



Job Description

Job Title: Associate Director of Facilities & Estates

Responsible to: Chief Financial Officer (CFO)

Job Purpose:

The Associate Director of Facilities and Estates will lead on the strategic and operational management of Acorns estates, facilities, housekeeping and catering, and ensuring health & safety compliance across all locations. A key focus of this role will be to develop and implement a modernisation plan to bring facilities up to date while ensuring a safe, welcoming, and high-quality environment for children, families, staff, and volunteers.

Main Duties:

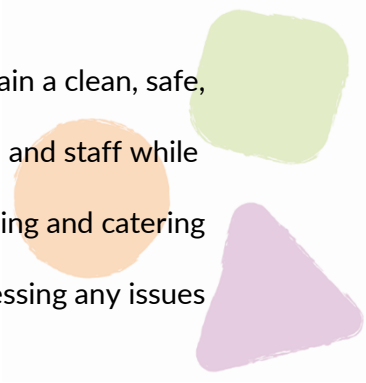
Strategic Leadership

- Develop and deliver a comprehensive estates, facilities, housekeeping, and catering strategy aligned with Acorns mission and objectives.
- Lead the creation and execution of a modernisation plan to update and enhance Acorns facilities.
- Provide expert advice to the executive team on property, facilities, catering, and housekeeping matters
- Work with the Senior Leaders of Acorns as part of the Senior Leadership Team for the whole charity.

Facilities & Estates Modernisation

- Assess current facilities to identify areas requiring upgrades, refurbishment, or modernisation.
- Develop costed plans and timelines to bring facilities up to date, ensuring they are fit for purpose.
- Ensure modernisation projects incorporate sustainability, accessibility, and innovation
- Be responsible for all aspects of property acquisition, lease renewals and exits (inc. dilapidations) breaks and rent reviews.

Operational Management of Housekeeping & Catering

- Oversee the delivery of high-quality housekeeping services to maintain a clean, safe, and welcoming environment.
 - Ensure catering services meet the dietary needs of children, families, and staff while adhering to food safety standards.
 - Develop and implement policies and procedures for both housekeeping and catering that reflect best practices.
 - Monitor performance and quality standards for these services, addressing any issues promptly by having a regular presence at all sites
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Facilities & Maintenance Management:

- Oversee the maintenance, repair, and refurbishment of hospice buildings and retail properties.
- Manage contracts and relationships with external service providers, ensuring high standards and value for money.
- Ensure robust processes for planned and reactive maintenance to minimise disruption to services including outside of normal working hours

Health, Safety & Compliance:

- Work closely with the Head of Health and Safety to ensure compliance with statutory and regulatory requirements, including health & safety, fire safety, food safety, and building standards.
- Develop, implement, and monitor policies, procedures, and risk assessments for facilities, housekeeping, and catering.

Team Leadership & Development:

- Manage and develop a multidisciplinary team across estates, facilities, housekeeping, and catering, fostering a culture of excellence and collaboration.
- Provide strong leadership during projects, emergencies, or other operational challenges.

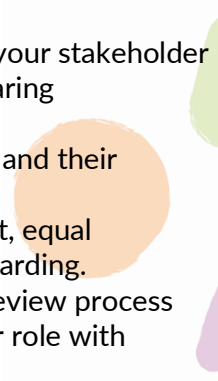
Budget & Resource Management:

- Prepare and manage the estates, facilities, housekeeping, and catering budgets, ensuring efficient use of resources.
- Lead on securing funding or grants for capital projects where applicable.
- Monitor energy usage and implement cost-saving measures.

Project Management:

- Plan and oversee capital projects, including modernisation efforts, renovations, and relocations.
- Ensure all projects are delivered on time, within scope, and budget.

Other Duties:

- 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.
 - 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.
 - To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
 - To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
 - To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
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- Promote a coaching culture within Acorns and provide coaching expertise as a resource across the organisation.
- 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.



Person Specification: Associate Director of Facilities & Estates

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Relevant professional qualifications (e.g., NEBOSH, IWFM, RICS) 	
Experience	<ul style="list-style-type: none"> Proven experience in estates and facilities management, including housekeeping and catering operations. Strong knowledge of health & safety, food safety legislation, compliance, and risk management. 	<ul style="list-style-type: none"> Experience of working with trustee boards Experience of working in a healthcare or charitable environment Demonstrated success in developing and delivering modernisation plans and capital projects.
Skills and Ability	<ul style="list-style-type: none"> Exceptional leadership and team management skills. Ability to inspire and motivate. Excellent strategic thinking and analytical skills, being results orientated. Outstanding communication, negotiation and relationship building skills. Strong financial acumen and budget management capabilities. Ability to manage multiple or conflicting priorities and meet challenging deadlines. Ability to demonstrate innovation, taking a proactive and adaptable approach by harnessing a curious mindset. To quickly identify opportunities for continuous improvement and mobilise teams to deliver effective change. 	
Other	<ul style="list-style-type: none"> Passionate and committed to Acorns mission and values. 	
Behaviours	<ul style="list-style-type: none"> Build collaborative relationships across the organisation, creating a culture of cross function working. Take responsibility to remove barriers and obstacles that cause frustration or hinder success. Ensures team and function(s) always have clear sight of performance, focusing others on achievement, effectiveness, and efficiency. A role model by consistently communicating in a way that is easy to understand, being open and transparent with positive and constructive feedback. Sets the vision for others to follow, ensuring they take them with them on the journey, demonstrating personal integrity. Engender a culture of belonging, engaging teams by consistently recognising a job well done so everyone can be proud of their achievements. Show exceptional pace of execution, being upbeat, energetic, and resilient. Use imagination and take appropriate risks to support change and foster a culture where others willingly follow. Engage and enthuse others in new ways of working by using own knowledge to innovate and find ground-breaking approaches to deliver value to the organisation. Be constantly curious demonstrating interest by asking questions to fully understand the organisation and its challenges. Be present and visible across the Acorns estate. 	



Terms and Conditions of Employment

Job Title:	Associate Director of Facilities & Estates
Responsible To:	Chief Financial Officer (CFO)
Location:	Drakes Court, Alcester Road, Wythall, Birmingham, B47 6JR with travel and significant presence at other sites
Salary:	£60,000 to £70,000 per annum
Notice:	12 weeks
Hours:	37 hours per week
Holidays:	31 days (229.5 hours) including public holidays, rising to 35 days (259 hours) after 3 years' service (pro rata)
Pension:	Contribution to Group Personal Pension Plan. Organisation will contribute 7.5% to pension.
Life Assurance:	2 x salary life assurance scheme

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