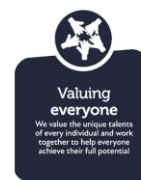


JOB DESCRIPTION

Job Title	National Estates Transformation Manager (Interim)
Reports to	Property & Portfolio Director
Job Purpose	<p>The National Estates Transformation Manager will lead the improvement and modernisation of the organisation’s property across all locations, ensuring all people we support live within a good home.</p> <p>This role is responsible for delivering our long-term estates vision that supports high-quality delivery, regulatory compliance, sustainability goals, and operational efficiency.</p> <p>Working closely with senior leaders, operational teams, and external partners, the postholder will be responsible for the oversight of all maintenance operations and transformation projects. This will include planning, scheduling and executing preventative maintenance, ensuring the smooth functioning of all properties within the portfolio, futureproofing the estate and enhancing the experience of people we support.</p>
Key Deliverables	<ul style="list-style-type: none"> • Programme and project delivery. • Performance, compliance and safety. • Sustainability and innovation. • Stakeholder engagement. • Financial and resource management. • Team management and leadership. • Reduce dependency on ad-hoc firefighting through planned interventions • Culture of continuous improvement.
Key Accountabilities	<ul style="list-style-type: none"> • Delivery of our national estate’s transformation strategy, aligned with organisational goals, support models and regulatory requirements. • Ensuring the estate supports modern models of care and support, including digital enablement, accessibility and person-centred design. • Overseeing a portfolio of estates projects, from concept to completion, ensuring delivery to time, within budget and to required quality standards. • Implementing robust project governance, risk management and reporting frameworks. • Coordinating multidisciplinary teams including architects, contractors, surveyors and internal stakeholders. • Ensuring all properties meet statutory, regulatory and health & safety standards, including CQC and CIW expectations. • Monitoring and improving estate performance measures, such as utilisation, condition, lifecycle costs and energy efficiency. • Management of communication, performance and delivery of repairs where property is owned by a third party landlord. • Leading audits, compliance reviews and continuous improvement initiatives. • Driving the organisation sustainability agenda, including carbon reduction, energy efficiency and environmentally responsible design. • Championing innovative approaches to estate optimisation, digital infrastructure, and future-ready support environments. • Building strong relationships with Head of Area Operations, Operations Directors, clinical teams, commissioners, local authorities and external partners.



	<ul style="list-style-type: none"> • Communicating complex estates issues in a clear and accessible way to key stakeholders. • Overseeing the management and delivery of routine maintenance, repairs and preventative maintenance programmes. • Identifying and solving maintenance and estates challenges, including breakdowns and equipment failures. • Engaging people we support and their families in co-designing environments that promote dignity, independence and wellbeing. • Developing and managing national estates budgets, capital plans and investment cases. • Ensuring value for money through effective procurement, contract management and supplier performance oversight. • Directing and mentoring a maintenance and estates team, ensuring all appropriate performance, training and development goals are achieved. • Analysing existing processes, creating a culture of continuous improvement that enhances operational efficiency.
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PERSON SPECIFICATION

<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Demonstrable experience of delivering large-scale estates or capital transformation programmes, within housing, health, social care or a related sector. • Relevant professional qualification in estates, construction, surveying, engineering or project management (RICS, CIOB, APM). • Experience in direct leadership of day-to-day estates and maintenance operations. • A proven background in ownership of reactive, planned and preventative maintenance delivery programmes • A history of accountability for operational grip, prioritisation and service resilience • Knowledge of rapid assessment and action through assessment of root cause, action planning and improvement delivery • Strong knowledge of estates compliance, building regulations and health & safety legislation. • Expertise in project management methodologies and governance. • Ability to lead multi-disciplinary teams across broad stakeholder groups. • Experience of assessing and implementing different models of delivery (including outsourcing, 3rd party contractor/ supply etc). • Ability to design, mobilise and manage FM/maintenance contracts where required • Excellent communication, negotiation and influencing skills. • Experience working within a regulated sector, with knowledge of CIW/CQC desirable. • Good understanding of sustainability frameworks (for example Net Zero). • Strategic and analytical, with a practical, solutions-focused mindset. • Confident decision-maker and collaborative leader, able to build trust and drive cultural change. • Passionate about improving homes and environments for people we support.
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