

## Job Description

**Job title:** Head of Estates and Facilities Management (EFM) - Future Academies (FA) (permanent position)  
**Reports to:** Chief Operating Officer (COO) - Future Academies  
**Stakeholders** Internal – Head Teachers, FA management, and Educational and Operations teams across all of the Trust schools  
External – EFM suppliers, Local Authorities, DfE etc.  
**Date of JD:** March 2019

### Main purpose:

The main purpose of this role is to lead all strategic and operational aspects of the delivery of EFM services for the FA Multi Academy Trust (MAT). This includes the effective and efficient delivery of all EFM processes required by FA, as outlined below, and the delivery of excellent customer service to all of the internal and external customers of the EFM team

FA currently runs seven schools, four in Pimlico, one in Shepherd's Bush, one in Hemel Hempstead, and one in Stevenage, and plans to add new schools

### Key Responsibilities:

#### Staff management

- To lead, motivate, develop and train all of the managers and staff in the EFM team, to deliver excellent EFM services for FA. Including annual appraisals, and the setting of objectives and the monitoring of performance vs. objectives
- To make recommendations to the COO on the structure of the EFM team, and to advise on the performance of EFM team members, and actions taken / to be taken

#### Team working

- To ensure that the EFM team works effectively with all of the other teams in FA, including the other operations teams under the leadership of the COO, and also the educational and management and other operational teams of FA

#### Planning and advice

- To build, develop, and deliver plans for the EFM team, which support the overall plans of the Trust, and advise Trust management on all matters EFM

#### Communications

- To effectively communicate with all of the relevant internal and external stakeholders of FA, to ensure awareness of EFM activities, and the impact on the FA Trust educational and operational teams

## **Estates**

- To lead the effective management of all current and prospective FA estates, including working with local authorities and the DfE
- To undertake regular inspections / audits of all FA locations, identifying issues and areas for improvement and provide strategic and operational reports to the COO
- To commission, review, and ensure effective delivery of EFM work agreed on all sites, including building and related surveys on all properties as appropriate
- To perform EFM due diligence on all prospective new schools to be on-boarded, and ensure that FA management are aware of risks and issues that need to be addressed, and to commission, review, and ensure effective delivery of all EFM work agreed on the new schools
- To ensure that any accommodation provided to trainee students and staff is maintained at a good standard
- To maintain all property legal documentation, including lease documents, and ensure that FA complies with the terms of the leases

## **Facilities Management (FM)**

- To lead the strategic and operational delivery of all FM services for FA, including:
  - all “hard” FM services e.g. Building and Mechanical and Electrical (M&E) asset maintenance including reactive and Planned Preventative Maintenance (PPM) for all of the schools and the MAT Head Office etc.
  - all “soft” FM services e.g. cleaning, catering etc.

## **Procurement and contract management**

- To work closely with the Procurement Manager on all tender and competitive quote processes for EFM suppliers, and ensure that effective contracts are in operation for all external EFM suppliers, and that the external suppliers are managed effectively on a day-to-day basis
- To work with the COO and FA’s lawyers as appropriate on any legal EFM issues

## **Health and Safety (H&S)**

- To ensure that FA is statutorily compliant on H&S, and delivers a safe and secure and comfortable working environment for all students, FA staff, and visitors to all the schools and Head Office
- To minimise the risks of injury to students, staff and visitors, and the risks of damage to property in an environment where the risk appetite on H&S is a zero tolerance risk averse approach

## **Commercial lettings**

- To ensure effective working relationships with external suppliers used for out of hours commercial lettings of FA facilities

## **Business continuity**

- To lead the development, operation, and testing of effective business continuity and disaster recovery plans for FA

### **Insurances**

- To lead the management of all EFM related insurances for FA, including ensuring that appropriate levels of insurance are in place to cover all identified risks

### **Data protection**

- To ensure GDPR compliance on all EFM activities

### **Reporting**

- To develop and report to COO on the KPIs and SLAs for the EFM function and its external suppliers relating to the quality of service delivery

### **Cost management**

- To propose to the COO a realistic value for money opex and capex EFM annual budget and in – year re-forecasts; and manage the external and internal costs within the annual budget and in-year re-forecasts.
- To alert the COO if there are any risks that the actual spend will be significant more or less than the annual budget and in-year re-forecasts
- To ensure that the EFM team work closely with the Finance team on all matters relating to the processing of purchase requisitions, purchase orders, GRNs, and purchase invoices to ensure that the processes work as efficiently as possible

### **Other**

- To keep up-to-date with changes in relevant legislation and regulations which will impact FA and advise the COO accordingly of the implications and the risks for FA.
- To perform such other duties as may reasonably be required by the COO

### **Person specification**

- Education to degree level and / or a high level of professional EFM qualification in relevant areas e.g. BIFM, NEBOSH, RICS etc.
- At least 5 years experience of running EFM functions, including delivering high quality and value for money EFM services through leading a multi – site EFM function, and of leading change and restructuring
- Experience of the Education and MAT sector desirable
- A strong technical knowledge of all matters EFM is essential
- Significant experience of leading the delivery of complex capital and estate projects, with multiple stakeholders, on time, on budget, and to the quality required
- Good experience of tender processes and contract and finance management, including public sector procurement processes
- Strong staff motivation and management skills of a diverse group of people from many different backgrounds
- Strong verbal and written communication, influencing, presentation, and relationship building skills at all levels
- Team player
- Good problem – solving and analytical skills

- Attention to detail, conscientious and flexible approach. Ability to work effectively under pressure to tight deadlines
- Strong computer skills, including Microsoft Office in particular on Outlook e-mails, Excel, and Word
- Strong financial and legal awareness
- Valid UK Driving licence and ability to travel between various FA sites in London and Hertfordshire

*This is a newly created permanent role and inevitably duties will develop and change. The successful candidate would, therefore expect periodic variations to the job description.*

Future Academies is committed to safeguarding and promoting the welfare of children and young people and expects all members of staff and volunteers to share this commitment. An Enhanced Disclosure and Barring Service check is required for this post.

March 2019