



JOB DESCRIPTION

Title: Estates Asset & Systems Manager

Reports to: Estates Compliance & Fire Safety Manager

Responsible for: Estates Asset & Data Management, System Management, CAD Drawings, CAFM & Helpdesk System

Main purpose of the job

To provide and be responsible for supporting the Technical Estates Management team as the gatekeeper of the estate's technical systems, assets & data. You will advise on system & asset condition and business intelligence and performance to inform strategic business decisions.

To manage technical information and data; updating and maintaining an accurate technical asset database in line with best practice including the system management of CCTV, access control, alarm systems, drawings, asset plans, SFG20 and CAFM via the Helpdesk.

To work with the Estates Support Services & Engineering Maintenance teams on the status of systems & assets post planned and reactive maintenance activities. You will manage the risk escalation process and ensure all reactive & planned lifecycle maintenance is completed. Your technical knowledge and experience will assist in ensuring systems & assets are maintained to industry standards whilst challenging underperforming maintenance & servicing from in house & external service providers

Main Responsibilities

- To lead and develop the Estates & Facilities System & Asset/Data management and Helpdesk functions.
- Maintain an accurate database of all estates systems & assets, ensuring regular maintenance, compliance and safety standards are met, including Access Control, CCTV, CAFM, BMS, alarm systems, etc.
- Responsible for 3rd party maintenance program and compliant delivery of contracted specialist services.

- Responsible for Estates' permits to work systems, supporting operational Estates and Project teams.
- Develop and deliver Estates CAFM system and Helpdesk Functions, providing monthly SLA and KPI reports on performance delivery.
- Responsible for the management of all Estates physical assets, ensuring they are effectively and efficiently maintained.
- Responsible for developing BIM functions across the Estates in collaboration with the Estates Compliance & Fire Safety Manager, Head of Estates Engineering Services & Head of Estates Support Services.
- Reviewing performance of all Estates Assets & systems and backlog maintenance reporting.
- Manage and develop processes for all CAD requirements within the department.
- Demonstrate a commitment to continuous development to maximise potential.
- Maintain a sound working knowledge of all relevant legislation, keeps abreast of Estates developments to ensure the efficient and effective delivery of the section's services.

Emergency Contact

- As required, to be on call as a Senior Estates & Facilities Manager.

PERSON SPECIFICATION

Essential Knowledge/Skills and Experience:

- An exceptional, extensive and proven track record in a similar role within a similar industry.
- Industry recognised technical qualifications in engineering, building services or FM, or proven experience and competence through practical experience.
- Technical knowledge and detailed experience of building services including mechanical, electrical and property.
- Technical knowledge and detailed experience of alarm systems, CCTV & Access control systems, including working knowledge of GDPR, FOI, etc.
- A detailed knowledge of asset management working practices and demands of a large complex public building.
- A detailed knowledge of SFG20 and CAFM management, including asset management and asset performance reporting.
- A safety qualification (IOSH, NEBOSH)
- Highly collaborative style to problem solving, building, and maintaining strong working relationships with the ability to adapt to new objectives and working practices in a positive way, whilst encouraging others.
- Strong technical asset management skills and ability to deliver to budget and deadlines. Track record of taking and accepting responsibility for projects and initiatives.
- Ability to react quickly to situations, to be reliable and resilient, to perform consistently under pressure and to respond positively to changing circumstances.
- Flexible and adaptable in thinking and approach, able to plan and manage change.
- Ability to communicate both in writing and orally in a fluent and persuasive manner, in good clear English, and to listen, negotiate and be assertive as appropriate.

- People management skills to ensure direct reports and team members have the requisite skills and knowledge and are competent and supported through training and coaching to achieve consistently high standards of performance.
- Fairness and consistency in team management and application of RBO and Department policies, procedures and standards.
- Proven ability to research, write and present robust and comprehensive performance reports.
- Demonstrates leadership and management skills to motivate, coach and mentor teams.
- Evidence of Continual Professional Development.

Continuous Improvement

- Ability to work to and support a culture of continuous improvement
- The ability to assimilate new information, and develop new skills or hone existing skills, to be able to deliver work to a high standard
- Commitment to managing own learning and continuous development relevant to the role
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment.
- Commitment to understanding and upholding the charitable aims of the Royal Ballet and Opera – securing the future of ballet, opera and music, ensuring broad access to the artforms and reaching communities via our learning and participation programmes.

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

