

Job Title:	Estates Supervisor	Function:	Property Asset Management & Maintenance
Reports To Manager:	Estates Service Manager	Job Family:	Support & Professional
Date:	January 2025	Band:	6
Purpose: To work closely with key stakeholders to provide a range of customer focused services throughout PDSA's property estate, ensuring facilities are safe, compliant, efficient and effectively managed and maintained to deliver operational excellence in support of our purpose of keeping people and pets together when times are tough.			
Responsibilities		Performance Measures	Organisational Skills & Values
<ul style="list-style-type: none"> • Be responsible for and act as the Account Manager for a specific geographic area encompassing a suite of hospitals, shops and other property assets as required. • Regularly visit and liaise with the hospitals and shops within a designated area to identify property and equipment issues and develop improvement plans as appropriate. • Ensure that a programme of regular property inspections (including drainage surveys), stock condition surveys, PAT testing, fire risk assessments, asbestos surveys etc is undertaken and completed as planned and that any findings and actions arising are assessed, prioritised and work plans developed and budgeted accordingly. • Ensure day to day maintenance, service delivery tasks across the estate are undertaken promptly, meet agreed quality, delivery performance and customer satisfaction standards. • Review contractor performance through liaison with each of the sites sharing performance data and where issues identified work with the internal contract manager to develop and communicate a performance improvement plan and monitor its performance. • Develop and improve service delivery processes to enhance efficiency and stakeholder satisfaction. • Ensure planned and reactive maintenance works are managed within agreed budgets. • Oversee project plans for major onsite refurbishment works through co-ordinating contractors balancing any technical/commercial conflicts/issues and ensuring operational priorities are identified, planned and any works are effectively communicated • Liaise, negotiate and work with Commercial Landlords where appropriate and required to resolve issues and problems that impact and effect PDSA's operations • Ensure each site is compliant with statutory regulations, including health and safety, fire safety, and building standards, and act as the point of contact for audits. • Manage property documentation, including maintenance records, compliance reports, and project files, within the electronic database. • Support and promote a commercially focused approach to property management, identifying savings opportunities/reductions in whole life costs and ensuring value for money. • Compliance with all PDSA policies and procedures 		<ul style="list-style-type: none"> • Early identification and timely resolution of maintenance issues with a focus on customer satisfaction • Cost-effective completion of maintenance tasks and projects within budget • Positive stakeholder feedback on service delivery and issue resolution, • Completion of required property inspections and assessments within scheduled times • Accuracy and accessibility of property documentation and compliance records • Operate in line with departmental SLA's, 	<ul style="list-style-type: none"> • Head and Heart • Better together • Passion with purpose • Planning and organising • Acting commercially • Leading Effectively
		Dimensions	Role-specific knowledge & skills
		<ul style="list-style-type: none"> • Direct Reports: 0 • Indirect Reports: 0 • Budget: N/A • Internal Contacts: Site leaders, Health & Safety team • External Contacts: Property maintenance companies / contractors, Commercial landlords 	<p>Essential</p> <ul style="list-style-type: none"> • Experience of contract, supplier and stakeholder management • Project Planning/Management experience • Account & Area management experience • Experience of budget preparation and management • Track record of delivering Customer satisfaction / Solutions • Full UK driving license. <p>Desirable</p> <ul style="list-style-type: none"> • Previous experience with a veterinary and or facilities management environment
Approved By: People Operations		Date: January 2025	

