Job Description

Job Title: Associate Director of Facilities & Estates

Responsible to: Executive Director of Finance & Business Support Services

Direct Reports: Three site Facilities Managers, one at each hospice site

Job Purpose:

Provide visible, practical leadership of day-to-day services while strengthening compliance evidence, planned maintenance, asset information and risk-based investment. Provide senior leadership of the health and safety framework, with competent specialist support where required.

The remit covers all three Acorns hospice sites in Birmingham, Walsall and Worcester, together with head office and associated non-retail accommodation. Maintain safe, compliant and fit-for-purpose buildings and services across the estate, adapting facilities provision to the care, office and other operational activities undertaken at each site.

Retail owns its property portfolio, leases, maintenance, compliance, local health and safety, contractors and budgets. This post provides professional standards, technical support, assurance and escalation through a dotted-line relationship with the Associate Director of Retail. Clinical leaders retain ownership of clinical operational risks, clinical equipment readiness and infection prevention practice.

Main Duties:

Leadership and operational continuity

- Deliver the foundation year priorities in Exceptional Places (facilities & estates strategy), establishing control of the basics before progressing wider modernisation. Translate priorities into named actions, realistic timescales and clear evidence of completion.
- Line manage the three site Facilities Managers and lead the wider multidisciplinary workforce through them. Set consistent objectives, service standards and performance expectations; develop managers, oversee workforce planning and confirm clear delegated responsibilities, cover and escalation arrangements.
- Maintain regular site presence, listen to children, families and colleagues, and work closely with Care, Retail, Finance, ICT, People and Fundraising. Provide clear advice to the Executive and contribute to the Senior Leadership Team.
- Maintain emergency response and business continuity arrangements for building and utility failures, fire and other estate incidents. Agree and participate in proportionate out-of-hours escalation and cover arrangements.

Estates compliance and maintenance

- Establish and maintain an evidenced compliance register and validated planned preventative maintenance programme for applicable fire, water hygiene, gas, electrical, asbestos, lifting, pressure and other building systems. Verify completion and remedial action, rather than relying on reported percentages alone.

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- Include medical gases where present and other relevant engineering systems within the compliance framework. Confirm duty holders, responsible persons, Authorised Persons and competent specialists where required, with documented scope, competence, authority, cover and review dates. Personal appointments depend on demonstrated competence and formal designation.
- Maintain appropriate Authorising Engineer support and Authorised Person appointments for relevant systems. Lead or contribute to Fire Safety and Water Safety Groups, with clear membership, action tracking and reporting routes.
- Secure competent inspections, servicing and testing. Apply relevant Health Technical Memoranda, Health Building Notes and SFG20 proportionately to the setting, asset risk and maintenance requirements, recording significant decisions and departures.
- Maintain safe and reliable buildings, grounds, access, security and utilities. Risk assess overdue or failed work immediately, introduce interim controls, identify an owner and recovery date, and escalate material exposure.
- Manage reactive maintenance by urgency and impact on care. Monitor response, completion, repeat failures and cost, and use this information to reduce avoidable reactive work.
- Agree equipment responsibilities with Clinical leaders, covering asset records, servicing, calibration, checks, defect quarantine and disposal. Facilities coordinates agreed technical maintenance; clinical use, readiness and clinical governance remain with Care.

Housekeeping and catering

- Lead consistent cleaning standards, area schedules, safe methods, stock controls and documented audits, working with infection prevention leads to address clinical requirements and close gaps.
- Apply relevant national healthcare cleanliness standards appropriately to Acorns, working with infection prevention and control leads to agree methods, audits, training and assurance.
- Oversee safe catering services, food hygiene, allergen controls and dietary requirements, working with clinical teams on individual care needs. Monitor service quality, contractor performance and the experience of children and families.

Framework and competent support

- Lead a coherent health and safety policy, annual plan, controlled documentation and assurance framework. Define ownership with Facilities, Clinical, Retail and other operational leaders, who remain responsible for the risks and controls in their own services.
- Ensure the corporate health and safety framework covers hospice, retail, fundraising, volunteer and corporate activities. Lead or chair the Health and Safety Steering Group and support operational leaders to maintain risk assessments, safe systems of work and COSHH controls.
- Coordinate competent health and safety advice across the charity. Assess the limits of internal competence and commission specialist occupational safety, fire, water, asbestos, engineering or construction advice and independent challenge where needed, within delegated budgets or through timely approval.
- Maintain a role-based competency matrix and training plan with People colleagues. Support leaders to complete proportionate risk assessments, inspections, local checks and corrective actions, and monitor training effectiveness.

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- Coordinate reporting and investigation of accidents, incidents and near misses with relevant operational and governance leads. Establish causes, share learning, track actions and ensure any required statutory notifications are assigned and completed through agreed arrangements.
- Maintain and test fire precautions, evacuation arrangements and estate emergency plans with site and clinical leaders, reflecting the needs of children with complex care requirements.
- Exercise delegated authority to stop unsafe work, isolate defective assets or restrict access where serious or immediate risk exists; escalate promptly and agree safe recovery with operational and Executive leaders.

Contractors and construction

- Check contractor competence, insurance and performance. Require proportionate risk assessments and method statements, permits, safeguarding controls, inductions and safe working arrangements in occupied care environments.
- Ensure construction projects have clear client responsibilities, appropriate competent appointments and arrangements under applicable construction safety requirements. Obtain technical assurance, commissioning records and handover evidence before facilities return to use.

Reporting and accountability

- Provide concise monthly reports to the Executive and relevant governance forums covering statutory maintenance, overdue actions, fire and safety risks, cleaning and catering assurance, incidents, backlog, budgets and project delivery. Support Board assurance and inspections as required.
- Maintain a current risk register and action log with owners, due dates, interim controls and closure evidence. Escalate significant risks immediately rather than waiting for routine reporting.
- Challenge material retail estate risks and provide professional assurance without taking over Retail's management responsibilities. Escalate unresolved ownership, resource or risk issues to the Executive Director.
- The post provides leadership, coordination and assurance within delegated authority. It does not replace the charity's corporate duties, the accountability of operational leaders or the need for appropriately competent specialist appointments.

Asset information and planned investment

- Establish one reliable source of truth for assets, condition, criticality, maintenance requirements and compliance evidence using Acorns' facilities systems. Validate critical records physically and maintain document ownership, version control and review dates.
- Develop a risk-ranked backlog, a three-year maintenance programme and five-year capital plan. Distinguish routine maintenance, backlog remediation, lifecycle replacement and enhancement, prioritising safety, compliance, care continuity and whole-life value.
- Prepare business cases and manage approved refurbishments, replacements and other non-retail estate projects from scope and procurement through delivery, commissioning and handover. Work with legal and property advisers on non-retail property matters as required.
- Manage agreed revenue and capital budgets, forecasting and monthly variance reporting. Challenge quotations, manage service levels and demonstrate value for charitable funds.

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- Provide Fundraising with early, costed project pipelines, supporting grant applications and restricted capital funding. Improve energy, water and waste performance through affordable measures that preserve safety and care quality.

Infection Prevention and Control

All Employees and Volunteers of Acorns will be expected to follow all infection prevention and control policies and procedures to ensure a safe and healthy environment. This includes maintaining best hygiene practices, using personal protective equipment (PPE) as required, and adhering to safety protocols to minimise the risk of infection. It everybody's responsibility to promote a clean and safe environment for staff, children, young people and their families.

Health and Safety

All Employees and Volunteers of Acorns are required to comply with all health and safety policies and procedures in accordance with the Health and Safety at Work Act 1974. This includes taking reasonable care of their own health and safety, as well as that of others who may be affected by their actions. The role involves using personal protective equipment (PPE) when necessary, following established safety protocols, reporting hazards or unsafe conditions, and participating in health and safety training. All Employees and Volunteers of Acorns must actively contribute to maintaining a safe and healthy environment and cooperate with the employer to ensure compliance with relevant health and safety legislation.

Environmental sustainability

All Employees and Volunteers of Acorns are required to support in minimising environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

Safeguarding

Acorns is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. It is the responsibility of all staff to always safeguard and protect children and adults at risk, staff must report any concerns as per safeguarding policies and procedures which are available on Acorns internal systems. Every staff member must undertake regular mandatory safeguarding training at a level relevant to their role.

Data Protection and Confidentiality

All Employees and Volunteers of Acorns are required to comply with all relevant data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This includes ensuring the confidentiality, integrity, and security of personal and sensitive information. All Employees and Volunteers of Acorns must handle all data in accordance with organisational policies and procedures, ensuring it is only used for its intended purpose and is not disclosed to unauthorised individuals. The role may involve safeguarding personal data, reporting any data breaches, and always maintaining strict confidentiality to protect both individuals' privacy and the organisation's legal obligations.

Equality, Inclusivity and Diversity

All Employees and Volunteers of Acorns are required to promote and uphold the principles of

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equality, inclusivity, and diversity in all aspects of their work. This includes ensuring that all individuals are treated with respect and fairness, regardless of their race, gender, age, disability, sexual orientation, religion, or any other characteristic protected by law. All Employees and Volunteers of Acorns must comply with relevant legislation, including the Equality Act 2010, and contribute to creating an inclusive environment that values diverse perspectives. The role involves actively challenging discrimination and bias and supporting the organisation's commitment to providing equal opportunities for all.

CQC Regulatory Body

Acorns is regulated by Care Quality Commission (CQC). All Employees and Volunteers of Acorns support with and influence compliance with the Care Quality Commission (CQC) regulations and support the organisation in maintaining high standards of care and service delivery. This includes an awareness and knowledge of the Key Lines of Enquiry (KLOEs). All Employees and Volunteers of Acorns will work closely with senior management to ensure that the service meets the CQC's five key domains: Safe, Effective, Caring, Responsive, and Well-led, while promoting continuous improvement and high-quality care for all children, young people and families.

Other Duties:

1. To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
2. To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
3. To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
4. To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
5. To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
6. Promote a coaching culture within Acorns and provide coaching expertise as a resource across the organisation.
7. Be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing good practice across the team and colleagues
8. To carry out any other reasonable duty as requested by your line manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.

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Person Specification: Associate Director of Facilities & Estates

	Essential	Desirable
Qualifications & Competence	> Relevant qualification in estates, facilities management, engineering or building services, or equivalent substantial senior professional experience. > NEBOSH Diploma or equivalent Level 6 occupational health and safety qualification, or demonstrably equivalent professional competence and experience sufficient to lead the combined safety remit, supported by access to competent specialist advice. IOSH Managing Safely alone is insufficient for this remit.	> Relevant Authorised Person training and previous formal appointment in a healthcare engineering discipline appropriate to Acorns estate. > Relevant professional membership or chartered status, such as IWFM, RICS, CIBSE, IHEEM or IOSH.
Experience	> Senior leadership of multi-site estates and facilities within hospice, paediatric healthcare or charitable healthcare services, with evidence of establishing control and service continuity. > Experience of CQC inspections and practical application of relevant healthcare estates guidance, including Health Technical Memoranda and Health Building Notes. > Proven leadership of a substantial multidisciplinary workforce through site managers, including performance management, workforce planning and staff development. > Practical leadership of statutory compliance, fire safety, planned and reactive maintenance, risk assessment, audits, incident learning and contractor assurance. Ability to recognise when specialist advice is needed.	> Experience of organisational improvement, service transition, retail estate interfaces, digital facilities systems, sustainability and capital fundraising support.
Skills and Abilities	> Oversight of housekeeping and catering, and effective working with clinical or other specialist operational leaders on service safety and quality. > Delivery of budgets, procurement, capital projects, asset and condition planning, and measurable improvements in service reliability or value for money. > Clear Executive or Board-level reporting, confident use of facilities and compliance systems, and the ability to turn incomplete information into transparent, prioritised action. > Visible, inclusive people leadership through change; sound judgement under pressure; respectful challenge; and the ability to maintain clear accountability across professional relationships. > Ability to travel regularly between Acorns sites and fulfil agreed emergency escalation responsibilities, with reasonable adjustments where required.	
Behaviours	> Will challenge the status quo > Positive, enthusiastic approach & can-do attitude > Curious, always seeking to understand and improve experience of customers > Open to change and continuous improvement > Innovative mindset and passionate about learning > Commitment to the Acorns strategy & its success > Put children, young people and families first.	

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	Essential	Desirable
	> Uphold safeguarding, children's rights, equality, inclusion, confidentiality and information governance. > Lead with integrity and empathy, welcome respectful challenge, develop colleagues > Maintain a visible presence across Acorns.	

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Terms and Conditions of Employment

Job Title:	Associate Director of Facilities & Estates
Responsible To:	Executive Director of Finance & Business Support Services
Location:	Nearest Acorns Hospice (Birmingham, Worcester and Walsall) with travel across all Acorns sites
Salary:	£65,000 to £75,000 per annum
Car allowance:	£4,704 per annum
Notice:	12 weeks
Hours:	37.5 hours per week
Holidays:	27 days plus statutory bank holidays
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme)
Life Assurance:	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.

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