

1. Job details	
Job title	Estates Programme Coordinator
Salary band	Band 5
Accountable to	Regional Facilities/Estates Programme Manager

2. Job summary
<p>The Estates Programme Coordinator will work closely with Property and Facilities Management colleagues, to coordinate St John's estate management and rationalisation programme. This includes disposal, refit and acquisition projects as well as implementing initiatives to help SJA meeting its statutory and regulatory requirements for compliance. The jobholder will also support a national drive to consolidate information and streamline internal systems.</p> <p>The Estates Programme Coordinator will support the wider business plan and will be required to engage and at times lead on specific facilities management projects, as well as line managing the Estates Programme Administrator.</p>

3. Main duties and responsibilities	
1	Support the Estates Programme Manager by carrying out responsibilities in line with the facilities framework, business plan and objectives.
2	Provide excellent customer service by delivering continuous service improvement through the reporting on and analysing of data (including KPI's and financial data).
3	Develop and implement a system for buildings access across the all regions to provide accessibility for all internal and external customers
4	Respond to estates programme and rationalisation queries raised by volunteers, County Priory Group (CPG), Regional and national colleagues.
5	Ensure compliance with legislation (including CQC readiness) by accurately recording information and working closely with the Health and Safety, Environmental Officer, Regional Leadership Team.
6	Coordinate interactions with stakeholders following an agreed communications approach, dealing with rationalisation enquiries sensitively.
7	Working with national and regional colleagues assess the viability of contracting maintenance and repairs for facilities with a regional contract.
8	Support national Facilities and Property Department colleagues with projects as they arise.
9	Liaise with SJA Property department and external consultants regarding lease renewals, negotiations, design, development, and other business-related property aspects (including keeping the property system up-to-date)
10	Ensure that SJA's core people processes such as PDR/VDR, recognition, learning and development, 1-2-1s and performance management are effective and in line with SJA's culture and values.
11	Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

4. Person specification			
This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.			
Requirements	Essential and desirable criteria		Method supporting assessment
	E	D	
Education and qualifications			
Educated to GCSE level (Grade C) or equivalent including, Maths & English	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Membership of or working towards a facilities Management accreditation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
Experience			
Previous experience within a facilities or property management function	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Negotiating and managing suppliers and contracts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of project management such as refurbishment projects	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Use of computerised data management systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Proven experience in developing and maintaining customer relationships and stakeholder engagement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of working with teams across multiples sites and locations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Skills, knowledge and abilities			
Excellent interpersonal skills with ability to effectively communicate at all levels, along with excellent written communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to use Microsoft applications at intermediate level	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to prioritise and have high levels of attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
To have an analytical mind, able to focus in a systematically structure fashion when solving problems	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Able to manage and resolve conflicting priorities and stakeholders concerns with diplomacy and respect.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Able to lead and manage people towards achieving desired goals by delegating and prioritising effectively.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Motivation			
Ability to work on own initiative and highly motivated to achieve both personally and through the team	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Comfortable with working unsociable hours in line with needs of the department	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Must be flexible and able to travel to other offices as is necessary	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Willingness to adapt and learn new skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: JK

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