

Job Title:	Assistant Estates Manager (AEM) (Scotland)
Reports to:	Estates Manager – hub West Scotland
Hours & Location	37.5 hrs. per week – Home based
Job Description:	
<p>The AEM will provide support and assistance to the gbp Estates Manager (EM) responsible for the delivery of the Management Services Agreement (MSA) Estate Management obligations to the seven hub West Scotland (hWS) Project Cos in Glasgow / the West of Scotland. The hWS estate consists of twelve facilities (a mix of community and mental health, primary and secondary school facilities), ranging in size from circa 2,000m² to 12,000m².</p> <p>The AEM will also assist with monitoring that the various Facilities Management Services Providers (FMSPs) meet the Service Level Specification requirements within each associated FM Contract, to ensure that the various Authorities are provided with well maintained, safe and compliant buildings and that quality patient, education and social environments are available at all material times.</p> <p>The AEM will assist in reporting on FMSP performance, with the use of recognised KPIs and will support the hWS EM in interfacing with individual hWS Project Co Boards, public sector Authorities and occupants/stakeholders, to deliver assurances that all facilities are fully operational and are being maintained in accordance with contractual obligations, approved codes of practice and statutory legislation.</p> <p>The AEM will also assist in undertaking Property Inspections in support of the hWS EM and provide support in maintaining central processes and reporting pertinent to the delivery of the MSAs, including data analysis and report writing (see Key Responsibilities for further information).</p> <p>In addition, the AEM may also be required to provide assistance from time to time to other gbp EMs responsible for the management of twelve NHS LIFTCos in England, comprising of circa 80 community and mental health facilities.</p>	

Knowledge, Skills, Experience and Qualifications Required:	
<p>Essential</p> <ul style="list-style-type: none"> • A good all-round level of general education. • Proven ability to communicate effectively in writing and orally. • Evidence of developing effective and positive working relationships with colleagues & external stakeholder / client organisations. • Ability and experience to build effective and productive working relationships with people at all levels both internally and externally. 	<p>Desirable</p> <ul style="list-style-type: none"> • Experience of working with the public sector in a healthcare/education FM environment. • Prior experience of PFI / PPP / LIFT. • Hold a recognised H&S qualification e.g., IOSH / NEBOSH. • Experience of financial management including monitoring, control, and reporting procedures.

<ul style="list-style-type: none"> • Proficient in the use of the full MS Office IT suite. • Ability to work independently, organise own workload maintaining high quality output and meeting deadlines and targets. • Ability to identify potential problems before they arise and determine effective and innovative solutions. • Ability to travel nationally, when required, to assist with delivering EM commitments. 	<ul style="list-style-type: none"> • Experience of preparation and submission of detailed management reports. • Understanding of / experience of dealing with legal contracts.
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Key Internal and External Clients

hWS Project Co Boards and Investors
 Tenants and other occupants
 FMSPs
 Greater Glasgow and Clyde Health Board and Local Authorities
 gbp Finance Colleagues

Other Considerations: (i.e., required to travel)

The availability, and capability, of being able to travel nationally, as, and when required, in support of the wider business needs, is an essential requirement of this post.

Flexibility to work additional hours to meet deadlines.

A full clean driving license and access to a vehicle to travel between sites is essential.

Key Responsibilities:

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- 1. Management**
 - 1.1 Assist in overseeing the delivery of a fully contracted out FM service to the facilities within each hWS ProjectCo, in accordance with contractual requirements.
 - 1.2 Assist in monitoring that all work complies with relevant statutory and mandatory guidance and that it meets quality, timescale, and cost objectives.
 - 1.3 Assist with overseeing, monitoring, and reporting on all the required FM service requirements that are contained with the FM contracts.
 - 1.1 Assist in maintaining and managing central processes.
 - 1.2 Assist in the standardisation of internal processes and reporting.
 - 1.3 Manage 'Safety Culture' software administration, templates and analytics
- 2. Relationships**
 - 2.1 Assist in developing strong links and positive relationships with the hWS EM and other gbp colleagues, FMSPs, Tenants, Authorities and other occupants/stakeholders.
- 3. Reporting**

3.1 Assist the hWS EM with collating and reporting on:

- General FM Performance
- FMSP Planned Preventative Maintenance and Reactive Maintenance completion rates
- Lifecycle Works
- Health and Safety including Statutory Compliance
- Building Defects
- Requests for Variations
- Energy Consumption
- Tenant leases / underleases
- Property Inspections
- CHP KPIs
- Vandalism / Damage
- Insurance matters

including attending monthly Contract Review Meetings with each Head Tenant/Authority where required.

3.2 Assist on a quarterly basis with the provision of H&S and Estates reports for each hWS ProjectCo Board, providing a year-to-date summary of all the activities that are listed above, including attendance at Board Meetings as required.

3.3 Assist with:

- Submission of Annual PPM and Lifecycle Programmes (based on annual Condition Surveys)
- Completion of Annual User/Customer Satisfaction Surveys
- Completion of annual ESG questionnaires/Corporate and Social Value calculators
- Maintenance of the gbp Property Database
- Maintenance of training records
- Board H&S Tours

4. Wider EM team requirements

4.1 Work as part of the wider, national gbp EM Team.

4.2 In their absence, deputise for fellow EM colleagues as and when required.

4.3 Carry out additional duties, that you may be reasonably be expected to complete, as directed by the hWS EM.