



Reserve Forces' and Cadets' Association
for Greater London

ESTATES OFFICER RECRUITMENT PACK



RESERVE FORCES' & CADETS' ASSOCIATION
for GREATER LONDON
FULHAM HOUSE, 87 FULHAM HIGH STREET
LONDON, SW6 3JS

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1. ABOUT US

Our Story so Far

At GL RFCA we champion London's Reserves Forces' and Cadets' through community and corporate engagement, estate management and support to local Reserve Units and Cadet Detachments.

Our Background

Since 1908 we have been the voice for London's Navy, Army and Air Force Reservists and Cadets.

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.

Our Team

As a small and committed team we strive to promote the value and diverse skill set of the Armed Forces family to the local community and employers from all sectors.

Our Work

We provide informed support to help London's Armed Forces Community and use our locally driven relationships to deliver defence outputs at a regional level. Perhaps most crucially we manage the Volunteer Estate, ensuring our Reservists and Cadets have proper facilities to train in and thrive.

2. WHAT WE DO

ENGAGEMENT – We work to establish and maintain strong relationships with employers and community stakeholders to develop a mutually beneficial working relationship with the Ministry of Defence.

Our Engagement Team is here to advise and guide companies to adopt a forces friendly policy beginning with signing the Armed Forces Covenant, through their journey on the Employer Recognition Scheme to becoming advocates for Defence.

CADETS AND YOUTH – There are over 13,500 cadets across London, at GL RFCA we provide financial, administrative and logistical support that enables them to take on challenges and adventures that would otherwise be unavailable to them.

Importantly, we provide the recruitment support for the adult volunteers without which the cadet organisations would cease to exist.

ESTATES – Our Estates Team manage over 40 Reserve Centre's in London (including Maritime Reserve and RAF) along with over 130 Cadet establishments.

We have successfully designed and project managed multi-million pound builds and provide all essential maintenance, repairs, leasing and safety compliance to the entire Reserve Estate.

3. HOW WE DO IT

Employer and Community Engagement

The engagement team supports the delivery of the prestigious Ministry of Defence Employer Recognition Scheme (ERS), including the Silver and Gold Award Ceremonies. Companies can be nominated for a Gold or Silver Award based on the commitment they have shown to being a forces friendly organisation.

Employers are invited to discover the benefits of partnering and Defence through unit engagement activities and domestic military initiatives. These events allow employers to take part in a challenges, test their leadership skills and see first-hand the transferable skill set Reservists bring to the workplace.

Cadet Initiatives and Adult Instructors

The hard work of London's 13500+ cadets can be seen in the increasing number of events that they are involved in throughout the Capital, These include Remembrance Day Ceremonies at City Hall, Guildhall Yard and boroughs across London.

In addition to administering annual camps we have established combined events, giving cadets the opportunity to test their skills. Events such as the much sought after Elworthy Trophy and Lord Mayor's Music Competition are organised every year by the GL RFCA Youth and Cadets Team. Additionally we provide cadets the opportunity to be involved in events such as the Invictus Games and Lord Mayor's Show.

In schools our commitment to the Cadet Expansion Programme is led by our dedicated School Cadet Engagement Officer who guides schools and offers advice throughout the process of establishing a unit.

Managing the Estates

The estates requires considerable funding to maintain the necessary standards which allow London's Cadets and Reserve Forces to train and thrive. To achieve this the Estates Team juggle multiple projects, of varying sizes with limited funds.

In addition to our core funding we are required to source additional funding streams to meet these demands.

Alternative Venues (AV)

Alternative Venues London is the dedicated venue hire department within GL RFCA. They are a non-profit organisation which generates additional funding by hiring out facilities within the GL RFCA Estate.

With over 40 Reserve Forces and 130 cadet sites spread across London available for commercial venue hire, the money generated by AV is put directly back into the Estate.

4. JOB DESCRIPTION

Job Title: Estates Officer
Job Grade: D (EO)
Department: Estates
Reporting to: Senior Estates Manager
Location: Fulham House, 87 Fulham High Street, London, SW6 3JS

Overall Purpose of the Job

1. The Estates Officer is a Crown Servant and a full-time civilian employee of the Reserve Forces' and Cadets' Association for Greater London (GL-RFCA). This role plays a significant role in assisting the oversight and support of the management and assurance of Hard and Soft FM services in support of the users of the Volunteer Estate, including Reserves and Cadets.
2. Reporting to the Estate Manager, the Estate Officer 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. This will include the oversight and support of all aspects of the delivery of day-to-day Hard and Soft FM services and undertaking assurance of maintenance/Billable Works and acting as a point of contact to ensure customer needs are met.

Main Activities/Tasks

3. Leadership and Management

- a. Carry out line management duties ensuring that staff effectively meet their objectives and achieve their professional goals.
- b. Ensure direct report is compliant with mandatory training requirements appropriate to their role, including continuous professional development.
- c. Demonstrate a personal commitment to the aims and objectives of the RFCA.

4. Communication / Engagement and Stakeholder Management

- a. Act as point of contact for their area of responsibility, proactively addressing 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 and industry partners.
- c. Ensure customers remain fully informed on all aspects of service delivery.
- d. Ensure compliance with CRFCA and RFCA corporate approach.

5. Programme Management

- a. Support the adoption of a programme management approach, including working closely with the Estate Manager, customers and industry partners in respect of Billable Works

projects, supporting the development of the Statement of Need and assurance of completed works.

- b. Support the review and monitoring of progress of Billable Works, escalating any issues using the respective Early Warning, Recompense Events, Supplier Non-Performance, Defects, and risk management processes.
- c. Work with customers to identify future requirements to support the development of future Billable Works plans.

6. Contract / Performance Management, Reporting and Assurance

- a. Carry out the delegated assurance duties and responsibilities on behalf of the Estate Manager, working closely with the industry partners on the preselected Hard FM works orders and tasks, to include 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 Estate Manager as necessary.
- c. Identify matters falling short of the contracted standards and escalate to Estate Manager any concerns that cannot be mitigated at a local level.
- d. Address matters falling short of the contracted standards and escalate to Estate Manager any concerns that cannot be mitigated at a local level.
- e. Support the identification of opportunities for exploiting benefits of the contract in the delivery of Hard FM services.
- f. Ensure customers receive regular reports on the delivery of Hard FM services to their respective area of responsibility.
- g. 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.
- h. Provide support to the Senior Estate Manager in the execution of the Property Change Form process

7. Financial Management

- a. 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.

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. Complete in-house:
 - 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.
- 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. Practitioner Guide EM02.
- j. FDIS Training.

Competencies Required for the Post

9. Essential:

- a. Experience of working with customers to identify and quantify needs in a Hard FM environment
- b. Good interpersonal skills

10. Desirable:

- a. Experience in customer relationship management and stakeholder liaison.

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

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

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 (W)
- d. Strategy and Business Planning (A)
- e. Analytical Decision Making (A)

- f. Technology and Innovation (A)
- g. Sustainable Practice (W)
- h. Commercial Acumen (A)
- i. Property Programme and Project Management (A)
- j. Health and Safety, Compliance and Inclusion (W)

Professional Membership

- 13. Hold or be willing to work towards associate level membership of relevant professional body or have equivalent relevant experience.

Mandatory Training

- 14. In accordance with the 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 and 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 their Line Manager.

Security

- 18. Undergo 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 CTC level.
- 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. In addition to visits to sites within London, the role may require occasional travel to other areas in within the UK.
22. The Estate Officers will be expected to deputise for the Estate Manager as required.
23. The role may require the occasional late working and this will be compensated with Time Off In Lieu (TOIL).
24. Must administer, maintain responsibility for and take reasonable care of any vehicles, equipment and/or other items under their control.
25. 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.
26. This job description may be reviewed in the light of changes during the period of the appointment and/or on change of the incumbent.

Key personal attributes

Honesty, integrity and loyalty.

A commitment to equality and diversity.

Aligns with the Association's mission and values.

Qualifications

Educated with relevant qualifications and/or experience.

5. BENEFITS PACKAGE

- Salary of £30,740 plus London Weighting £3,300 = £34,040 (subject to review)
- Pension Scheme 5% Employee and 13% Employer
- A permanent role following successful completion of a 6-month probation (unless already employed by GL RFCA)
- Annual Leave 25 Days (rising by up to 5 days for reckonable service)
- Bonus Scheme

6. APPLICATION PROCESS

Applications should be received no later than **4pm on Thursday 26th February 2026** and should be sent by preferably by email to gl-offman@rfca.mod.uk, or by hard copy to:

Head of Support Services
Reserve Forces' and Cadets' Association for Greater London
Fulham House
87 Fulham High Street
London SW6 3JS

marked 'Estates Officer Application'. The shortlist of applicants will be notified shortly after this date.

Applications should comprise:

- A cover letter explaining applicants motivation for applying for the role and outlining their suitability and eligibility.
- CV

Interviews are expected to take during the week commencing 2nd March 2026

We reserve the right to withdraw this advert at any time up to the closing date.

The Reserve Forces' and Cadets' Association for Greater London is committed to being an Equal Opportunities Employer and welcomes applications from eligible candidates no matter what their gender, marital status, age, race, ethnic origin or religious belief.