Associate Director of Facilities and Estates

Acorns Children's Hospice Trust
Candidate Information Pack

November 2026

Registered charity no: 700859 Registered in England company no. 2036103.
Registered office: Acorns House, 103 Oak Tree Lane, Selly Oak, Birmingham B29 6HZ.

Welcome from Gareth Harvey

Executive Director of Finance & Business Support Services



Thank you for your interest in joining Acorns Children's Hospice. We are the largest children's hospice in the country, providing specialist care and support for local children and their families. Our services include short breaks for children at our hospices, therapeutic support and end of life care.

The Associate Director of Facilities and Estates plays a pivotal role in creating and maintaining environments in which Acorns cares, works and trades are safe, clean, compliant, reliable and fit for purpose. The successful candidate will work closely with me, the wider Senior Leadership Team and Executive Directors to shape and deliver our facilities and estates strategy and achieve our organisational goals. You'll use your facilities and estates knowledge along with your resilience and professionalism to strengthen our facilities teams, build stronger working relationships across the organisation and create exceptional places that enable exceptional care.

This is a rewarding opportunity for an experienced and credible senior leader to provide visible and professional leadership across our sites.

This pack highlights information about our services, environments, who we are and our aims and ambitions. Please don't hesitate to make contact via recruitment@acorns.org.uk if you have any questions; I would be delighted to hear from you.

Gareth

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Background Information

Established in 1988, Acorns Children's Hospice Trust is a registered charity, based in Birmingham. We offer a network of specialist palliative nursing care and support for local children and their families. We are there wherever and whenever they need us, in the hospice, community and at home.

Our services include short breaks for children at our hospices, therapeutic and psychosocial support, support for siblings and other family members, emergency and end of life care and bereavement support.

Our Hospices

We have three specialist hospices servicing the West Midlands and Gloucestershire regions.



Acorns in Birmingham
Based in Selly Oak



Acorns in the Black Country
Based in Walsall



Acorns for the Three Counties
Based in Worcester

Each hospice has specially decorated bedrooms which are designed to cater for the needs of babies, children and adolescents. There is also accommodation for families so they can stay close by, and separate adolescent areas to give older children privacy and an independent environment.

Areas of the hospices include complementary therapy rooms and hydrotherapy pools, in addition to bedrooms and dining facilities. There are also play and activity areas, and multisensory rooms for relaxation and the experience of noises, lights and touch.

Each hospice has a temperature controlled special bedroom where a child or young person can stay after their death so they can be cared for and visited by their family before their funeral.

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Our Shops

We have over 40 charity shops on high streets across Birmingham and the West Midlands, from Lichfield to Moreton-in-Marsh. View shop locations at: https://www.acorns.org.uk/find-your-shop

Our Vision, Their Future – Acorns Strategy 2026 - 2029

“Our Vision, Their Future” is Acorns strategy for 2026-2029, setting out how we will grow, evolve and strengthen the care and support we provide.

At its heart, it is about reaching more children with life-limiting and life-threatening conditions, supporting families earlier and more consistently, and ensuring every moment of care is as personal and impactful as possible.

For our supporters, partners and donors, it means strengthening their trust, so they can invest with even greater confidence in the care we provide. It is about showing clear impact and how their contributions directly support children and families. It also reflects our commitment to bold, ambitious ways of growing support, building belief in Acorns and encouraging more people to be part of what we do.

View the full strategy at https://www.acorns.org.uk/reports-and-policies/acorns-strategy-2026-2029

Further information

Please visit www.acorns.org.uk to find out more about the wide range of care and support services we provide, the excellent facilities in our hospices, our shops and volunteers, and our focus on safeguarding and diversity.

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Facilities and Estates Strategy

Our Vision Creating exceptional places that enable exceptional care

Our Mission To provide safe, welcoming, compliant and sustainable environments that support every child, family, volunteer and colleague, while protecting and enhancing the charity's estate for future generations

Our Eight Strategic Pillars 2026 - 2030



Strategic outcomes by 2030



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Initial Delivery Priorities

First 30 days

> Confirm responsibilities and continuity across all operational sites.
> Review critical compliance evidence and physically verify urgent fire and safety controls.
> Produce an exception and recovery plan, confirm competent specialist support and emergency cover, and establish the team's immediate priorities.
> Agree a documented Retail handover covering assets, records, contracts, budgets, open actions and escalation routes.

Days 31 to 60

> Validate the maintenance schedule and critical asset register; implement a concise dashboard and risk-ranked action log.
> Confirm cleaning and catering assurance, document owners and review dates, contractor controls, and the health and safety competency and training plan.
> Complete agreed Retail transfers with named acceptance of outstanding risks and actions.

Days 61 to 90

> Present an evidenced compliance baseline and improvement plan, with priority condition surveys and backlog costs.
> Establish the route to a three-year maintenance programme and five-year capital plan.
> Recommend the sustainable team structure, specialist support and resources needed to deliver the strategy, and embed documented cover and handover arrangements.

Success Measures

> Demonstrable control of statutory requirements and safety risks
> No unowned overdue critical actions
> Reliable maintenance and asset data
> Clear local accountability
> Consistent cleaning and catering evidence
> Timely budget and risk reporting

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