

## Head of Estates & Property Maintenance

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**Department:** Infrastructure, Housing and Environment

**Division:** Property

**Reports to:** Director of Property

**JE Reference:** IHE1054

**Grade:** 15

**JE Date:** 19/4/2021

### Job purpose

Providing strategic leadership and effective management of the Government of Jersey property estate and facilities infrastructure and functions, to ensure the physical operation of Government property assets and that users and the general public receive high quality services in a safe environment within allocated resources.

Being accountable for the efficient and effective provision of comprehensive client centred services for estates planning, management and facility support activities, providing comprehensive and integrated physical resource planning for Government departments, to create the basis for exploiting the full potential of the Government's property assets.

### Job specific outcomes

Direct the Government facilities functions, coordinating the implementation of strategy, policies and safety procedures to ensure that Government property assets and facilities are kept in good structural and decorative order and that lifecycle expenditure for refit and replacement of assets is managed effectively ensuring the Government meets its Landlord obligations and the duty of care to employees in their use of the public estate, creating a safe and efficient building environment that improves business performance and facilitates the provision of optimal services to the public.

Oversee the operational aspects of the Government of Jersey property estate by running an effective programme for planned preventative maintenance using all resources across all assets to maintain and increase the value of the assets and allow users to undertake their functional roles.

Be accountable for the provision of property portfolio management services involving acquisition, disposal and decommissioning, administration of occupancies and re-letting, in order to ensure that property assets and investment is administered in a cost effective and efficient manner.

Undertake strategic planning for the management of the Government estate and property maintenance by evaluating and projecting future facility needs and creating plans to achieve them.

Be responsible for ensuring that the Property Estates and Facilities functions are strategically focused to support the achievement of the Government's corporate objectives in the development of the estate and its services.

Direct the commissioning, procurement and management of contractors and technical resources providing high level oversight of the procured external supply chain to support effective delivery of property maintenance objectives, ensuring value for money and good standards of workmanship are met and that the contractual administration relating to the appointment of consultants is clearly

specified and in full accordance with Jersey regulations and the guidelines of the appropriate professional bodies (e.g. R.I.B.A).

Create and manage asset operational budgets, prioritising expenditure appropriately, with regular reporting and review to ensure efficient management of public funds.

Resolve technical and legal issues and be able to manage and resolve tenant disputes and complaints to facilitate a good collaboration with Government tenants and achieve an appropriate return on investment from Government owned assets.

Lead a multi-disciplinary team of surveyors, property maintenance and compliance specialists and technical support officers ensuring the efficient delivery of facilities services that meet the requirements of the Government Plan.

Set, justify, implement and control multiple revenue budgets related to Government estate and assets, ensuring that publicly owned property is developed and maintained within the defined financial limits.

Be accountable for effective Health and Safety management of all aspects of estates management and property maintenance work, ensuring that all integrated establishment and supply team members are aware of their obligations and legal requirements.

### Statutory responsibilities

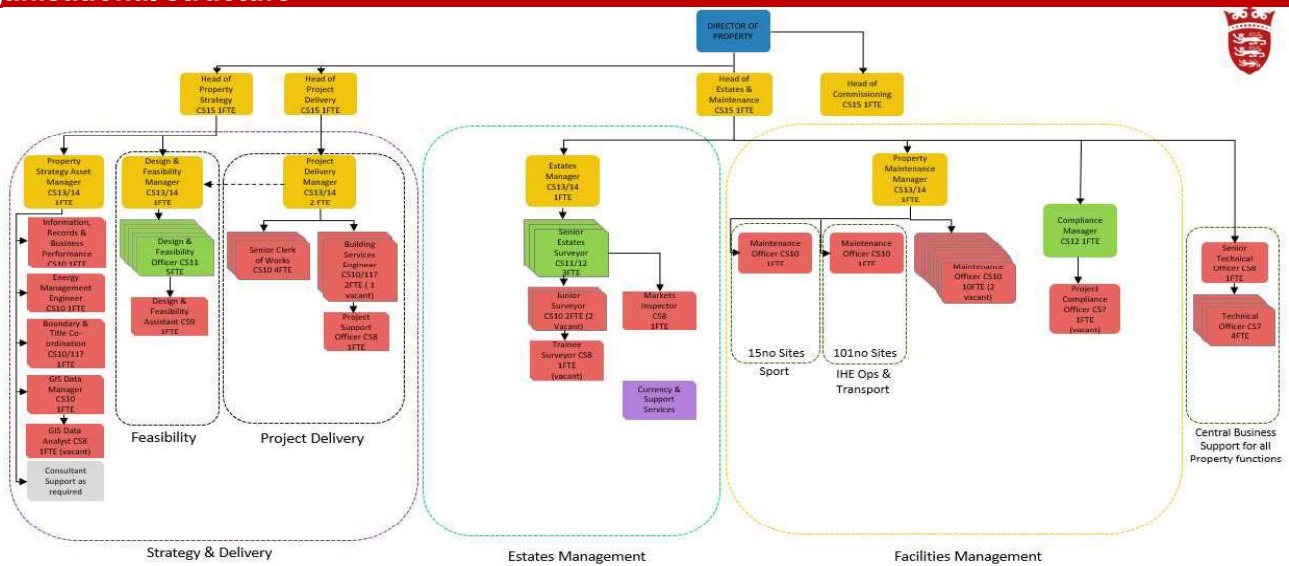
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

### Services (TIER 1,2 and 3 jobs only – DELETE if not applicable)

- Government Estates Management
- Facilities Management and Property Maintenance

### Organisational structure



Corporate Landlord Function

Tier 1 Tier 2 Tier 3 Tier 4 Tier 5 Tier 6 Contractors

## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Degree in a relevant specialism and post graduate qualification or equivalent in a Property or Facilities Management related subject, Engineering or equivalent gained through substantial practical experience.</p> <p>Post graduate management qualification or equivalent.</p> <p>Certified or chartered membership of a related professional body (e.g. BIFM, RICS)</p>	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Significant specialist knowledge of estates and facilities management at strategic level.</p> <p>Detailed knowledge of local, UK and EU legislation, directives, regulations and international agreements with a comprehensive understanding of how they impact local legislation, policy frameworks and practices.</p> <p>Ongoing Continuing Professional Development to remain up-to-date with the latest methodologies and industry research and best practice.</p> <p>Knowledge of managing a budget and business planning processes.</p> <p>Knowledge of the Government of Jersey or a comparable organisation and its strategy and functions.</p>	<p>Knowledge of:</p> <p>The activity and processes of Government including interaction between politicians and officials.</p> <p>Management reporting as it relates to this role.</p> <p>The departmental priorities, key objectives, risks and issues relevant to the department division and the role.</p>
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Computer literate with ability to operate the Microsoft Office package.</p> <p>Ability to analyse and interpret complex specialist data related to estates and asset management.</p> <p>Driving licence (Group B).</p>	
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate,</i></p>	<p>Strong relationship building skills.</p> <p>Good planning and organising skills so as to generate medium and long-term strategic plans for the relevant areas of responsibility.</p>	

<p><i>motivation or commitment etc.</i></p>	<p>Ability to lead, motivate and manage teams to facilitate achievement of high delivery and performance and manage poor behaviour.</p> <p>Excellent verbal and written communication skills.</p> <p>Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation to a variety of audiences, including the States Employment Board and Government of Jersey Ministers.</p> <p>Ability to communicate confidently and effectively in media interviews when required. Ability to communicate effectively to senior stakeholders, including politicians and Senior Management and deliver key messages at a suitable level.</p> <p>Ability to influence and persuade a wide range of stakeholders in and outside the department.</p>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Demonstrable experience in facilities and property management.</p> <p>Proven management experience, including management of senior teams, obtained by a combination of professional experience and more formal management training.</p> <p>Experience in delivery against large budgets.</p> <p>Experience setting and deploying strategy at departmental / divisional level.</p> <p>A proven track record of achieving objectives on time.</p> <p>Experience of best practice within the area/s overseen as part of the remit of the role to make recommendations for change.</p> <p>Experience working alongside senior stakeholders within the public sector or a similar context.</p>	

**Core Accountabilities, Attributes and Behaviour Indicators**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.