

Job Description

Job Title:	Estates Manager (London)
Reporting to:	Head of Estates
Direct reports:	Estates Technician and Estates Maintenance Assistant
Grade:	Managerial/Specialist
Team:	Estates
Group:	Infrastructure and Operations

ABOUT THE RAF MUSEUM

The Royal Air Force Museum is a national museum, a Government non-departmental public body (NDPB) and a registered charity, with two sister sites at London and Cosford. RAF Museum Enterprises Ltd is the trading arm of the RAF Museum with all profits gift-aided to the Museum to support its charitable activities. Our purpose is to share the story of the Royal Air Force – past, present and future, using the stories of its people and our collections, to engage, entertain, inspire and encourage learning. Our overall vision is to inspire everyone with the RAF story – the people who shape it and its place in our lives.

The shared values that guide our planning and behaviour are:

- **INtegrity:** we are open, transparent and ethical
- **Sharing:** we work as a team to ensure our collections and expertise are accessible to all
- **Passion:** we care deeply about sharing our collections and their stories
- **Innovation:** we tell our stories and develop our business with creativity and imagination
- **Relevance:** we ensure our legacy by linking our histories with today and tomorrow
- **Excellence:** we are professional and strive to ensure excellence in all that we do

As an organisation, we aspire to be entrepreneurial, agile and sustainable in our approach, and have agreed five key strategic priorities which will underpin all that we do for the current strategic planning period to 2030:

- Inspiring innovative engagement, debate and reflection
- Connecting with communities and partners
- Inspiring our people within a dynamic, diverse and collaborative culture
- Fit for the future with brilliant basics
- Embedding an entrepreneurial, agile and sustainable approach

Underpinning everything that we do, the Museum has three overarching commitments that inform our insight, business planning and strategy development, these are our:

- **Equity, Diversity and Inclusion Commitment** – we believe that everyone has the right to live without fear or prejudice regardless of race, age, gender, disability, sexual orientation, social class, religion and belief. We aim to embed a supportive and open culture which is inclusive, positive and fair to all, develop flexible opportunities to encourage engagement with the Museum onsite, offsite and online and celebrate differences.
- **Sustainability Commitment** – we are in a climate emergency, and we are committed to addressing this crisis through our operation and with our audiences. We will operate in an environmentally sustainable way, applying the principles of sustainable development for the benefit of current and future generations, both locally and globally.
- **Health & Wellbeing Commitment** – we are committed to creating an environment where health and wellbeing are actively promoted, where people feel engaged and valued for their contribution. We aim to create a health promoting workplace where people can be themselves, feel their best and perform at their best, so we can deliver an exceptional experience for our visitors.

As a member of the RAF Museum team, you will play an important role in delivering our purpose and achieving our vision, ensuring that the Royal Air Force's story continues to enrich and inspire current and future generations.

The Infrastructure and Operations Group brings together Visitor Experience, Estates and IT to ensure the Museum is welcoming, safe, accessible and well-supported for visitors, staff and partners. The Group provides the services, facilities and technology that enable an excellent visitor experience and support the Museum's strategic ambitions. We work collaboratively and flexibly, making effective use of resources while ensuring safe, resilient and compliant operations.

Purpose of the Job

The London based Estates Manager is responsible for the operational needs of the Museum's London site, overseeing the care, welfare and development of the buildings, land, plant and building services. The Estates Manager uses their knowledge of Building Services across the whole Museum Estate and oversees the delivery of minor works and projects as well as monitoring and directing internal and contracted services.

Key Role Responsibilities

- To provide professional and technical support to the Head of Estates and Sustainability in all aspects of the Estates Management at the three Museum locations having a suitable knowledge and experience in Building Services.

- To maintain buildings, land, mechanical, electrical services and plant in accordance with best practice to meet statutory requirements and approved codes of practice, using contractors, directly employed labour and professional consultants, achieving value for money and in compliance with the museum's financial codes and policies.
- Holding day to day operational responsibility for the Museum's London site, managing direct reports, routine planned and reactive maintenance, minor works and projects, health safety and welfare of contractors working on site, statutory obligations and actively engaging in current and proposed major strategic construction works.
- Programme works and manage contracted services in line with the cyclical peak visitor and business periods, events and corporate functions.
- Represent the department at management level, liaising closely with the Operations department and others as necessary regarding disruption due to works and management of staff and contractors involved with day to day works and maintenance.
- Providing professional and technical support to colleagues involved with applications for lottery or other external funding, Building Services alterations to facilitate the delivery of new exhibitions and/or major alteration of existing buildings.
- Manage a delegated budget to the Museum's financial policy for the Museums London site.
- Specify, procure and/or undertake investigations or surveys using consultants where required to identify and determine the extent and likely cost of general maintenance, remedial work and refurbishment necessary
- Monitor performance and compliance of contracted service providers
- Manage reactive requests using the Task Request system, provide direction to the Estates Assistant and Estates Technician in responding to requests and undertaking minor project works.

Project Works

- Specify project works and manage the tendering of works contracts, using appropriate forms of contract.
- Act as Project Manager for works which are under the post holder's control, managing and monitoring contractors as client.

- Review and evaluate tender offers and make recommendations for acceptance. Agree interim valuations and final accounts for contract works in progress in accordance with industry practice.
- Supervise and/or monitor works in progress and ensure such works are carried out to required standard, within budget and time constraints.
- Where required by the project works, select and use consultants to obtain Planning, Building Control, and Listed Building Consents and liaise with local authorities and other relevant statutory authorities. Discharge planning conditions where necessary.
- Organise and undertake site visits to carry out surveys, supervise works in progress and meet with contractors, consultants and staff.

Finance and Reporting

- Produce reports to the Head of Estates regarding budget performance as part of the monthly financial reporting cycle, provide ad hoc reports on works in progress and other subjects as specified.
- Act as delegated Budget Manager for delegated budget for the London site, monitor and control expenditure against agreed budgets within tolerance.
- Provide estimates of cost of works as requested.
- Process purchase orders and invoices as necessary using Sage Finance System. Check, authorise and pass for payment all invoices relating to contract or consultant's services under post holder's control.

Health and Safety

- Produce risk assessments, method statements and safe systems of work to cover contractor or self-performed activities under the post holder's control.
- Maintain and run contractor vetting and site induction procedures.
- Liaise with with other departments in relation to Health and Safety as applicable.
- Select and use consultants to act as CDM Planning Co-ordinator, and to produce pre-tender and construction health and safety plans to ensure compliance with CDM regulations.
- Have a good working knowledge of all related statutory obligations including control of legionella; periodic inspection and testing; gas safety; LOLER; PUWER; HASAWA; management of asbestos; COSHH etc.

Other Duties

- Manage and develop the Building Management System to maximise the energy efficiency of the site whilst meeting Collection environmental requirements.
- Represent the Estates department in operational and project meetings.
- Keep abreast of current regulations by reading appropriate technical and professional journals, and newsletters and the like.

Additional General Responsibilities

Relationships

- Ensure effective communication with all stakeholders, both internally and externally.
- Work closely with other departments to deliver museum-wide programmes and objectives.
- Cultivate internal relationships that cross team boundaries and demonstrate positive collaboration and problem solving with all team members.
- Cultivate external relationships to identify potential new partners.
- Build and maintain partnerships with relevant external contacts and stakeholders.

Budgets and Resources

- Work to reduce operational costs and maximise resources whilst maintaining standards of products and services.

Policies and Procedures

- Uphold both the spirit and letter of the Museums Association's Code of Ethics.
- Adhere to Museum policies, procedures and code of conduct, to protect people and the Museum's reputation, including GDPR, Health and Safety and Safeguarding policies and procedures.
- Professionally challenge procedures that do not add value to the Museum.

Personal Responsibilities

- Actively support and demonstrate the Museum's Values.
- Work as part of a team and support colleagues across the Museum.
- Protect the reputation of the Museum.
- Be a positive influence and role model, acting with integrity and professionalism and tackling challenges in a pragmatic and collaborative manner, to bring your team and the wider staff along with you when changes and developments are being implemented.

General Consideration

- The above job description is not intended to be a comprehensive list of key responsibilities, duties or requirements, and you are expected to carry out any other duties commensurate with the scope and scale of your role. The job description

should be reviewed regularly to ensure it remains an accurate reflection of your role.

- You will be expected to travel to other sites, as and when the role requires it, including outside the UK.

Person Specification:

The post holder **must** have (and be able to demonstrate) the following core/professional competencies:

COMPETENCY	DETAILS
Essential technical competencies	• Professionally qualified Chartered Surveyor, Building Services Engineer or Facilities Manager or qualified by experience. • Experience and/or high level of knowledge of Building Services. • Experience of managing direct reports in a service provider role. • Substantial and proven relevant experience in building maintenance, management, refurbishment and M&E building services. • Ability to take a strategic approach to estates planning and business development. • Previous experience of managing a large multi-building site. • Extensive knowledge and understanding of all relevant statutory requirements, including planning, listed building and building control processes. • A full understanding of all building and Estates related regulations and statutory obligations. • Project management skills. • Experience in managing service provision by external providers under contract to achieve high performance and value for money. • Direct experience of operational and project budget management. • Experience of negotiating and developing successful and complex supplier contracts. • Proven IT skills (Microsoft Office and AutoCad). • Being able to work flexible hours on an exceptional basis, including occasional weekends and bank holidays as required.
Communication & Engaging People	• Communicate in a straightforward manner, demonstrating respect and acting with integrity and impartiality. • Open and inviting of the views of others and confident in constructively challenging views and proposals. • Leads by example, acting as a role model and exemplifying appropriate behaviours and values, encouraging others to do the same and promoting a positive culture, acting promptly and appropriately when standards aren't met. • Ensures individual contributions are maximised by an

	appropriate mix of coaching, development, guidance support and performance management.
Decision Making & Problem Solving	• Recognises scope of own authority for decision making and empowers team members to make appropriate decisions. • Makes decisions when they are needed, even if they prove difficult or unpopular. • Provides advice and feedback to support others to make accurate decisions. • Demonstrates accountability and able to make unbiased decisions. • Displays a strong commitment to improving ways of working and generating ideas.
Delivering Results	• Displays a strong commitment delivering on own/teams' objectives. • Pre-plans work programme for own role and teams', taking into account current and future priorities. • Monitors own and/or team's performance against agreed outcomes and takes corrective action as necessary.
Change, Adaptability & Flexibility	• Ability to flex approach to the different needs of competing work areas. • Resilience and positivity in changing and demanding circumstances, and to manage effectively in a climate of change. • Plays an active role in shaping and delivering organisational change and identifying lessons learned.
Professional Excellence	• Uses specialist professional//technical expertise and operating knowledge to its fullest extent. • Recognises the need to refer to others' expertise and acts accordingly. • Pro-actively undertakes continuous professional development either within Museum or externally. • Engages with professional networks.
Strategy & Leadership	• Articulates the Museum's purpose and objectives and supports the team to see their role within it. • Actively shares experience and knowledge with team and, where appropriate, the wider Museum to develop understanding and knowledge. • Confidently engages with stakeholders and colleagues at all levels, both internally and externally. • Motivates and provides confidence to team members, allowing them to utilise their skills and knowledge and act with relevant level of autonomy.

The following are desirable:

COMPETENCY	DETAILS
Additional competencies	• Experience in the public / cultural / heritage sector. • Understanding of compliance and duty of care responsibilities in relation to the operation of a busy visitor attraction • Demonstrable experience in customer-focused environment • Demonstrable management experience • Hold an IOSH Managing safety certificate or equivalent

Date modified: 18/9/26 Created by: Giovanni Canino Approved by: Kam Sandhu-Patel