



Job title:	Estates Manager
Location:	Based at Charlton House and working across Greenwich Heritage Trust's portfolio of property as required
Contract:	Permanent
Hours:	Full Time flexible incl. weekends and evening working
Salary:	£32,000 per annum
Reports to:	Director of Conservation, Estates and Projects
Direct reports:	Estates Team Volunteers
Criminal Records Check:	Enhanced

The Organisation

Royal Greenwich Heritage Trust (RGHT) was formed in May 2014 to strengthen the management of important historic buildings and community assets in the Royal Borough. These include Charlton House and the Museum and Archive Collections of the borough. Our purpose is to help people find out about the history and heritage of the Royal Borough of Greenwich and surrounding area; to conserve the heritage assets in the Trust's care and ensure that these assets – buildings and landscape, collections and archives – and the history of the Royal Borough are shared with as many people as possible. Our regular activities include learning and participation – formal and informal history and heritage learning activities; visitor services – public access to Charlton House, exhibitions, and events; care of heritage assets – working with partners to manage the assets in our care; and working with volunteers.

Main Job Purpose

The Estates Manager supports the Team to deliver the strategy agreed by the Board and KPIs (Key Performance Indicators) set out in the Trust's Strategic Plan and partnership agreement with the council.



The Estates Manager has responsibility for running our sites and delivering services in the business and beyond. They will lead our teams and contractors in, facilities, repairs and maintenance, compliance, daily operations, venue management, event management and security, in order to ensure a great customer experience is delivered for both internal and external customers, hirers, stakeholders, users, and staff as well as provide safe, clean and compliant spaces.

The Estates Manager is expected to lead by example, ensuring that the estate is always presented to the highest standards.

This is a multi-disciplinary role, working closely with colleagues across the organisation whilst managing a small team.

Competency Framework level 2

Key Activities

We try to make our job descriptions as straightforward and accessible as possible. They're not intended to set out every duty in detail, but to explain the key responsibilities so that you understand the nature of the job. How you go about doing it will be discussed and agreed between you and your manager on an ongoing basis.

All our team members are additionally expected to work to our Competency Framework.

1. To manage, motivate and work alongside the Team to continually promote a 'one team' approach within the department and Trust. Recognizing the importance of teamwork and high standards to achieve our objectives, efficiently carry out tasks and to contribute effectively in developing our services and income generation.
2. To manage and effectively deliver the operational functions of all Trust managed sites on a day-to-day basis including legal compliance, repairs and maintenance, cleanliness, security and health and safety.
3. Coordinate, oversee and ensure all statutory compliance tests and services are carried out as per each site's compliance register; ensure records are kept up to date, services are booked, remedial works completed, and certification filed.
4. Coordinate and manage repairs and maintenance, condition surveys, inspections and data gathering.
5. Source, tender, procure, and manage contractors for all works, planned and reactive.



6. Drive a culture of continuous improvement to ensure the department follows best practice and industry standards.
7. To ensure all areas, front and back of house are cleaned, maintained to a high standard, and meet safe working practices on behalf of the Trust, tenants, hirers, and visitors.
8. Working with external suppliers and contractors to ensure that service level agreements are met, that the fabric of the buildings in our care are respected and that safe working practices are adopted.
9. Working with external suppliers and contractors to deliver contracted services in cleaning and garden maintenance, repairs and maintenance and legal compliance.
10. Working with the Programming team in particular the Venue Sales Manager and Bookings Coordinator and Participation Officer, to finalise details of upcoming functions ensuring the team are adequately briefed, trained and services and facilities available to deliver the forthcoming bookings in particular making sure set up and set down, stewarding and security are in place.
11. Manage the scheduling of rotas and resources, compliance tasks and maintenance work to ensure high standards of service.
12. Participating in the rota providing management cover at functions when necessary.
13. To ensure staff are fully briefed and trained to carry out their duties. Monitoring performance through the appraisal process, providing feedback, and leading on training and development.
14. To help in the recruitment and management of volunteers, including providing inductions.
15. To be fully familiar with Fire Safety, including evacuation procedures ensuring this is communicated to and understood by all staff, hirers and users and to co-ordinate evacuation of Trust sites ensuring support is given to wheelchair and disabled users. Undergo training in fire safety, health and safety and first aid.
16. Act as a key holder and be registered for Emergency Call Outs. Deal with emergencies liaising with Senior Management as required and to take responsibility of First Aid and Health and Safety.
17. Support the Senior Management team to deliver business needs and the Trust's objectives.

General

In addition to the specific duties above, all RGHT employees should be aware of their responsibilities towards the following:

1. To work as part of a team and contribute to the overall aims and objectives of the Trust.



2. To champion and promote the values and behaviours set out in the Competency Framework and act as an ambassador for the Trust.
3. Demonstrate a commitment to on-going learning and development and to participate in any training relevant to the role and to improve performance against the Competency Framework.
4. To work flexibly in response to changing organisational needs and be willing to undertake any other duty in line with the level of the job as may be required the Trust.
5. To operate in accordance with RGHT's values, policies and procedures, including but not limited to, Health and Safety, Data Protection, Equality and Diversity and Child Protection.

This is a description of the job as it is presently constituted. It is the practice of RGHT to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are required to reflect the organisation's needs. This will be conducted in consultation with you. It is RGHT's aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.

Dated: March 2023



Person Specification

Criteria	Essential or Desirable
Demonstrable experience of day-to-day estates management including undertaking compliance tasks	Essential
Experience working at a visitor attraction or similar venue ideally in a heritage setting	Desirable
Experience of managing staff	Essential
Confident communicating with people and dealing with challenges in busy environments	Essential
Understanding of health and safety requirements	Essential
Dealing with contractors and organising repairs and maintenance	Essential
Working with cleaners to arrange cleaning schedules	Essential
Ability to work successfully as part of a team and on own initiative	Essential
Ability to prioritise own workload to meet deadlines	Essential
Willingness and ability to work flexibly in response to changing organisational requirements	Essential
Willingness and ability to work outside normal office hours	Essential