

Job Title:	Estates Manager
Department:	Estates
Last Updated:	13.04.26
Version:	1

ROLE TITLE: Estates Manager (MAT cover)

Reports to: Head of Estates Operations

Direct reports including contractors: Hard Services Manager, Estates Coordinators, Soft Services Coordinator & Business Support Lead

Budget: Circa £2-3m revenue per annum

ROLE PURPOSE:

- **This role will:**
 - Be accountable for Emersons Green and Filton sites, its infrastructure including day to day facilities operations, ensuring all sites meet agreed facilities standards/service levels and deliver a safe, secure and inspirational working environment for all.
 - Implement a clear hard & soft facilities strategy focused on excellent customer service.
 - Manage Hard Services, Soft Services, Workplace and Business Support Operations in-house and external teams across your NCC locations.
 - Drive energy efficiency, strong space utilisation, and user satisfaction across your sites.
 - Act as primary Emergency Manager (EM) and own emergency response and business continuity site plans for your sites.
 - Provide data analytics approach to facility management adopting and encouraging digital technology.
 - Deputise for the Head of Estates when required, including engagement with the extended executive leadership team.
 - Always represent the Estates function by living by NCC's values and role modelling health & safety practices.

- **Key relationships:**
 - Collaborate with the **Head of Estates Operations** to enhance the workplace experience at your sites.
 - Work with **H&S and projects teams** to ensure all project related activity is consistent with workplace standards protecting people and our infrastructure.
 - Support NCC's **senior leadership and key stakeholders** in ensuring the estate is designed to meet ambitious annual programs and the NCC strategic development plan.
 - Serve as a trusted advisor to **cross-functional teams**, delivering expert guidance regarding Estate operations. Chair the Space Review Board (SRB) for your sites, to ensure all space is utilised efficiently.
 - Act as NCC's principal liaison for your sites with **external bodies** (e.g. local authorities, Landlords, enforcement agencies, emergency services etc.), managing obligations, cultivating relationships, and overseeing compliance reporting with precision and transparency.

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- Establish and nurture **strategic networks with industry peers** to exchange best practices and drive collaboration.
- Collaborate with **sector operational teams and supply chain partners** to enforce facility standards across all tiers of operations, ensuring ethical and sustainable practices throughout the value chain.

MAIN ACTIVITIES:

- **Cultural Transformation:** Role model and demonstrate NCC's new culture & values.
- **Safe Work Environment:** Role model safe working practices in support of NCC's H&S policies. Act as subject Accountable Person (AP) where deemed necessary. Ensure your site estates activity is compliant with all health, safety, and environmental regulations and policies within your functional accountability including ownership of zone owner process and delivery of site induction through your team. Ensure NCC's robust contractor management system is enforced at all times.
- **Performance and Monitoring:** Drive and analyse workplace utilisation and performance data, identify trends and opportunities for improvement, including development and maintenance of monthly KPI's. Manage the Estates service desk operations, ensuring a timely response and high standard of service, customer satisfaction etc. as required.
- **Leadership and Management:** Manage and motivate staff, including hiring (where required), training, and performance management.
- **Mentoring:** Provide guidance and support across the function, identifying and nurturing key talent, whilst promoting positive performance and behaviours.
- **Budget and Financials:** Proactively manage facilities budgets, monitor expenditure, and working with Procurement, drive commercial value for NCC.
- **Operations and Maintenance:** Drive and improve maintenance standards and overall upkeep of buildings, infrastructure, and grounds. Ensure defects/issues are resolved in a timely manner with exemplar communication to customers. Represent your sites in Business Continuity planning and own emergency planning policy and procedure discussion and events. Support sustainability planning and reporting, through effective building management, capital planning, asset registers, KPI setting and preventative maintenance plans.
- **Vendor Management:** Deliver a first-class estates/facilities supply chain ensuring compliance with procurement policy and continual improvement. Identify develop and lead of facilities supply chain strategies ensuring correct blend of in-house and outsourced solutions that recognise NCC's specific sector demands.
- **Project Management:** Adopt a project management approach to delivering new Estates/Facilities initiatives, and ensure operations are represented in all projects affecting estates infrastructure. Represent Estates in internal project approval (Gateway) processes.
- **Compliance:** Ensure facilities meet all relevant legislative requirements and represent Estates operations in ISO accreditation processes.

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- **Standards, Systems & Technology:** Drive improvement in our maintenance approach deploying a new standard (SFG20 or similar) and introducing and embedding a new CAFM system targeted at efficiency and customer satisfaction. Contribute to NCC's BSI ISO accreditation supporting surveillance activity and continual improvement.
- 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

Essential	Desirable
<p><u>Qualifications/Experience</u></p> <ul style="list-style-type: none"> ■ Full membership of RICS, IWFM or similar. ■ 5+ years in a similar role within and R&D and/or high-risk environment. ■ Degree level qualification (or equivalent) in a relevant specialist/technical subject. ■ In-depth knowledge of the principles, theory and practice of Estates and Facilities Management ■ Extensive and up to date knowledge on key Estates topics (CDM, Building Regulations, Contractor Control, PUWER, LOLER, Electrical Safety, Security etc) Operational planning, management, and business process skills. ■ In-depth knowledge of estates/facilities software systems. ■ Substantial experience of managing multiple sites, hard and soft services, and business services. ■ Substantial experience of contractor and supplier management ■ Recent experience of undertaking roles in a proactive and customer focussed manner. ■ Proven management experience of multi-functional teams 	<p><u>Qualifications/Experience</u></p> <ul style="list-style-type: none"> ■ NEBOSH General certificate. ■ Procurement experience ■ Experience of working on secure projects and/or maintaining a secure facility ■ Experience of managing significant relationships with external regulatory and accreditation bodies ■ Currently holds, held or is willing to undergo, DV Clearance ■ Experience working in and/or establishing a secure facility

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