



<b>Job Title:</b>	Estates Operations Coordinator
<b>Department:</b>	Estates
<b>Last Updated:</b>	31/08/2022
<b>Version:</b>	1

**ROLE TITLE:** Estates Operations Coordinator

**Reports to:** Hard Services Manager

**Direct reports including contractors:** None

**Budget:** Responsible for assigned Estates budgets & Estates Catapult Funding (c.£900K)

**Key relationships:**

- To build networks and relationships with key stakeholders (e.g. Engineering, QHSE, Procurement, Contractors UoB) to develop and implement processes and deliver projects to time, cost and quality.
- 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
- To provide a safe and secure facility that meets the highest standards for safety, quality and environment and consistently meets all statutory requirements by ensuring that hazards and risks are identified & resolved, and that work is scheduled and completed to maintain compliance with statutory requirements.
- To partner with other teams (as required) to deliver successful customer programmes of work

**ROLE PURPOSE:**

- Reporting to the Hard Services Manager and serving as an integral member of the Estates team, the Estates Operations Coordinator (EOC) is responsible for the delivery of Estates services and processes that support the core business in relation to projects, Filton operations and general services within the department. The EOC will coordinate the day-to-day operations in relation to Filton and other NCC buildings and premises as directed. In addition, they will take ownership and be responsible for the delivery of Business and Estates projects via gate review and/or project management to time, cost & quality.

**MAIN ACTIVITIES:**

- To define and deliver requirements of NCC Estates site activities at Filton and liaise with landlord to create safe, reliable, secure and best usable working environment for users
- To work with NCC staff and members to provide a safe and secure facility that meets the highest standards for safety, quality and environment,
- Identify, Manage and deliver requests for space or modifications in support of project delivery at all NCC sites. Provide recommendations, create plans, gain approval and execute plans.
- Liaise with zone owners and members to ensure buildings meeting business need and to ensure NCC's "business as usual" is as unaffected as possible during day to day operations and whilst supporting projects.
- Work with Health & Safety Advisor to ensure H&S obligations, statutory compliance, PUWER, etc. meet legal requirements 100% of the time and develop improvement plans where needed to promote best practice.
- Coordinate with landlord at our Filton site, to ensure SLAs are being met to include statutory inspections and landlord requirements under the terms of the lease.
- Manage all Estates projects to time, cost and quality



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- Partner with procurement on tender requirements, contract renewals, contractor performance and conduct quality assurance on standards of contractor work as part of day to day operations and to meet project requirements.

#### Soft and Hard Services Coordination

- Execute the contractor management process to ensure a safe system of work is maintained in line with HSE guidance and regulatory requirements, working with the Estates Team to mitigate risk of incidents, accidents or near misses on site.
- Manage presence of contractors on site – from purchase order, contractor pack preparation, scheduling, induction, access around building, inspections, sign-off, and goods receiving
- Partner with Health & Safety Advisor to implement and issue the Facilities Management system: SOIs, Procedure, Policy, Permits, Signage, Forms, etc.
- Provide reporting on areas of responsibility to include project status, budgetary spend and upcoming requirements

#### Building Management across all of NCC Estates

- Maintain Estates O&M manuals and be go to for finding drawing, agreements, Warrantees etc for all NCC Estates.
- Manage process and documentation of any changes to NCC Estates, to include technical drawings
- Conduct building condition inspections, maintain standards and arrange for maintenance where needed and escalate compliance issues to the relevant party for action.
- Identify sustainable ways of working and areas for improvement across the estate
- Manage asset registers effectively, process disposals accordingly and forecast lifecycle replacement in areas of responsibility
- Develop, implement and maintain a business wide project tracking system, to identify space requirements and duration of projects, to facilitate space planning and capital acquisition.

#### Filton

- Conduct regular reviews with site Landlord and/or FM provider to ensure SLAs met and smooth operations
- Ensure use of NCC service desk and action any requests from building users
- Be the point of contact for NCC Filton to include members, customers and NCC Staff.
- Ensure reactive works are conducted efficiently, safely and to quality standards and any lessons learnt noted
- Ensure site access maintained for authorised personnel

#### Project Coordination:

- POC for customer/member projects and associated estates support as required, to include gate review
- Manage estates catapult projects delivery and provide support to OH projects as required, delivering to time, cost & quality
- Execute office move requests in partnership with Soft Services Manager
- Provide project coordination support through all phases of the project lifecycle
- Maintain financial control on all aspects of a project including actual costs incurred and forecast spend
- Support the Head of Estates through the implementation and management of effective control processes at all stages of the project lifecycle



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- Produce status reports for weekly management meetings and team meetings
- Maintain active risk registers throughout the project lifecycle
- Provide information to internal and external meetings as required, understanding who the stakeholders are and actively engage and communicate with them.

#### Estates Team:

- Act as an Emergency Manager as required in an emergency. Be available to work flexible hours/out of hours to effectively support the building/building users and keep the building safe and secure
- Contribute to Emergency and Disaster Recovery/Business Continuity functions by identifying areas of risk and developing mitigation measures
- Work with Estates Team to communicate relevant information to Building Users
- Work collaboratively with the estates team, to deliver to objectives across the portfolio

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.

#### **PERSON SPECIFICATION**

<b>Essential</b>	<b>Desirable</b>
<u>Qualifications/Experience</u> <ul style="list-style-type: none"><li>▪ Significant Hard and/or Soft services experience</li><li>▪ Basic experience of reviewing technical information for compliance with Building Regulations</li><li>▪ Proficient in Microsoft Office, and ability to pick up quickly other IT systems.</li><li>▪ Ability to give inductions and guidance to others</li><li>▪ Prince2 qualification or equivalent experience in project management</li><li>▪ Experience managing statutory compliance and understanding requirements</li></ul>	<u>Qualifications/Experience</u> <ul style="list-style-type: none"><li>▪ Experience of working in an engineering environment.</li><li>▪ First Aid/Fire Marshal trained</li><li>▪ Experience or qualifications in working sustainably</li><li>▪ Six Sigma or strong background in process improvement</li><li>▪ Experience of working in a multi-stakeholder environment</li><li>▪ Health and Safety Qualification IOSH, NEBOSH</li><li>▪ Customer services experience</li><li>▪ Knowledge of Safe Systems of Work, quality assurance and aspects of contractor management</li><li>▪ Qualification/certification in CDM 2015 regulations</li></ul>



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Essential	Desirable
<b>Behavioural Competencies</b>	
<ul style="list-style-type: none"><li>■ Professional and courteous approach</li><li>■ Confident manner, diplomacy.</li><li>■ Excellent communication skills both verbal and written</li><li>■ Good organisational skills, project management skills.</li><li>■ Ability to be flexible and respond to changing priorities</li><li>■ High level of integrity</li><li>■ Ability to work consistently with consistently high output</li><li>■ Attention to detail</li></ul>	