

Estates Maintenance Manager

Job Description

Purpose

The Estates Maintenance Manager leads the delivery of safe, reliable and sustainable maintenance services across RBGE's four Gardens. The role oversees planned and reactive maintenance, asset and lifecycle management, and contractor performance, ensuring compliance with health and safety standards and best practice. Working collaboratively with internal teams and partners, the role supports high-quality environments that protect people, assets and the long-term resilience of the RBGE estate.

Core Responsibilities

Maintenance Operations

- Develop, coordinate and deliver the annual planned preventative maintenance (PPM) schedule, maintenance and repair programmes across the four Gardens, supporting safe, reliable and well-maintained environments.
- Ensure robust planned maintenance and lifecycle replacement programmes are in place for electrical, mechanical and building fabric assets, supporting long-term sustainability and value for money.
- Carry out regular site inspections, working proactively to identify, document and prioritise defects and opportunities for improvement.
- Manage sub-contractors and suppliers effectively, agreeing and monitoring KPIs to ensure services are delivered in line with contractual, safety and quality expectations.
- Review operational processes and procedures on a regular basis, ensuring compliance with legislation and alignment with recognised best practice.
- Ensure all site equipment is maintained in a safe and serviceable condition throughout its lifecycle, in line with manufacturer guidance and statutory requirements.
- Deliver services within agreed budgets, supporting tendering activity and the raising and management of orders as required.

- Manage tasks generated through the ticketing system efficiently, coordinating work across internal teams and external service providers to ensure timely and effective resolution.

Health and Safety

- Support and oversee health and safety performance on site for both in-house teams and external contractors, promoting a positive, proactive and safety-first culture.
- Prepare, review and assess risk assessments, method statements, safe systems of work and permits, ensuring externally contracted works are planned and carried out safely.
- Ensure appropriate and up-to-date risk assessments are in place for properties, operations and tasks, with permits issued where required to support safe working.
- Monitor and support compliance with health and safety documentation and RBGE's Health and Safety Management System, contributing to continuous improvement and best practice.

Relationship Management

- Act as a key point of contact for maintenance activities across the four Gardens, supporting clear communication and coordinated delivery.
- Build and maintain strong, collaborative working relationships with suppliers and service partners, ensuring shared understanding of service standards and expectations.
- Ensure maintenance operatives, suppliers and service partners are supported and equipped to deliver high-quality, customer-focused services, with a shared commitment to positive experiences.
- Respond clearly and proactively to requests for information from the Senior Leadership team, supporting informed decision-making and effective oversight.

Regional Sites

- Coordinate and manage requests raised through the helpdesk, working collaboratively to resolve issues promptly and keep occupiers informed throughout the process.
- Build positive, constructive relationships with regional curators by regularly visiting their Gardens and maintaining open, supportive communication.

- Carry out regular site inspections in partnership with occupiers to ensure obligations are met and to support safe, effective operation of regional sites.

Budget and Resource Management

- Review proposals and quotations in partnership with colleagues and suppliers, ensuring accuracy, transparency and value for money.
- Coordinate the ordering and stock management of maintenance-related materials and equipment, supporting efficient operations and readiness across sites.
- Contribute to the development of short-, medium- and long-term capital planning and lifecycle management programmes, helping to support sustainable investment and future needs.

Asset Management

- Coordinate insurance and statutory inspections for plant and equipment, working collaboratively to ensure all assets are prepared and inspection-ready in good time.
- Work in partnership with the Horticulture team to actively monitor the condition of glasshouses, identifying issues early and supporting the timely coordination of remedial works.
- Maintain and update the asset register, ensuring new assets are recorded accurately and obsolete assets are removed promptly to support effective asset management and reporting.

Environmental Sustainability

- Lead and support initiatives that help reduce RBGE's carbon footprint, working collaboratively to identify practical and impactful opportunities for improvement.
- Support organisational sustainability targets by monitoring asset performance, using sub-metering data and contributing to the implementation of renewable and low-carbon technologies.
- Ensure that works are delivered in an environmentally responsible way wherever practicable, promoting the use of sustainable methods, green technologies, energy-efficient equipment and responsibly sourced materials.

- Contribute to RBGE's sustainability and energy data collection activities, ensuring accurate information is captured and used to inform reporting, learning and continuous improvement.

Additional Responsibilities

- Attend site in the event of an emergency, acting as a calm and supportive first point of contact and ensuring timely communication with the appropriate teams about next steps.
- Maintain a strong understanding of RBGE's emergency response and incident management procedures, helping to safeguard the wellbeing of colleagues, visitors and the wider community.

Person Specification

Essential Skills

- Experience of delivering high-quality Facilities Management services in a customer-focused, complex and fast-paced environment.
- Experience of managing services across multiple sites or regions, with the ability to balance consistency and local needs.
- Experience of implementing and managing planned and reactive maintenance programmes using CMMS/CAFM systems.
- Proven ability to develop, monitor and improve maintenance performance indicators to support service delivery and continuous improvement.
- Experience of leading and supporting teams of skilled trades and specialist professionals, fostering collaboration and accountability.
- Strong technical background with practical experience of hard FM services, combined with a solution-focused mindset.
- Experience of setting, managing and forecasting budgets to support effective and responsible resource management.
- Sound knowledge of health and safety legislation and best practice relating to site and facilities management.
- People-centred leadership style, with the ability to develop teams, encourage confidence and promote a positive “can-do” culture.
- Strong problem-solving skills, with the flexibility and adaptability to respond effectively to change and challenge.
- The ability to communicate clearly and confidently with colleagues at all levels, as well as with external stakeholders and contractors.
- Calm and considered under pressure, able to analyse information and make informed decisions even when information is incomplete.
- Recognised qualification or time-served background in a relevant technical discipline (such as electrical, mechanical or equivalent).
- Health and safety qualification such as NEBOSH or IOSH.
- Full UK driving licence, or the ability to travel between sites as required.

Desirable Skills

- Experience of working with low-voltage (LV) distribution systems, with a sound understanding of their operation, safety requirements and maintenance.
- Experience of working with building control technologies, such as Building Automation Systems (BAS), Building Management Systems (BMS) and Environmental Management Systems (EMS), or the ability to quickly develop capability in these areas.
- Educated to undergraduate level in Engineering, Facilities Management or able to demonstrate equivalent knowledge and expertise through relevant technical or industry experience.