

<b>Job Title:</b>	<b>Head of Estates &amp; Property</b>	<b>Job Band:</b>	Band 1
<b>Reporting to:</b>	Director of Finance & Corporate Services	<b>Size of Team:</b>	12
<b>Direct Reports:</b>	3		

The Head of Estates will lead on the Estates strategy, engagement and implementation to ensure value for money, best practice and a fit for purpose estate. The role will ensure through an effective Strategy, policies and procedures, that the St John estate is financially, legally and environmentally sustainable.

## Key Responsibilities

- Lead the Estates Team to provide a first class business partnering service to the wider St John community, including acting as a critical friend and offering advice.
- Lead on the Estates Strategy for St John, supported by a 5 year rolling property plan, in collaboration with the Chief Operating Officer and the Director of Training & Enterprise
- Develop good cross functional cooperation with other teams and the wider St John community.
- Lead the Estates Team on the acquisition and rationalisation of the whole St John's property portfolio in line with the Estates Strategy.
- Lead on property projects and ensure they are to time, budget, quality and in compliance with all required building and health and safety standards.
- Responsible for the preparation of all property business cases for acquisitions, leases, refurbishments and disposals, ensuring appropriate input from stakeholders, including affected stakeholders, e.g. Volunteers, CPG and Presidents, Operations, Training, Finance, Facilities and Property
- Develop and own the PMF (Property Management Framework) to ensure it remains up to date and sufficient to manage our estate working closely with Facilities and Health and Safety; champion the use of best practise, continuous improvement and the identification of opportunities for process and system improvement
- Work across the organisation to promote and encourage better utilisation of properties by St John e.g. for departmental away days or other off-site meetings
- Lead, motivate and develop a high performing team, with a culture of customer focus and excellence, ensuring good working relationships with internal and external stakeholders.
- Implement a performance management culture in line with SJA policies, including making sure that 1-1s, performance and development reviews and team meetings take place regularly and with recorded outcomes and actions
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

## You will

- Have the ability to work on own initiative
- Have willingness to adapt and learn new skills
- Have strong leadership, negotiation and communication skills
- Be proactive and passionate about making a difference
- Be resilient and adaptable, working well under pressure, remaining empathetic to customer and employee needs
- Have willingness to travel within England as required

## Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
Educated to GCSE level or equivalent (Grade C) including Maths & English	✓	
Professional property, estates, or facilities qualification / membership such as BIFM, RICS, etc.	✓	
Educated to degree level or equivalent in a relevant estate/property related field		✓
Professional project management qualification such as Prince2		✓
<b>Experience</b>		
Experience of operating at <i>Assistant Director or Head of</i> level in a relevant organisation / field	✓	
Experience in leading on delivering a property strategy (5 years plus)	✓	
Experience in project managing major refurbishment projects (£0.5m plus)	✓	
Experience in leading high quality, results focussed teams	✓	
Experience in developing a best in class property portfolio	✓	
Has successfully implemented large scale and controversial change including disposals and acquisitions across a complex matrix of stakeholders.	✓	
Experience in delivering projects on time, to standard and within budget	✓	
Experience in successfully engaging key stakeholders to deliver results	✓	
<b>Skills, knowledge and abilities</b>		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Able to use Microsoft at an intermediate level.		✓
Able to lead, coach and manage people towards achieving desired goals	✓	
Able to build and maintain effective working relationships both internally and externally	✓	
Able to manage and resolve conflicting priorities and stakeholder concerns	✓	
Analytical thinker, able to focus on a complex issues and solve them with a clear, informed and logical argument and discussion.	✓	
Able to delegate and prioritise effectively	✓	
Able to provide clear, concise written reports and presentations	✓	
Excellent influence and negotiating skills.	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: LB

Date of preparation: 31/12/2018



## BE PART OF A LIFE SAVING TEAM

