Job Description

Job Title: Estates Manager

Reporting to: Director of Finance and Commercial

Job purpose: Our Vision is to make every day the best day possible for our patients and those closest to them in South Devon. As Estates Manager you will deliver this by ensuring our 22-acre estate and our portfolio of shops provide the environment and service our patients, families and supporters deserve.

Our Values:

Honesty & Integrity Generosity of Spirit Respect Team Player

Key Responsibilities:

Leadership

1. Lead the Estates Team, made up of employees and volunteers to high standards of performance. Provide a service appropriate to the culture and values of Rowcroft and ensure all statutory and legal requirements are met.

2. Liaise with and work collaboratively with colleagues across all areas of the organisation to ensure the Estates Service meets their needs and the needs of our patients and supporters.

3. Hold regular and meaningful team meetings, 121s and annual reviews to ensure every member of the team is aligned, engaged and equipped to support the delivery of our aims.

Estates Management

4. Provide a high standard of general maintenance across all Rowcroft grounds and sites including equipment management, contract management, rolling preventative maintenance planning and scheduling, waste management, vehicle management, grounds maintenance, tree management and gardening.

5. This is a hands-on role for most of the week. Time will be set aside for the management element of the work but day to day the Estates Manager is very much part of the building maintenance and gardens workforce.

6. Working with the Health and Safety and Infection Control teams to ensure the health, safety and fire compliance of all our premises and people. Ensure our facilities meet the Care Quality Commission standards, Health and Safety Executive guidance and NHS PLACE audits.

7. Support the development of our estate as our plans and vision become a reality, working collaboratively and effectively with contractors while maintaining ongoing service levels.



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General

8. Effectively manage all estates budgets, delivering services to agreed levels within agreed budgetary constraints.

9. Undertake continuous professional development and actively engage in supervision, maintaining an objective and innovative practice.

10. Promote a culture of continuous learning and development and wellbeing. Identify your own learning and development needs and ensure your mandatory and essential training is up to date. Play an active part in team meetings. Help to create an environment that is continually critically questioning practice and promoting learning.

11. Take reasonable care for your own safety and the safety of others. Adhere to all Health & Safety requirements.

12. As a manager within Rowcroft, take part in the leadership of the organisation as part of the management team. Supporting fellow managers and teams wherever possible for the good of Rowcroft.

This list can never be exhaustive, and is subject to change in line with the evolving needs of the organisation, but covers most of the work you'll be doing - always with talent, initiative and a commitment to great customer service.

Infection Prevention

All Rowcroft Hospice employees are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections including MRSA.

You agree to:

- Decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- Take part in mandatory infection control training provided;
- Responsibly manage your own infections that may be transmittable to patients, including to contact Occupational Health for guidance.

Place of work:

This role has been identified as an on-site worker (works at a Rowcroft site for most of their working time). This role will also have an element of on call to it along with other Estates team members.



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Person Specification
Estates Manager

Attributes	Essential	Desirable
Qualifications and Training	• Good general level of education	• Membership of relevant professional body • NEBOSH
Knowledge and Skills	• Excellent management and leadership skills, able to lead people through change • Good time management • Ability to work in a changing environment. • Good level of general maintenance / trade / skills • Be prepared to undertake further role specific learning	• Infection control and waste management knowledge and experience • Trade level skills
Experience	• Proven experience of managing an estate or Maintenance team • Proven experience as a tradesman / maintenance technician • Understanding of how to interpret and apply policies, procedures and codes of practice to implement monitoring and standards in accordance with HSE, CQC and NHS requirements • Contract Management • Ability to manage projects and prioritise workloads • Risk assessments	• Working with or leading volunteers • Working in a Health Care environment
Personal Requirements	• Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience • Proven ability to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times	• Willing and able to volunteer for at least one Rowcroft event each year



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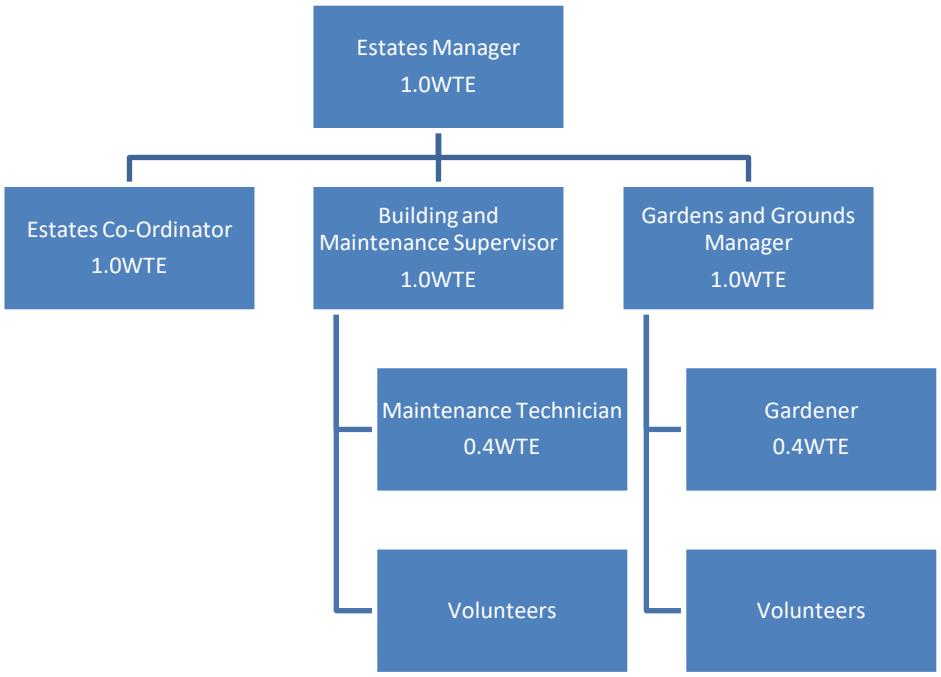

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