



<b>Job Title:</b>	Head of Estates
<b>Department:</b>	Operations
<b>Last Updated:</b>	16.08.24
<b>Version:</b>	5

**ROLE TITLE:** Head of Estates

**Reports to:** Chief Operating Officer

**Direct reports including contractors:** Estates Manager, Senior Quality Officer, Health & Safety Manager, Business Administration team

**Budget:** Circa £3m (allocated annually)

**Key relationships:**

- To provide visionary leadership to the Estates team to create a safe and secure facility that meets the highest standards for safety, quality and environment and is a world leading exemplar of innovation technologies
- Work closely with NCC leadership team (and Sustainable Technologies team) to develop Quality, Health & Safety and Sustainability (operations) strategy
- To build networks and relationships with key stakeholders (e.g. UoB, HVMC, Catapult) to develop and implement initiatives that ensure that the NCC is a showcase centre that is integrated within a wider innovation ecosystem, drive transformation in industry and supply chain
- Work with sector teams to understand customer requirements (e.g. operating to ISO standards) and to build into strategy, delivery plans and ensure NCC is meeting these requirements
- To partner with key stakeholders across the business (Business Units, Engineering, Quality, Health & Safety and Sustainability) to ensure that customer requirements are met and that all users can work in a safe and highly effective way
- Work with customers, suppliers and other Catapults to understand Sustainability (operations) challenges and to develop solutions to drive transformation in industry and supply chain
- To work closely with the Estates, Legal and Insurance teams at the University of Bristol to ensure alignment to the UOB strategy, compliance and value for money
- To act as a critical member of the Operations Management Team, to provide a world class service to our customers (internal and external)
- To partner with other teams (as required) to deliver successful customer events
  
- Inspire, educate, challenge and support NCC staff on 'what good looks like' in QHSE
- Partner with other NCC leaders (Head of Engineering Operations, Head of Sustainability) and the Operations Management team (Head of HR, Head of Programme Management, Estates Manager, Procurement Manager, Head of Finance) to develop and implement annual plan (including frameworks, systems and programmes) to deliver QHSE strategy

**Role Purpose:**

- The Head of Estates is responsible for providing visionary leadership and for defining and delivering strategy and operational plans to ensure that the NCC is a world leading facility which enables all users to work in a highly safe and efficient way and inspires our customers to implement innovative technologies. This role will define and lead the execution of strategy and delivery plans to ensure that the NCC is performing in line with globally leading QHSE standards and is an exemplar to industry for Quality, Health & Safety and Sustainable operations.

**Main Activities:**



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- To develop an Estates strategy that enables the NCC and HVMC strategies to be fully fulfilled, working closely with key internal stakeholders from across the business (including the NCC Leadership team) and external stakeholders (e.g. UoB, HVMC, Catapult) to ensure NCC fulfils its role as part of a wider ecosystem
- To develop and deliver a world class Quality, Health, Safety & Sustainability (operations) strategy which ensures that NCC is a role model to industry and performs against globally leading standards
- To ensure that our QHSE systems are effective, compliant with legal requirements and other standards (e.g. ISO) and continuously reviewed and improved (in line with strategy and including transition to new standards)
- To advise, coach and develop NCC leaders on local leadership of Quality, Health & Safety and Environment (working closely with NCC leadership team)
- To lead the delivery of annual objectives, programmes and projects to deliver the strategy (including leading transition to new standards)
- To lead the transformation of the NCC safety culture from 'compliant' (current state) to 'excelling' (desired future state)
- To lead the development and implementation of a regionalisation strategy for NCC Estates
- To build an effective quality programme, with a focus on continuous improvement and meeting KPIs around NCRs, OFIs and other key milestones
- To define and deliver Estates transformation programmes (eg. Sustainability, hybrid working), operational plans and Facilities Modification (FM) projects to fulfil the Estates strategy and ensure the NCC is an exemplar to industry
  - Setting direction and driving performance against strategy, objectives and KPI's
  - Defining and executing Transformation Programmes and Facilities Modification (FM) projects to time, cost and quality with minimal disruption to the NCC
- To promote and drive a customer focused, safety first and continuous improvement mindset within the NCC team (including implementing and managing performance against SLA's)
- To manage all Estates Business As Usual (BAU) activity to provide a seamless service to building users (internal and external)
- To ensure full compliance and adherence to existing regulations and standards and to identify and embed new standards and changes as required (e.g. ISO45001, ISO14001)
- To ensure robust contractor management systems are in place
- To act as the ultimately responsible person for NCC building/s and fulfil the role of Emergency Manager as required
- To ensure all required physical security measures are identified, implemented and maintained, with the appropriate policy and process in place. Investigating any breaches in partnership with the NCC ISO.
- To establish and maintain an Official Sensitive working area, meeting all requirements regarding physical access and security. Working with key stakeholders to ensure successful delivery of OS projects.
- To identify and implement BCDR plans to ensure operational resilience
- To provide high quality reports (monthly and as required) on performance
- To lead and develop the team to fulfil their potential, to act as a role model leader in accordance with NCC values and to complete all people activities (e.g. set objectives, establish priorities, mentor & develop, conduct annual performance appraisals and quarterly people reviews, undertake development planning) to a high standard



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This Job Description is not an exclusive or exhaustive list of all activities that an individual in this position may be asked to perform. You may be required to undertake other responsibilities or activities, as requested by your line manager, to support your team or wider NCC activities.



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## PERSON SPECIFICATION

<b>Essential</b>	<b>Desirable</b>
<u>Qualifications/Experience</u> <ul style="list-style-type: none"><li>▪ Significant senior leadership experience with a proven track record for defining and delivering long term strategy and successfully leading multi-functional teams to develop and deliver operational plans</li><li>▪ Degree level qualification or equivalent experience in a relevant subject plus additional specialist qualifications in relevant subjects</li><li>▪ Extensive and up to date knowledge on key Estates topics (CDM, Building Regulations, Contractor Control, PUWER, LOLER, Electrical Safety, Security etc)</li><li>▪ Substantial experience of managing multiple sites, hard and soft services and business services</li><li>▪ Significant knowledge and experience of introducing Environmental improvements using the latest technologies (e.g. heat pumps)</li><li>▪ IOSH Managing Safely qualification (or equivalent)</li><li>▪ Significant experience of working within ISO standards and implementing new standards (e.g. 14001, 45001, 50001, 27000)</li><li>▪ Project Management qualification and substantial experience of managing complex projects to time, cost and quality</li><li>▪ Substantial experience of contractor and supplier management</li><li>▪ Significant experience in implementing business systems with MS Office skills</li><li>▪ Experience of implementing (or transitioning to) new systems</li><li>▪ Significant leadership experience with proven track record for defining and delivering QHSE strategy, working with senior leaders (including Directors) to deliver annual delivery plans and leading QHSE teams</li></ul>	<u>Qualifications/Experience</u> <ul style="list-style-type: none"><li>▪ NEBOSH</li><li>▪ Chartered member of British Institute of Facilities Management</li><li>▪ Qualification in Environment/Sustainability</li><li>▪ Engineering qualification</li><li>▪ Experience of working on secure projects</li><li>▪ Experience of managing projects funded by UK/EU grants</li><li>▪ Experience of implementing digital solutions</li><li>▪ Audit experience</li><li>▪ Significant experience of leading organisational change programmes (including implementing programmes to transition to new systems and standards)</li><li>▪ Experience of managing significant relationships with external regulatory and accreditation bodies</li><li>▪ Experience of managing a secure facility</li></ul>



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<b>Essential</b>	<b>Desirable</b>
<u>Behavioural Competencies</u> <ul style="list-style-type: none"><li>▪ Visionary leader with ability to define and execute strategy, operational plans, transformation programmes and FM projects</li><li>▪ Strong business acumen and financial expertise</li><li>▪ Highly organised, capable of handling complex and multiple tasks simultaneously whilst ensuring attention to detail</li><li>▪ Excellent customer relationship management skills (including building relationships, trust and influencing)</li><li>▪ Excellent leadership skills</li><li>▪ Flexible, pragmatic, collaborative approach</li><li>▪ Ability to remain calm under pressure</li><li>▪ Strong personal alignment with NCC values</li><li>▪ Self-motivating and autonomous</li><li>▪ Strong written, oral, interpersonal, and presentation skills</li></ul>	<u>Behavioural Competencies</u> <ul style="list-style-type: none"><li>▪ Creative in design of options and solutions to address business needs</li></ul>