. Responsible for providing professional health and safety and environmental advice in order to drive a positive safety culture.
- i. Responsible for ensuring health, safety and environmental risks are identified, assessed and effectively managed, escalating as required. This responsibility includes conducting health, safety and environmental audits of RFCA-conducted business in accordance with the CRFCA audit programme.
- j. Responsible for representing the RFCA at single Service regional health and safety, environment and sustainability forums, for example those held by Army Regional Points of Command.
- k. Produce HSEP reports as directed by Line Manager.
- l. In accordance with the CRFCA Audit Programme, plan, programme and deliver health, safety and environmental assurance audits and ensure that action plans are established and implemented to address any issues identified.
- m. Ensure that rigorous risk assessment and incident management systems for the VE are in place, effective and being complied with.
- n. Review of RAMS for SFM activities being delivered on the VE which have been commissioned by the RFCA.
- o. Review of RAMS for third party activities being delivered on the VE which have been commissioned by the RFCA.

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

- a. 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.
- b. Develop and maintain open, honest and collaborative working relationships with customers industry partners and other stakeholders as appropriate.
- c. Work collaboratively with Suppliers to support the delivery of services to ensure performance against contract performance measures and identify opportunities for efficiencies and improvements.
- d. 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.
- e. Ensure stakeholders, especially customers, are kept informed and willing to support delivery activity as required.
- f. Ensure compliance with CRFCA and RFCA corporate approaches and messaging.

**5. Programme Management**

- a. 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.
- b. 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.
- c. 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.
- d. Support the development of draft business cases ensuring they are of the required quality and output in accordance with CRFCA and wider Defence policy.
- e. Work with customers and industry partners to support the Senior Estate Manager in the development of future Billable Works plans and programmes.

**6. Performance and Contract Management/Assurance**

- a. 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.
- b. 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.
- c. Address matters falling short of the contracted standards and escalate to Senior Estate Manager any concerns that cannot be mitigated at a local level.
- d. Ensure customers receive regular reports on the delivery of Hard FM services to their respective area of responsibility.
- e. Ensure opportunities for exploiting benefits of the contract, including continuous improvement and innovation in the delivery of Hard FM services, are identified.
- f. 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.

**7. Financial Management**

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

**Success Profile**

**Technical skills and qualifications**

8. 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. ISO 44001 Collaborative Business Relationships Management.
  - f. Asbestos Awareness – for DIO Service Manager Representative.
  - g. Legionella Awareness and ACOP L8 (BS6) – for Service Manager Representative (L8 Duty Holder).
  - h. Dangerous Substances Explosive Atmosphere Regulations (DSEAR) Awareness.
  - i. SPEC 024 (Asset Management).
  - j. Practitioner Guide EM02.
  - k. FDIS Training.
  - l. 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.

## **Experience**

9. **Essential:**

- 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. Expert understanding on compliance and risk around property and facilities management.
- d. Ability to manage a mixed portfolio of properties with a complex environment.
- e. Demonstrable ability to be a proactive and collaborative member of a bust estates team.

10. **Desirable:**

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

11 **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.
- Working Together.

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

- a. Property Professional Expertise (W)

- 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) h. Commercial Acumen (P)

**Professional Membership:**

13. Hold or be willing to work towards full membership of relevant professional body - IWFM, CIBSE, CIOB, RICS, NEBOSH or IOSH.

**Mandatory Training**

14. In accordance with People Learning Plan.

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

15. Use protective clothing as required by the law at the time and to make the Association (through the Senior Estates Manager) 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**

16. 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)**

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

**Security**

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

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



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20. 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**

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

22. 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.

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

24. 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.

25. 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.