

## Job Description

### 1. JOB IDENTIFICATION

|                              |                                       |
|------------------------------|---------------------------------------|
| Post Title:                  | Estates Supervisor                    |
| Responsible to (Post Title): | Team Leader (Operations or Technical) |
| Last Update:                 | February 2026                         |

### 2. PRINCIPAL JOB PURPOSE

The Estates Supervisor is responsible for the day-to-day operational Estates support to allocated campus buildings including practical problem solving, to ensure ongoing day to day services.

The postholder has no line management responsibility but will supervise campus based operational staff and coordinate daily and weekly activities.

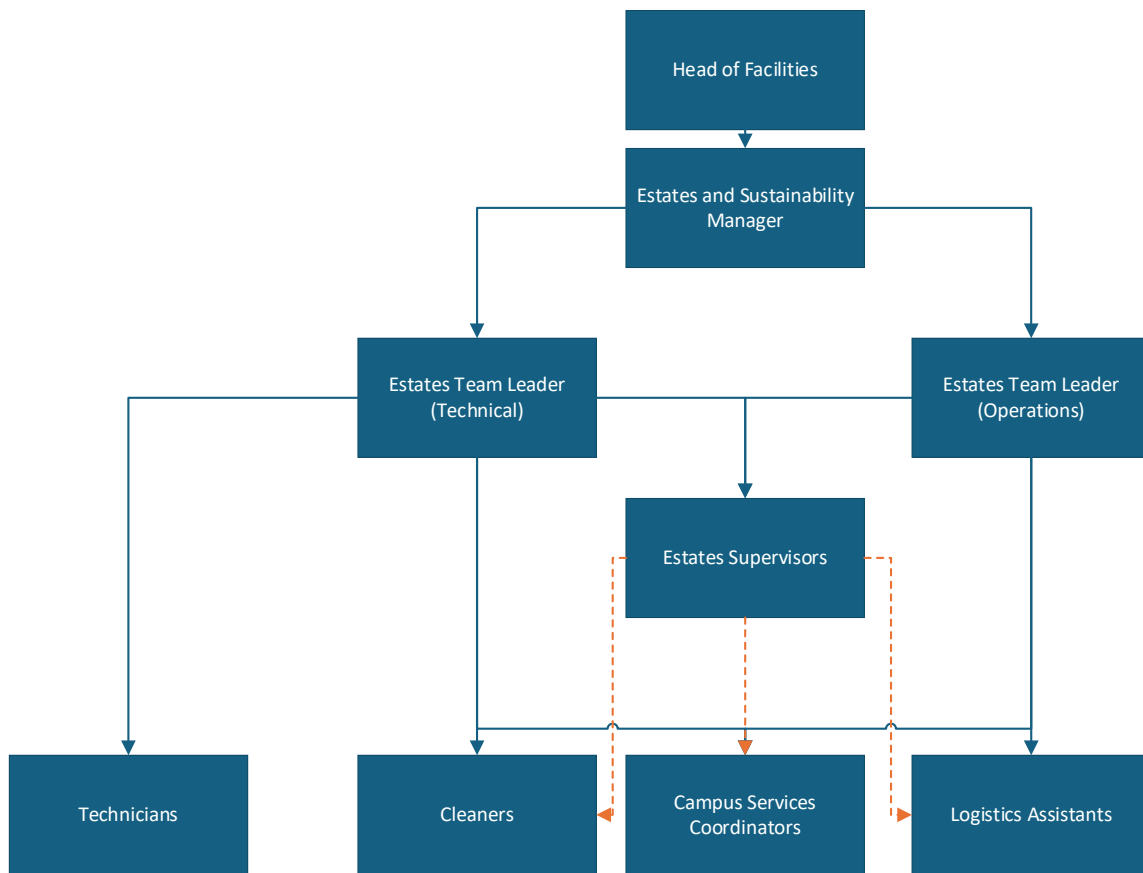
The postholder will also have some responsibility including scheduling of work for weeks ahead.

### 3. JOB DIMENSIONS & CONTROL OF RESOURCES

The postholder has no line management responsibility or budgetary control but does act in a supervisory capacity for operational staff.

The postholder will support the improvement, maintenance, development and security of all campuses.

#### 4. ORGANISATIONAL RELATIONSHIP



#### 5. MAIN DUTIES & RESPONSIBILITIES

1. Support the delivery of a high quality estates service, across the College campuses, ensuring agreed operational standards are achieved. This will include cleaning, security, logistics, portering, event support and minor maintenance tasks.
2. Act as main campus contact/liaison for service users, contractors and suppliers, providing appropriate feedback and escalating complex problems to the appropriate Team Leader and/or Estates and Sustainability Manager as required.
3. Support the Team Leader through the organisation and delivery of effective and efficient day-to-day services, including operations and facilities for designated work areas, taking account of customer needs and available resources, and redeploying resources to meet service objectives and priorities within agreed parameters.
4. In conjunction with the Team Leader, plan and develop a schedule of work, setting priorities and ensuring adequate preparation and detailed

requirements are agreed, whilst also being flexible to respond to changing demands and service/team priorities.

5. Support the Team Leader to develop monitoring process for day-to-day work resources, including equipment where appropriate, ensuring they are efficiently monitored and maintained and initiating corrective action as required.
6. Support the Team Leader in the monitoring and review of the quality of scheduled work across the campus team and provide feedback to Team Leader/Estates and Sustainability Manager on progress and outcomes in line with agreed work schedules.
7. Act as lead evacuation controller/incident controller for respective campuses
8. Support the Team Leader in the development and implementation of sustainable practices across the campuses and support the College's energy efficiency efforts.
9. Coordinate own area of responsibility with other services to deliver functions and events.
10. Support the Team Leader in reviewing, monitoring and developing Estates activity and benchmark against internal and external KPIs to support continuous improvement.
11. Support the Team Leader to maintain effective governance arrangements, which will include the preparation of key performance indicator data, reports and analysis of activities.
12. Work collaboratively with colleagues and act as a professional ambassador for the College.
13. Support the Team Leader in developing a culture within the Estates department which embeds the principles of health, safety and wellbeing, GDPR, accessibility and equality and diversity in the delivery of services to customers.
14. Contribute towards a culture of continuous improvement through supporting the review and evaluation of services and ensure development of all staff through supporting the College's performance management, quality enhancement and personal development frameworks.
15. Any other duties as determined by College Management.

## **6. COMMUNICATIONS (Internal & External)**

The Estates Supervisor will communicate regularly using a variety of methods with key internal and external stakeholders including Directors, Managers, external partners, learners and staff.

A key feature of the role will be developing operational relationships and alliances with learners, key partners and stakeholders, both internal and external to the College, to inform service planning and effectively deliver service objectives.

## **7. ASSIGNMENT AND REVIEW OF WORK**

The post-holder will function with a limited degree of independence and autonomy, within parameters agreed in conjunction with the Team Leader and has the professional discretion to prioritise and determine workload. Work is demand driven and generated through the service area objectives and priorities. Work activity will also be delegated by the Team Leader.

The post holder will agree personal objectives relating to the delivery of the service operational plan and these will be reviewed annually.

## 8. ESSENTIAL KNOWLEDGE, SKILLS & EXPERIENCE

### Education:

- Educated to HNC level or equivalent within a subject area relevant to the role or demonstrable equivalent work experience.
- Driving licence or ability to travel as required across regional campuses.
- Evidence of Continuous Professional Development.

### Knowledge:

Demonstrable knowledge of:

- The requirements and delivery of an Estates operation within an FE environment.
- Sustainability and energy efficiency practices in an estates environment.

### Skills and Competencies:

- The ability to build effective relationships, and develop networks, gaining the confidence and trust of individuals both internally and externally.
- Demonstrate initiative to identify and develop opportunities for service development.
- Excellent communication, negotiation and interpersonal skills with the ability to communicate in a range of formats, both oral and written.
- Excellent planning and organisational skills.
- The ability to develop creative solutions to address a wide range of challenging and unforeseen issues.
- Ability to work flexibly across all campuses in the region.

### Experience:

- Experience of working within an Estates or support service function, preferably in an FE environment.
- Experience of delivering high quality estate or support service functions in order to meet operational aims and objectives.
- Experience of supporting and leading on elements of small projects or events within an organisation.
- Evidence of developing innovative and creative solutions to achieve successful outcomes.

## 9. MAIN JOB CHALLENGES

Supporting the Team Leader in implementing a range of services within a complex and multi-faceted environment to ensure a high-quality learning experience.

## **10. WORKING ENVIRONMENT**

### **Physical**

- The post will involve office-based work, which will also involve the post-holder travelling across all campuses.
- Keyboard skills for production of paperwork and reports.

### **Mental**

- Occasional concentration for prolonged periods at a time e.g. attending meetings, analysing data to inform decisions and judgements, reviewing, checking and amending documentation.
- Frequent and constant interruptions, on widely varying issues which can result in immediate re-prioritisation of present workload.

### **Emotional**

- Dealing with conflicting views, hostility and confrontational behaviours.
- The ability to maintain professionalism and not be provoked by displays of challenging, hostile and aggressive behaviour.
- Dealing with challenging customer groups.

### **Working Environment**

- Working in various locations within college building and facilities , including external facilities e.g. classrooms, workrooms, corridors, college grounds etc.
- Travel to other campuses as required.