

Job Title:	Assistant Estates Manager (AEM)
Reports to:	National Estates and Sustainability Manager (NESM)
Line Manager to: (give job titles and numbers only)	N/A
Hours & Location	37.5 hrs. per week – Home based

<p>Job Description:</p> <p>The AEM will provide support and assistance to individual gbp Estate Managers (EMs) to deliver the Management Services Agreements (MSA) Estate Management obligations and ensure that the Facilities Management Services Provider (FMSP) service delivery and performance meets the Service Level Specification (SLS) requirements within each Lease Plus Agreement (LPA) / Land Retained Agreement (LRA) and associated FM Contract, to ensure that Tenants are provided with well maintained, safe and compliant buildings in each LIFT portfolio and that quality patient and social environments are available at all material times.</p> <p>To achieve this, the EM is responsible for management of the applicable LPA / LRA / TIR / FRI / Third Party Lease (Lease) obligations and to ensure that where obligations are not met by the Tenants or FMSP that the appropriate contract provisions are enforced as defined within the respective Lease or FM contract.</p> <p>The AEM, where requested, will assist in reporting on FMSP performance, with the use of recognised KPIs and will support the EM in acting as the interface between the individual LIFTCo Boards, the Tenants and other occupants/stakeholders, to deliver assurances that all buildings are fully operational and are being maintained in accordance with contractual obligations, approved codes of practice or statutory legislation.</p> <p>The AEM will also be required to assist in undertaking Property Inspections in support of the EMs 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>
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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 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

LIFTCo Boards and Investors
 Tenants and other occupants
 FMSPs
 ICBs and Local Authorities

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.

Key Responsibilities:

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- 1. Management**
 - 1.1 Assist in overseeing the delivery of a fully contracted out FM service to the buildings within each LIFT property portfolio, 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.
 - 1.4 Assist in maintaining and managing central processes.
 - 1.5 Assist in the standardisation of internal processes and reporting.
- 2. Relationships**
 - 2.1 Assist in developing strong links and positive relationships with the EMs and other gbp colleagues, FMSPs, Tenants, occupants, and other project stakeholders.
- 3. Reporting**
 - 3.1 Assist the EMs 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 where required.

3.2 Assist on a quarterly basis with the provision of H&S and Estates reports to each LIFTCo 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 on an annual basis with the:

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

4. Wider EM team requirements

4.1 Work as part of the wider, national, EM Team and provide assistance to other schemes that may fall outside of the scope of the current MSAs.

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 NESM.