

JOB DESCRIPTION

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| Job Title | Head of Property and Operations |
| Department | Finance and Operations |
| Reports to | Director of Finance, Property and Operations |
| Reports to you | Office and Admin Coordinator (Recreation Club Manager TBC) |
| Hours of Work | Full-time - 37.5 hours per week not including breaks |
| Date | July 2022 |

The Royal Free Charity

Our vision

Our vision is for everyone served by the Royal Free London NHS Foundation Trust (RFL) to have access to world-leading healthcare, delivered by a thriving workforce, and driven by medical research that has a global impact. We support the 10,000 staff of the RFL and their 1.6 million patients across Barnet, Chase Farm and Royal Free hospitals and more than 30 NHS services.

What we do

Through the services we provide, and the programmes and equipment we fund, we make a profound and immediate difference to patients' experiences of care. Our volunteering, support hub, and complementary therapy teams enhance the hospital journey for all patients – whether they live locally or come from further away to access the trust's specialist services. Our support of the RFL workforce enables staff to perform at their very best. Spanning individual professional development and training through to organisation-wide interventions, our initiatives bolster employee resilience and mental health so staff can achieve the best outcomes for patients. We fund ground-breaking research with the potential to change people's lives, whether it's through our grant programmes, commissioned research or delivering major capital funding appeals.

Our approach

We are a solution-focused strategic partner to the RFL, helping our hospitals to go further and faster than the NHS could do alone. We believe funding decisions should be made based on strategic priority and impact, with a strong focus on co-production.

The Royal Free Charity (the Charity) invests in:

- Enhanced support for patients
- Vital support for our staff
- Ground-breaking research and innovation
- Cutting-edge medical equipment

The generosity of our donors, fundraisers and volunteers enables us to do this.

The Charity, which employs about 80 people, is working towards becoming an employer of choice.

Job Purpose

The role heads the property-related operations and commercial activities for the RFC entities. It is a lead role for property matters including leases, contracts, facilities management, overseeing head office management and administrative support, managing the outsourced IT contract and line management of the Recreation Club. Responsible for the provision of an effective head office reception service, office management and administrative support to the senior leadership team and the Board of Trustees.

Our property portfolio includes:

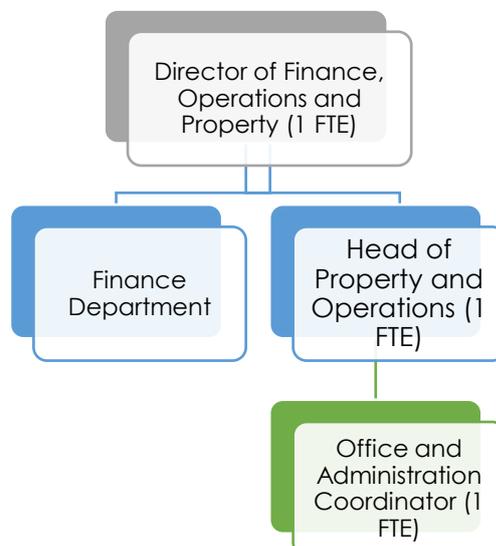
- The Pears Building in Hampstead, including the charity head office, two floors of patient accommodation, a café, a garden and terraces, as well as a car park (tenant: RFL NHS Trust) and the UCL Institute of Immunity and Transplantation (tenant: UCL)
- The Armoury in Hampstead (tenant: Jubilee Hall Trust, a charity providing gym and wellness facilities to the local community)
- The RFC Recreation Club in Hampstead, a charity subsidiary providing gym and sports facilities to RFL staff and patients, as well as the local community, in a purpose built centre leased by RFL to the charity
- Graseby House, an office and NHS accommodation block for junior staff in Barnet (tenant: RFL NHS Trust)

Finance and Operations Team

The department is split into two teams:

- Finance
- Property and Operations

This role sits in the Finance and Operations Directorate, which is structured as follows:



Principal accountabilities/responsibilities:

- Overall responsibility for the Royal Free Charity's (RFC) buildings and premises
- Overseeing income generation, social return and business development opportunities from RFC properties
- Responsibility for managing the costs of RFC property operations and upkeep of the buildings, including major capital works
- Responsible for all health and safety and regulatory compliance through the management of contractors, tenants and third-party agents
- Corporate procurement, review of contracts for head office supplies, premises-related services and supplies
- Line management of the RFC Recreation Club (to be confirmed)
- Key account management responsibility for the outsourced IT support contract

Management:

- Management of external property and operations contractors
- Management of property service charges and liaison with tenants
- Management of Head Office and Administrative support to the charity including the management of the RFC reception function at the Pears Building (excludes volunteer reception)
- Line management of Office & Administrative Support Coordinator
- Day to day management of the IT function, managing the contract with the outsourced IT contractor who also provide the day-to-day IT support desk function

Relationships:

- Engagement with professional advisors in relation to property and operations
- Finance, Investments and Audit Committee (a sub-committee of the Board of Trustees)
- RFC Recreation Club Board
- Royal Free London Property Services (RFLPS)
- Royal Free London NHS Foundation Trust (the Trust)
- GCC (outsourced IT contractor)
- Senior Leadership Team members and Service Heads
- Various contractors

Communication:

- To develop and maintain good relationships and clear lines of communication with Senior Managers, Heads of Departments and Property and Estates colleagues.

- To manage, supervise and/or control any contractors/consultants employed by the charity on schemes delegated by the Director of Finance, Property and Operations.
- Establish good working relationships and act as the key point of contact with tenants, RFLPS, who act as the agent in managing some of the charity's properties, and suppliers/contractors directly employed by the charity.

Resource Planning & Strategy:

- Develop annual budgets and financial plans, and work with the DFPO to develop business cases and investment appraisals for new commercial opportunities. Monitor performance against budgets, plans and KPIs.
- Ensure all contracts remain within their financial and performance parameters and KPIs, and maintain high levels of service and customer satisfaction. Where contracts deviate from agreed parameters, ensure an investigation is undertaken as to the cause and prepare a recovery plan for agreement with the DFPO. Monitor progress against agreed timeline and escalate further non-conformities, including contract review and terminations.
- Seek approval for any expenditure which is outside delegated limits.

Responsibility For Policy and Service Development:

- Implements policies for own area and proposes changes to own work area.
- To be prepared to contribute to consultations about changes to policies and procedures.
- To make positive suggestions about how systems or processes could be changed for the better.
- Develop and maintain a property terrier.
- Proactively explore new commercial opportunities, developing investment appraisals and business cases for pursuing such opportunities.

Other – All staff are expected to:

To build relationships across the Charity and the Trust to enable own work, and engage with internal and external stakeholders to identify opportunities for business development.

- To take time for personal development, contributing learning and ideas to the wider team.
- To deputise for the DFPO as appropriate.
- To keep abreast of sector trends and how they can be applied to our work.
- To work unsupervised.
- To work to tight deadlines and deliver results.
- To have a positive professional work attitude.
- Be highly motivated and able to take the initiative.
- Be enthusiastic and passionate for the Charity / Trust environment.

- To have a strong affinity with the NHS and philanthropic values.
- To have high attention to detail.
- To support your team and your other colleagues.
- Attend meetings and training as required.
- Be flexible and respond to the needs of services.
- Attend supervision on a regular basis with the line manager.
- To treat everyone equally, regardless of sex, age, disability, gender reassignment, race, ethnicity, religion or belief, sexual orientation, or any other protected characteristic.
- Read and adhere to the Charity policies, including the dress code, and all relevant legislation and ensure that any team members who report to you do the same.
- Be aware of and have a good understanding of Health and Safety at Work and the Fire Procedure and understand the correct action to be taken in the event of a fire.
- To work to the Charity's Vision and Mission.
- To undertake any other tasks commensurate with the role.

Person Specification

Qualifications, experience, skills & knowledge

Qualifications

- CSE/GCSE in Maths and English or equivalent (Essential)
- "Built Environment" qualification e.g, the SQA Advanced Certificate in Built Environment (SCQF level 7) (Desirable)

Experience

- Experience of procurement and contract management and working within a similar facilities management environment (Essential).
- Experience of commercial revenue generation and profit maximisation.
- Experience of people management.
- Experience of project management.
- Experience within the not-for-profit sector, or equivalent experience from a comparable sector with demonstrable transferable skills.
- Previous experience of working in a multicultural environment.
- Evidence of good written skills, including business cases, reports and internal briefings.
- Experience of monitoring and managing KPIs and activity plans.
- Demonstrable experience proactively engaging in-person/virtually to achieve relationship development objectives.

Skills & knowledge

- Knowledge of Facilities Management and sound understanding of property issues.
- An understanding of key legislation: Asbestos, L8, CDM, RRO, Gas Safety etc.
- Attention to detail and familiar with adhering to policies and procedures.
- Must demonstrate a 'can do' attitude and a desire to work with customers and accommodate requests.
- Makes sound judgements and decisions to maximise performance.
- Excellent verbal communication skills, with strong negotiation and influencing capabilities.
- Excellent interpersonal skills and ability to proactively build relationships and networks.
- Strong literacy skills with an excellent eye for detail and the ability to present complex information in writing and presentations.
- Highly numerate with the ability to analyse complex data.
- Ability to contribute to a collaborative and agile team, enabling others to learn and deliver, and celebrating successes.
- Outstanding organisation and project management skills.
- Excellent IT skills, including a thorough knowledge of MS Office (Word, Excel and PowerPoint).
- Able to deal with sensitive information in a confidential and professional manner.
- To have a good understanding of Equality, Diversity and Inclusion.

This job description is not exhaustive, and the role will include other tasks and responsibilities commensurate with the post and subject to change to meet legislative requirements.