Job Description

Job Title:	**Estates Manager (London)**
Reporting to:	Head of Estates and Sustainability
Direct reports:	Estates Electrical Maintenance and Compliance Engineer 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:

- **IN**tegrity: we are open, transparent and ethical
- **S**haring: we work as a team to ensure our collections and expertise are accessible to all
- **P**assion: we care deeply about sharing our collections and their stories
- **I**nnovation: we tell our stories and develop our business with creativity and imagination
- **R**elevance: we ensure our legacy by linking our histories with today and tomorrow
- **E**xcellence: 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 day-to-day management of the Museum's London estate, including buildings, land, plant and building services. The role leads the local Estates team, coordinates planned and reactive maintenance, assesses technical issues and oversees contractors and minor works. The post holder supports the Head of Estates and Sustainability with compliance, budgets and operational reporting.

Key Role Responsibilities

- Provide operational and technical support to the Head of Estates and Sustainability for the London site, supplying accurate information to support departmental decisions and reporting.

- Oversee the maintenance of buildings, grounds, mechanical and electrical services and plant, ensuring safe, compliant and cost-effective delivery through the in-house team and specialist contractors.

- Lead and develop the local Estates team through weekly one-to-ones, regular work planning, Personal Development Reviews (PDRs), clear objectives and constructive performance feedback.

- Plan and prioritise maintenance and minor works around visitor activity, exhibitions, events and operational requirements, minimising disruption.

- Work closely with Operations and other Museum departments to coordinate maintenance, communicate disruptions and resolve service issues.

- Provide practical technical advice on building services and fabric issues, supporting exhibitions, improvements and funded projects where required.

- Maintain oversight of planned and reactive maintenance, statutory actions and delegated expenditure, escalating risks and emerging issues promptly.

- Investigate faults affecting plant, equipment, building fabric and services; assess urgency and risks, identify likely causes and decide whether the in-house team can resolve the issue or specialist support is needed.

- Monitor contractors against agreed specifications, service levels, response times, safety requirements, quality standards and value for money; address underperformance.

- Manage maintenance requests and tickets through the Task Request system, allocating, tracking and closing tasks, checking completion quality and keeping records up to date.

Project Works

- Define the scope of minor works and support quotations, procurement and tendering in accordance with Museum procedures.

- Manage assigned minor projects and works, coordinating contractors, consultants and internal stakeholders.

- Evaluate quotations and tenders, recommend appropriate options and verify valuations, costs and completed works.

- Monitor works for quality, progress, programme, safety and budget, resolving issues or escalating them as appropriate.

- Support applications for Planning, Building Control and Listed Building Consent, using specialist advisers where required.

- Undertake site inspections and progress meetings with contractors, consultants and colleagues as needed.

Finance and Reporting

- Maintain accurate monthly records of expenditure, purchase orders, committed costs and forecasts; report budget performance and variances to the Head of Estates and Sustainability.

- Monitor delegated budgets and support monthly budget reconciliation with the Finance department, investigating discrepancies and identifying cost pressures early.

- Prepare estimates and provide reliable financial information to support maintenance decisions and budget planning.

- Raise purchase orders and check invoices using the Museum's finance system, ensuring charges and approvals are accurate and comply with financial procedures.

Health and Safety

- Prepare or review appropriate risk assessments, method statements and safe systems of work, ensuring suitable controls are in place before activities begin.

- Manage contractor vetting, inductions and site safety arrangements, and monitor contractor compliance while works are undertaken.

- Support the Head of Estates and Sustainability with health and safety reporting, risk registers, statutory compliance information and business continuity planning.

- Attends the Health and Safety Working Group meetings and reports relevant information and outcomes back to the Head of Estates and sustainability and the Estates Team.

- Coordinate relevant construction health and safety requirements under the CDM Regulations, seeking competent specialist advice when needed.

- Maintain working knowledge of key estate-related statutory duties, including asbestos, legionella, electrical and gas safety, lifting equipment, work equipment and COSHH; track inspections and follow-up actions.

Other Duties

- Monitor the Building Management System and work with specialists to improve energy efficiency of the site whilst meeting Collection environmental requirements.

- Represent the Estates department at relevant operational and project meetings and provide clear updates and actions.

- Keep up to date with applicable technical standards, regulations and recognised good practice.

<u>Additional General Responsibilities</u>

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	• Professional qualification in facilities management, building services, surveying or a related discipline, or equivalent relevant experience. • Previous experience of managing a large multi-building site. • Knowledge of relevant statutory compliance and health and safety requirements for occupied buildings. • Proven experience managing a small operational maintenance or estates team, including one-to-ones, performance reviews, work allocation and staff development. • Practical working knowledge of building fabric, mechanical and electrical services, plant and planned/reactive maintenance. • Ability to investigate faults, assess risk and urgency, and decide when work requires a competent specialist contractor rather than the in-house team. • Experience using maintenance requests, work tickets or comparable systems to prioritise, track and close tasks. • Experience monitoring contractor performance, quality, safety, service standards and value for money. • Experience maintaining expenditure and commitment records, monitoring budgets and supporting monthly reconciliation with Finance. • Ability to plan and oversee minor works and coordinate contractors with minimal disruption to operations. • Good IT skills, including Excel, Outlook and electronic maintenance or finance systems. • Ability to work flexibly when necessary, including occasional evenings, weekends or bank holidays.
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 other 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 &	• Recognises scope of own authority for decision making and

Problem Solving	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 or visitor-attraction sector.

	• Experience working with listed buildings or complex multi-building sites. • Experience with CAFM or comparable asset/maintenance management systems. • IOSH Managing Safely or equivalent health and safety training. • Understanding of building management systems and energy efficiency.

Date modified: 19/11/26 Created by: Giovanni Canino Approved by: Kam Sandhu-Patel