

# Job Description: Estates Manager – Queen Mary's Hospital

Function:	Healthcare
Job: Estates Manager	Estates Manager
Position: Estates Manager	<b>Estates Manager – Queen Mary's Hospital</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Business Director, Healthcare
Additional reporting line to:	
Position location:	Queen Mary's Hospital - Roehampton

## 1. Purpose of the Job – State concisely the aim of the job.

### Job Purpose

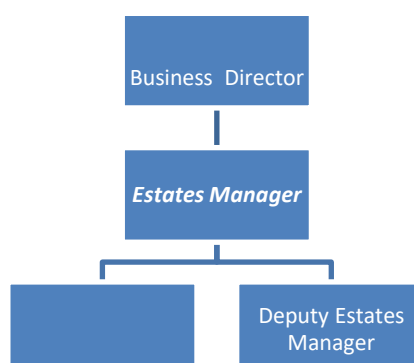
Reporting to the Site Business Director, you will be leading a team responsible for the front line management of the day-to-day delivery of Hard FM services to a PFI Contract, Queen Mary's Hospital, Roehampton, London. This will encompass all aspects of Hard FM included within the agreed SLAs including the management of in-house and outsourced resources to deliver both hard services. This includes the effective management and delivery of planned preventative maintenance programs, responding to the 'reactive' needs of the client, to ensure continuous improvement and financial performance within agreed budgets.

The Estates Manager will have sole financial responsibility for performance of the contract and take an active role in ensuring PMS deductions and unavailability penalties are kept to a minimum.

## 2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

Revenue FY19:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc						
		Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Cash conversion:	tbc						
Characteristics									

## 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



**4. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Build solid relationship with SPV Manager to ensure Sodexo's interests are protected.
- Establish key relationships with Contract Representatives from the NHS trust and JV partner.
- Build strong working relationships with the lifecycle provider on site
- Attend meetings with Stakeholders to monitor and improve service delivery.
- Ensure the Site Team remember that they represent Sodexo and their manner must be courteous and professional at all times.
- Ensure the contract is delivered to agreed budgetary parameters and manage monthly financial commitment, and maximise revenues and optimise overall expenditure across the contract.
- Delivery of hard services including 'front line' repair and/or establishment of reactive M&E requirements and site / desk checking of Service Partner works.
- Ensure that all aspects of service outputs are delivered to comply with the Operating Contract, Statutory legislation and good working practice at all times to ensure that H&S management obligations are not compromised in respect of the delivery of all FM services
- Ensure that works are delivered in a timely manner to avoid PMS and Unavailability deductions, along with effectively managing in-house and outsourced resources to deliver both hard and soft services.
- Work with Commercial and Procurement Teams to ensure that all works are undertaken by the most cost effective manner using either self-delivery or suppliers.
- Bring previous supply chain knowledge to assist in the development of a high performing supply chain.
- Build relationships with Service partners and attend regular planned meetings where appropriate and ensure full co-operation as and when required.
- Manage Service Partners and suppliers in conjunction with contract documents and client requirements.
- Encourage, motivate & develop site based teams, monitor progress, undertake performance reviews.
- Achieve and improve KPI objectives for the contract organisations and internal service provision assigned to carry out duties, this will include that all contractual self monitoring audits are completed to an agreed standard by Facilities Managers and Site Teams.
- Quality and performance management of all services including monthly performance reporting, both internally and externally, and maintenance of the site document registry.
- Maintain FM management systems for site based operations to ensure that jobs are appropriately logged and reported.
- Assisting with resourcing and managing project works including, but not limited to, equipment upgrades and building and M&E asset replacements.
- Liaise with all levels of the organisational hierarchy.
- Liaison with, and reporting to, the customer within the agreed reporting process.
- Ensure the cultivation of innovation and best practice and share across the wider business unit.
- Be available to respond and deal with any incidents that occur during out of normal hours emergency situations as part of a staff on-call rota system, along with being obtainable via phone 24/7.

**5. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Maintain and improve Stakeholder relationships
- Completion of all activities to contractual timescales
- Minimal levels of PMS and Unavailability deductions
- Financial performance in line with or better than budgetary forecasts

**6. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

**Essential**

- Previous experience of management of FM Contracts and influence change where required, along with customer facing attitude and excellent team building / people management skills
- Have experience in coaching and influence teams
- Services management experience of people and commercial issues
- Must satisfy a CRB check and health check
- Good communication skills with the mental agility to 'think on feet' and provide convincing practical solutions
- Good "people-management" skills
- Strong analytical skills with a strong bias towards P&L financial management
- Intelligent approach to performance monitoring including relevant experience
- Well-developed co-ordination skills
- Proficient IT skills, including Excel, Word & Microsoft office
- Experience of working to ISO 9001 or similar quality system
- Available to respond to out of normal hours emergency situations

**Desirable**

- Professional Member of BIFM
- Qualified to ONC/HNC standard in Mechanical or Electrical Engineering/Building Services or Building
- Preferably NEBOSH Qualified
- Previous experience within the PFI arena
- CDM trained

**7. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Commercial Awareness	▪ Business Consulting
▪ Employee Engagement	
▪ Learning & Development	

**10. Management Approval** – To be completed by document owner

Version		Date	April 2025
Document Owner	HR		