



Head of Estates & Facilities Application Pack

Recruitment to the post of Head of Estates & Facilities

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1 Application Process

To apply please submit your CV and a covering letter to:
recruitment@autismtogether.co.uk

Closing date 4th December

Please ensure that your application details include:

- your current salary (remuneration),
- notice period

If you have any questions about the process, then please email us at: **recruitment@autismtogether.co.uk**

To have an informal conversation about the role, please contact Angie Kemp, Head of Business Development on 07717348598

2 Our Background

At Autism Together it is our mission to bring richness and joy into the lives of those on the spectrum. No two people with autism are affected in the same way, so we work with every single individual to help them lead fulfilling and meaningful lives.

We started life in 1968, when a group of forward-thinking parents, concerned at the complete lack of services available for their children, decided to stand up and be counted.

Since then, we have grown and developed into one of the country's leading providers of services for people on the autism spectrum, offering a wide range of residential options and day services. As a highly specialist provider, we recognise that each person has a right to live their life as they determine. Being person-centred is one of our core values and we live and breathe it.

Our highly-trained staff work with each individual to create a shared understanding of their strengths and needs, and to ensure that their preferred way of communicating is respected and implemented by all

staff. Not only do we care for those on the autistic spectrum, we also engage with our community to highlight understanding and awareness too.

Our Autism Champions project trains organisations and employees – from football club stewards to shopping centre staff - in awareness of autism and how they can make small changes to make life a bit easier for the autism community.

3 Our Ethos

Our philosophy remains firmly rooted in a belief that:

We begin with what people can do, not with what they can't do, by listening to the person with autism and acknowledging that they are the expert in their autism.

Our support begins with the person and a shared understanding of what is important to them, and what their strengths and needs are.

Our support approaches are individualised so that staff can communicate in different ways depending on each person's communication needs. Staff are all consistent in the way they use communication strategies with individuals.

People with autism can and do learn and change and our support approaches are focussed on developing lifelong learning.

Our autism strategies help people develop skills by taking into account their communication needs, thinking patterns, social understanding and sensory differences.

No two people with autism are affected the same way and everything we do is person-centred. At Autism Together we work with each individual person to help them overcome or soften the impact of these difficulties, to enable the person to lead a fulfilling and meaningful life.

As a specialist provider of support to individuals with autism, Autism Together recognises that each person has a right to live their life as they determine. In recognising this right we create a shared understanding of each person's strengths and needs, and ensure that the individual's preferred way of communicating these is respected and implemented by all our staff.

4 Our Vision, Ambition & Values

As an organisation our staff, the people we support and trustees have agreed our vision, ambition and our values which we all aspire to.

What is Our Vision?

“Autism Together is a leading specialist provider of innovative services for people who have and who are associated with autism”

What is our Ambition?

“To be recognised as being the best provider of autism services in the country”

What are Our Values?

We promote positive communication

- We will be open and honest in our communication with each other but recognising that there will be times for confidentiality.
- We will listen to others' views and opinions.
- We will share information in a timely manner.
- We should not be fearful of raising legitimate concerns and issues.
- All communication should be professional and courteous.
- We will appropriately and positively use communication tools including email etc, as well as those which are autism-specific.

Everything we do is person-centred

- We are aware that our positive actions affect/promote people's lives.
- We are flexible and take into account people's personal circumstances.
- We are creative in our support of people.
- We include people in everything we do.

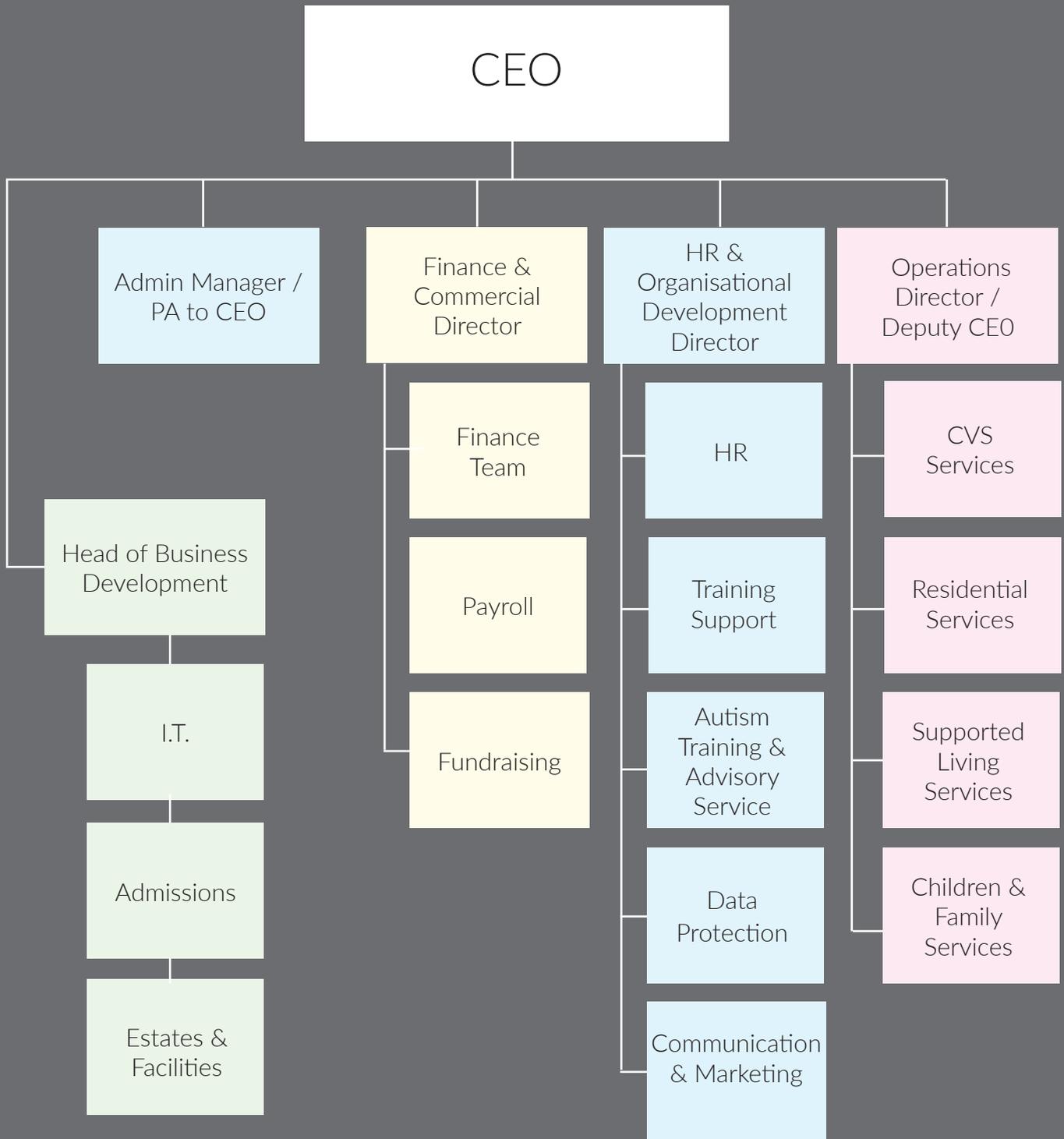
We are an organisation that promotes learning

- We recognise that everyone has the right to be developed and should have equal access to such opportunities.
- We take responsibility for our own learning.
- We create opportunities for learning.
- We respect individual learning styles.
- We seek out new, proven research to support learning.
- We are reflective about our practices; learning from experience.

We are respectful

- We treat everyone within the organisation and those we come into contact with at work with dignity and respect.
- We respect that we all bring different life experiences, culture and knowledge to the organisation.

5 Organisational Structure



6 Head of Estates & Facilities Description

Reports to: Head of Business Development

Directly manages: Estates and Facilities Team
(including Maintenance, H&S, and Transport/Fleet staff)

Job summary

To manage safely Autism Together's use of its diverse portfolio of freehold, rented and leased properties, including office space, residential care homes, day centres, horticultural sites and domestic properties, as well as its vehicle fleet, to deliver services to people who have autism and support their families.

Main Duties and Responsibilities

- The role involves the day-to-day management and development, in consultation with Heads of Services, of an effective and efficient Estates & Facilities, Maintenance, Transport and Health & Safety functions across Autism Together.
- The post holder will support the Leadership Team and other staff with efficient, professional and effective property, transport and health & safety advice, ensuring Autism Together's compliance with legislation, regulations, processes and policies, and deploying the professional skills, technical capabilities and specialist knowledge required to ensure that the Autism Together's properties are safe and fit for purpose, and that value for money is achieved.

General

- Leading and managing the Estates & Facilities team, and working with the Leadership Team, Heads of Services and site level stakeholders to ensure that Autism Together's buildings and sites provide an effective, high-quality and welcoming environment for people with autism.
- Managing the in-house facilities team's maintenance, safety and transport duties, and managing relationships between the in-house team, external suppliers and stakeholders across all sites and business areas.
- Developing and implementing strategies and plans to improve performance and increase efficiency across the property portfolio.
- Monitoring and ensuring compliance with legislation, regulatory requirements and best practice, so that safety, sustainability and financial

management are embodied in all decisions. In every area of the post holder's responsibilities developing and implementing relevant policies and procedures to ensure that they are current, reviewed annually or at other agreed intervals, comply with relevant legislation and are implemented consistently across Autism Together.

- Identifying and delivering efficiency opportunities including reductions in utilities, property and supply chain costs.
- Reviewing the work of Estates & Facilities staff regularly and agreeing on individual action plans. Overseeing and planning relevant and/or required training.
- Providing appropriate support for Estates & Facilities staff as required; and to ensure adequate cover provided in the absence of the post holders.
- Encouraging a good working atmosphere and team spirit, ensuring good timekeeping, dealing with individual and group issues, and seeing that work is completed on time to a high standard.
- Advising on staffing needs, determining working arrangements to meet Autism Together's needs, designing job descriptions and person specifications, and assisting with recruitment.

Project Work

- Subject to the Leadership Team's directions, managing the planning, procurement, tendering, award, implementation and delivery, to time and budget and fit for purpose, of capital and/or infrastructure projects, ensuring appropriate risk transfer and recourse to protect Autism Together's interests.
- Liaise with the Leadership Team and fundraising department for opportunities to help with capital works being identified and effective and timely bids submitted.
- Managing property-related projects (which may include small new builds, fit-outs, refurbishments and relocations), taking responsibility for initial feasibility studies, the development process, requirements identification, design, procurement and construction stages to final handover.
- Being the organisation's day to day lead coordinating property projects: liaising with advisors, stakeholders and contractors, ensuring all CDM regulations are met and being responsible for the duties of the client. Ensuring cost, programme and quality are carefully monitored and controlled, with appropriate project controls and progress reporting.

Property Management

- Providing guidance and advise to the Leadership Team on all property matters.
- Leading on the development, implementation and maintenance of the Autism Together Property Strategy and plan, ensuring that plans are consistent with the aims and objectives of the Strategy.
- Being the key liaison and interface for co-ordination on property matters with Heads of Services, tenants, landlords, the Finance Team, and local authorities.
- Supporting the identification of properties in line with the Property Strategy and incorporating these into the property plan for progression subject to the business case. Advising on and arranging the assessment of property identified for inclusion in the property portfolio.
- Leading on property negotiations over leases, licenses, acquisitions and disposals.
- Leading, managing and coordinating the stakeholders concerning new leases, licenses, expiry and renewal and ensuring appropriate approvals through the provision of the business case.
- Managing building control and planning applications and dealing with planning objections.
- Liaising with Autism Together's and third party insurers over the submission, administration and resolution of all property claims.

Facilities and Property Maintenance

- Managing the delivery of all Estates & Facilities services including an effective reactive repair service across the property portfolio, balancing the use of resources between the in-house maintenance team and external contractors; overseeing periodic condition checks and condition surveys, planned and reactive mechanical, electrical and fabric maintenance, fixtures, fittings, grounds maintenance including trees, infrastructure resilience and continuity. Delivering recommendations for improvement and ensuring identified issues are managed appropriately. Advising the Leadership Team on technical issues, financial and budgetary implications.
- Preparing and managing an effective planned preventative maintenance programme across the Autism Together estate, including a Schedule of Improvement Works, and analysing data to identify maintenance/repair trends and mitigate issues.

- Liaising with landlords of properties occupied by Autism Together and/or its tenants to ensure landlords' statutory and safety compliance, and the completion of all landlords' works.
- Ensuring that automatic fire detection systems, fire risk assessments (annual and special), emergency lighting, fire fighting equipment, means of escape and evacuation plans are regularly tested and maintained and that suitable and sufficient fire training is provided for staff.
- Managing, developing and monitoring the maintenance request systems and providing liaison, maintenance information and reports to stakeholders.
- Liaising with relevant managers and staff about current and future planned works, ensuring support service users' needs are incorporated into specifications of works, and providing information, advice, and support on achievable standards in line with CQC minimum standards of care.
- Developing and ensuring the maintenance of the record-keeping systems, including the Compliance Register, Planned Preventative Maintenance Schedule, 10 Year Plan and Reactive Maintenance system and associated financial records.
- Organising and being part of the call-out rota for out-of-hours emergencies, ensuring an effective response to meet operational needs e.g. heating failures, breakdowns, and attending site if required.
- Maintaining an up to date asset register of properties, plant, and equipment.

Contracts and Procurement

- Maintaining the Contracts Register, monitoring and managing the performance of external contractors and establishing, monitoring and periodically reviewing external contracts for repairs, maintenance, minor new works and project works.
- Managing the procurement, tendering, award, implementation and delivery of Estates & Facilities services provided through the supply chain, ensuring the provision of appropriate scopes and specifications for tender or quotation as appropriate.
- Managing the induction and control of external contractors in line with Autism Together's policies and procedures.

Energy and Utilities Management

Managing the efficient and effective procurement and provision of Autism Together's utilities needs. Working to reduce energy consumption through 'fabric first' principles, ensuring the efficient operation of all energy-consuming equipment. Ensuring that any new equipment is specified and operated for maximum practicable energy efficiency. Maintaining oversight of overall energy consumption, identifying and implementing initiatives to reduce energy use.

Health & Safety

- Acting as Autism Together's designated Competent Person for health and safety, promoting, monitoring and ensuring a safe place of work and safe working systems of work within Autism Together and providing regular reports to the Leadership Team. Actively monitoring developments and changes in health and safety legislation and advising on appropriate action.
- As Competent Person for fire, water and asbestos safety, managing the control of fire, water and asbestos-related risks, ensuring compliance with Autism Together's Fire, Legionella and Asbestos Policies and all applicable legislation and regulations, regularly reviewing risk assessments and management plans, and implementing actions required by them.
- Providing support and direction to the Health and Safety Co-ordinator, who reports to the post holder, and through the Health and Safety Co-ordinator, guiding the Autism Together Health & Safety Committee.
- Developing, implementing, and reviewing the Autism Together Health & Safety management systems, and ensuring that staff, visitors and people in our care have facilities that are safe and fit for purpose.
- Developing, reviewing and implementing Autism Together's Estates & Facilities policies and procedures concerning Health and Safety (including risk/emergency management and business continuity), ensuring they are relevant, updated and comply with all relevant legislation and are implemented consistently across Autism Together.
- Ensuring that appropriate site inductions for new Autism Together staff are carried out and that staff health and safety training is developed and provided to meet legislative requirements.
- Providing health and safety statistical information and reports to the Board of Trustees, Leadership Team, Health & Safety Committee and others as required.
- Overseeing a rolling programme of health and safety inspections throughout Autism Together buildings to minimise risk and ensure

compliance is maintained, and annual reviews of departmental risk assessments and management procedures throughout the organisation.

- Ensuring that site-based emergency equipment bags contents are up to date and that relevant staff are briefed on the roles and responsibilities in the event of an emergency.
- Taking part in the annual review of Autism Together's Health and Safety Policy
- Ensuring sufficient health, safety and sustainability representatives, fire wardens and first aiders are in place across all departments.

Financial Management

- Working with stakeholders to ensure that the budgets for Estates & Facilities are prepared correctly and current and future expenditure is accurately recorded and monitored. Reporting regularly to the Head of Business Development , immediately highlighting any budget issues/ pressures and recommended measures to deal with them.
- Monitoring and managing Estates & Facilities contracts, ensuring services are at agreed cost.
- Planning, monitoring and providing reports on expenditure from relevant budgets, and attending monthly budget meetings with finance colleagues to review expenditure. Reviewing monthly budget reports to ensure accuracy and highlight any discrepancies
- Developing, monitoring and delivering annual budgeted maintenance plans in line with the Autism Together's strategy, objectives and financial targets.
- Obtaining financial estimates and ensuring financial approval in line with Autism Together's Governance and Financial Arrangements policy and Scheme of Delegation.
- Providing business cases for procuring services, project works and other new requirements.

Transport

- Managing the Autism Together vehicle fleet, ensuring that all vehicles comply with legal requirements and are regularly maintained under a planned servicing and maintenance regime. Ensuring the maintenance, management and regular updating of all transport records.

- Ensuring that all staff using the vehicles are appropriately assessed and hold the required qualifications to do so with due regard to appropriate good practice in Driver Risk Management.
- Providing business cases for replacement or additional vehicles as required, and managing the procurement and delivery of replacement vehicles in line with Autism Together's policies, procedures and Scheme of Delegation.
- Co-ordinating and managing insurance requirements for the Autism Together fleet, monitoring and reporting on all incidents/accidents involving either the Autism Together fleet or "grey fleet" and mobility fleet, and ensuring the co-ordination and management of insurance claims involving the Autism Together fleet of Vehicles, including post-accident/incident inspections.

Other Duties

- Maintaining the Estates & Facilities property and technical libraries to support the work of the department; supporting the Head of Business Development on project work as required.
- The post holder will be expected to show the highest level of integrity and confidentiality in the provision of these duties.
- Undertaking training and development courses and programmes, as required.

Other

- The Head of Estates & Facilities will be subject to a Standard DBS Check.
- As a term of employment, the post holder may be required to undertake various other duties as may reasonably be required and are commensurate with the level of the post holder.
- The post holder's duties are set out in the above job description, but please note that Autism Together maintains the right to update job descriptions from time to time, to reflect changes as outlined above and also to staff roles. Staff will be consulted about any proposed changes.
- This is intended as a guide to the main responsibilities of the post, and is not an exhaustive list of duties. This job description is subject to amendment, following consultation with the postholder.

7 Personal Specification

	ESSENTIAL	DESIRABLE
Qualifications	<p>Level 5 qualification in a relevant property or facilities discipline or direct equivalent NEBOSH General Certificate Occupational Health and Safety</p>	<p>NEBOSH National Certificate in Fire Safety and Risk Management. P901 Legionella Management & Control in Hot & Cold Water Services (or equivalent). Member of the Institute of Workplace and Facilities Management or equivalent (e.g. MRICS).</p>
Experience	<p>Significant Estates & Facilities management experience, including responsibility for the management and delivery of hard services. Responsibility for the management and delivery of hard services. Significant experience of working in a safety-related role with similar responsibilities Managing people and teams including maintenance teams. Planning and Forward maintenance Experience of writing policy documents</p>	<p>Experience of working in a care service and /or charity sector</p>
Skills & Knowledge	<p>Excellent Interpersonal skills Effective team leadership with ability to co-ordinate diverse activities Ability to support the delivery of major and minor building contracts and other works Writing, communication and presentation skills. Ability to use and interrogate E&F software (as well as Microsoft Office functions) Knowledge of budget management Negotiating skills</p>	<p>Knowledge about the Care sector and the environment in which it operates including property related aspects of the Care Standards Act Familiarity with quality assurance and audit processes in the Care environment Knowledge of Autism Knowledge of Safeguarding</p>
Personal Qualities	<p>Ability to achieve a high level of accuracy and attention to detail Ability to work to deadlines and changing priorities Ability to work on own initiative and to take responsibility Self-motivated and good organiser Commitment to equality of opportunity Discretion and sensitivity Ability to maintain confidentiality</p>	

8 Terms and Conditions

Salary:	<p>The salary will be c£40,000 p.a. This is a permanent, full-time position (subject to 6 month probationary period).</p>
Hours:	<p>Hours are 37.5 per week. Primarily worked between Monday and Friday, 9 am to 5 pm (including ½ hour unpaid lunch break) you will be required to work some evenings and weekends as necessary. Attendance at meetings, courses etc. out of normal hours and at locations outside the Wirral may be required.s.</p>
Annual leave:	<p>Leave is 5 weeks per year plus 8 days statutory bank holidays per annum. One additional day's holiday is awarded following completion of 5 years' service and two additional days on completion of 10 years' service (pro rata)</p>
Pension:	<p>Access to a defined contribution pension scheme through NEST with statutory contribution from the organisation..</p>
Sick pay:	<p>Company sick pay scheme, rising to 8 weeks' full and 8 weeks' half pay.</p>
Location:	<p>The post is based at Unit 2, Hardknott Rd, Old Hall Ind. Est, Bromborough CH62 3QB, but you may be required to work at any location within Autism Together</p>
Other benefits	<p>Comprehensive training programme. The organisation operates a no smoking policy. Twice yearly implementation to the tax free Cycle to Work Scheme. Attendance incentive scheme, Medicash and Bupa healthy minds Sedxo staff offers</p>