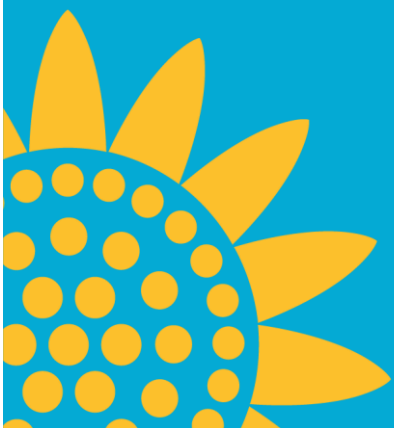




Estates Manager



Job Summary

The Estates Manager will lead on the delivery of essential support services (Facilities, Catering and Housekeeping) with their key focus being service development and improvements.

They will ensure that across the Main Hospice and Retail, sites will be safe, compliant and high-quality environments.

Main duties and responsibilities

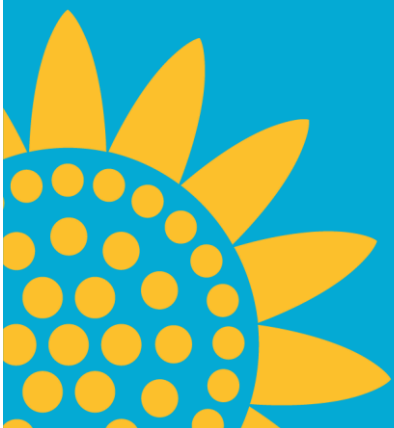
Professional

1. Responsible for the management of the Facilities, Catering, and Housekeeping teams, ensuring they deliver a safe and responsive service to meet all required regulatory standards.
2. Accountable to senior leadership for delivering safe, efficient, and cost-effective estates and support services aligned with the Hospice's strategic goals.
3. Conduct comprehensive service evaluations, including needs assessments, gap analyses, and service redesigns to enhance operational efficiency and patient outcomes.
4. Lead change management initiatives within operational services to enhance service delivery in response to the evolving needs of a growing organisation.
5. Establish and introduce departmental KPIs to measure service quality, drive continuous improvement, and ensure compliance with healthcare regulations through ongoing monitoring.
6. Maintain and demonstrate comprehensive knowledge of Health & Safety legislation in relation to healthcare environments, including safe building maintenance, infection prevention and control, food safety, and patient nutrition and hydration.
7. Have (or gain) a strong understanding of CQC Fundamental Standards and inspection frameworks, ensuring all support services are inspection-ready and fully compliant.
8. Contractor Service Management – review contractor's performance ensuring value for money and build relationships, and assist service leads in their operational contract management, including compliance monitoring, value-for-money assessments, and performance management.
9. **FACILITIES:** Ensure all statutory maintenance and compliance activities are carried out and documented, including HTM, HBN, and BS7671 (18th edition) requirements.
10. **FACILITIES:** Project work as needed either in leading on small projects or working in coordination with Project Managers for larger

Updated June 2025



Estates Manager



projects.

11. **FACILITIES:** Participate in the on-call facilities function, providing 24/7 operational support and ensuring swift resolution of urgent service issues.
12. **ESTATE:** Manage utilities, energy performance, and carbon reduction targets for SLH estate.
13. **ESTATE:** Oversee waste management in alignment with clinical and non-clinical waste regulations and sustainability goals.

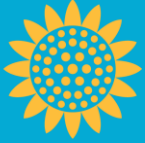
Managerial

1. Management lead for the operational delivery of Facilities, Catering, and Housekeeping services within a healthcare environment, ensuring safe, patient-centred, and compliant service standards.
2. Provide effective line management to service leads and as Senior Manager to their teams; foster a culture of accountability, professional development, and multidisciplinary collaboration.
3. Oversee staff recruitment, grievance, disciplinary, and capability matters.
4. Collaborate with WELD to identify and implement staff training and development programmes.

5. Manage and carry out investigations related to plant, equipment, or service failures, identifying process gaps and implementation of follow-up actions.
6. Author, review, and update policies and procedures to reflect current legislation, industry and clinical standards, and operational best practices.

Other

1. Attend all mandatory training or courses.
2. Attend any training or development required by the Hospice.
3. Read, understand and follow all Hospice policies and procedures.
4. Participate in the Annual Performance Review.
5. Positively promote, support and represent the Hospice especially within the community, and to maintain the philosophy, ethos and ambience.
6. Comply with and promote the Hospice's Equality, Diversity, Inclusion & Harassment policy.
7. Work in line with the Hospice's vision, mission and values.



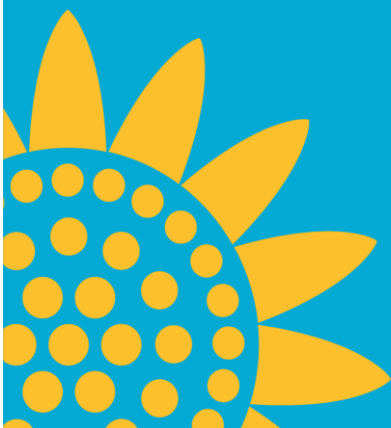
Estates Manager

8. Be aware of personal responsibilities and discharge these as defined by the Health & Safety at Work Act 1974.
9. Maintain strict confidentiality in all matters relating to the Hospice, its business, patients, staff and ethos.
10. Undertake any other tasks, duties or responsibilities as requested by your Line Manager or other Senior Manager, including the Board of Trustees and Chief Executive.

This Job Profile is an outline of responsibilities and will be subject to review with the postholder in light of the changing needs of the post and Hospice.



Estates Manager



Person Specification

Requirement	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> IOSH or NEBOSH Health & Safety qualification Evidence of continued professional development in facilities or operational management 	<ul style="list-style-type: none"> Degree or equivalent qualification in Facilities Management, Estates, or a related discipline
Experience & Skills	<ul style="list-style-type: none"> Proven experience managing Facilities, Catering, and Housekeeping services Experience of leading and developing multi-disciplinary teams and managing specialist contractors Proven experience of leading change management initiatives within operational services Demonstrable experience in service evaluation, gap analysis, and implementation of improvements Track record of managing compliance with statutory and regulatory requirements (e.g. CQC, HTM, HBN) Experience of managing budgets, energy performance, and cost efficiency across operational services Experience of managing performance through KPIs, audits, and monitoring systems Line management experience, including handling recruitment, disciplinary, and grievance processes Experience in managing service contracts, including procurement and contractor performance In-depth knowledge of healthcare-specific standards such as HTM, HBN, BS7671 (18th edition) Strong understanding of Health & Safety legislation, infection control, and food hygiene in healthcare 	<ul style="list-style-type: none"> Experience of working in a healthcare environment Familiarity with CQC inspection frameworks and regulatory compliance Experience with sustainability initiatives including carbon reduction and waste management strategies Experience participating in or managing a 24/7 on-call rota for facilities services Involvement in capital projects or refurbishment programmes within healthcare settings Familiarity with Facilities Management software systems



Estates Manager

Requirement	Essential	Desirable
	<ul style="list-style-type: none"> Ability to lead and implement policy and procedural changes 	
Communication	<ul style="list-style-type: none"> Excellent communication and stakeholder management skills Ability to communicate at all levels within the Hospice 	
Personal	<ul style="list-style-type: none"> Strong problem-solving skills and ability to work on own initiative Ability to manage complex and competing priorities under pressure Be able to work as part of a team and individually Flexible approach to the work undertaken 	
IT	<ul style="list-style-type: none"> Good basic IT skills Knowledge of Microsoft applications (Word, Excel, PowerPoint, Outlook) 	
Other Requirements	<ul style="list-style-type: none"> Be prepared to assist with Hospice fundraising activities Current driving licence and access to a vehicle for work purposes 	

You must be able to demonstrate how you meet the essential or desirable requirements in your application form, supporting statement, documentation or evidence, interview presentation or during interview