



JOB DESCRIPTION

Job Title	Estate Asset Manager
Location	IWM Duxford or IWM London
Department	Visitor and Property Services
Reports to	Head of Estates
Salary	Circa £35,000 per annum
Grade	Trading Company Grade 6
Duration	Permanent
Normal Working Hours	36 hours net per week

We are one of the world's leading authorities on conflict and its impact on people's lives – from 1914 through to the present day and beyond. Our collections are filled with personal stories and experiences, inspiring powerful and often conflicting emotions. We aim to share these stories with as many audiences as possible across the world in a way that engages and challenges them, increasing understanding of why we go to war and the effect that conflict has on people's lives. In other words, we expect our stories to change the way people think about war.

We rely on our staff to help us achieve this aspiration. You should be able to demonstrate the skills and competencies set out below, but equally we are looking for people who believe in what we do and who we are, and can treat every colleague, customer or visitor with respect, courtesy and honesty. We expect our staff to work flexibly and with enthusiasm. These are the qualities that make IWM such an extraordinary place to work.

Purpose of the job

The Estate Asset Manager will be responsible for delivery of a professional, effective asset management service in line with IWM's Corporate Estate Strategy, Sustainability Strategy and Estate/FM Directive. This will be achieved through the effective management of fixed and non-fixed assets.

Key duties

You will be expected to work independently as well as across different teams at all five IWM branches (London, Duxford and Manchester) in order to contribute to, and deliver, the priorities of IWM - using your knowledge, skills, talent and potential to the best of your ability.

You will focus at all times on delivering excellent customer service, ensure value for money at all times while being professional, courteous and demonstrating the behaviours and attributes expected of all IWM employees. You will also adhere to all corporate standards, and use corporate systems as directed to ensure consistency of service, brand and operational standards.

You will be an experienced specialist in your area and take on broad responsibilities, working across departments effectively, working with individuals, partners and where appropriate volunteers.

To identify and implement learning and development needs for both yourself and, if applicable, your team (including volunteers), if appropriate.

You will be expected to comply with corporate standards, and use corporate systems, processes and procedures– and undertake any necessary training as directed.

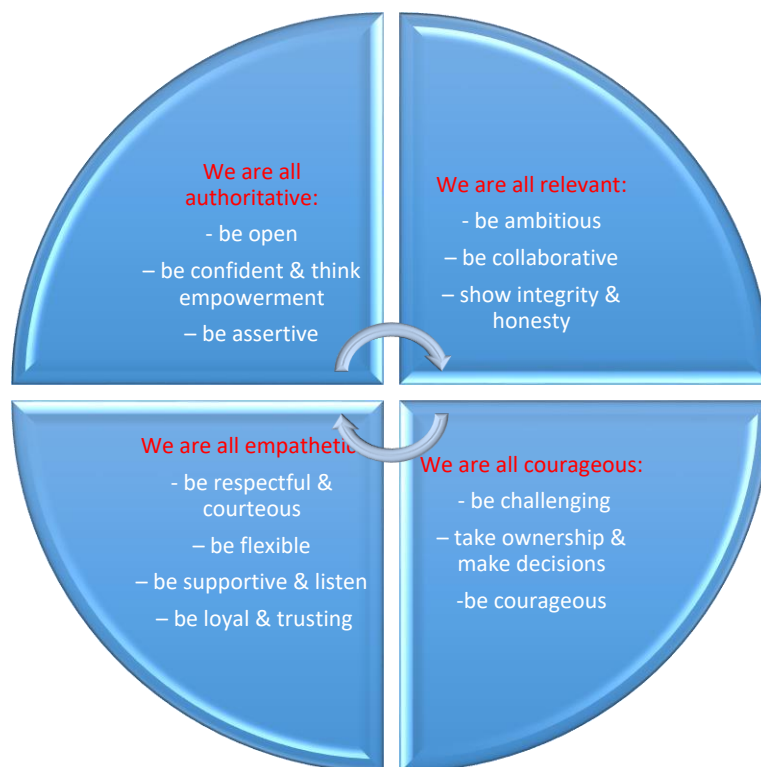
In addition, your duties will include:

- Act as the primary client contact at IWM for all estate management matters including asset management, to deliver a professional management service that supports the corporate and branch needs of the Imperial War Museums. Activities will include, inter alia:
 - Acting as the IWM 'Superuser' on the IWM Estate Management System (EMS and CAFM system for all fixed and non-fixed assets.
 - Assisting with planning and forecasting of forward maintenance activities to support the business planning process.
 - Monitoring the estate for poor use of space, either in terms of administration or storage. To coordinate this usage with the Masterplan teams and create a more effective usage plan.
 - Challenging building / space 'custodians' in the use of spaces that may not actually be theirs.
 - Highlighting poor and unsafe storage practices and to identify areas of improvement.
 - Acting as an enabler for change, helping partners, volunteers and staff to find more efficient optimal use of the spaces.
 - Managing the register of objects, items and miscellaneous 'junk' accumulated over time and to assist the Head of Estates, and the Department of Collections Management team in the disposals decision making process.
 - Gathering evidence of ownership and liaising where appropriate with parties for relocation or removal.
 - Managing the Asset Investment Plan and associated registers.
 - Provide a primary point of contact for all Estates Management matters on site.
 - Ensure the periodic review and update of all site layouts and building plans.
 - Working with Procurement and the Business Support Department, manage the IWM estate lettings, rent and rates.
 - Working with the Head of Estates to refine business strategy and operations.
 - Supporting the project teams with operational business as usual when required.
 - Interact and update the museums assets on the government asset database.
 - Manage IWM's global resource/desk booking system.
- As advised by Head of Estates, implement IWM's corporate Estates Strategy and, in particular, updating of the Estate Strategy Evaluation Matrix.
- Ensure the EMS/CAFM system has the latest site strategies, policies and procedures for to ensure compliance with all statutory legislation and preservation of historic and listed buildings. This will include updating and maintaining all building and facilities management records including statutory records, drawings, asset registers, etc.
- Develop and implement innovative new ideas and procedures that may be required to improve estates and facilities management delivery.
- Support and cover for other colleagues whilst they are absent and undertake other tasks and projects as required or directed by the Head of Estates.
- (Desirable) If competent, produce and/or update AutoCAD drawings.
- Maintain and develop the estates 'Asset Investment Programme', in line with the current business strategy. Seek to adopt and implement a Strategic Asset Management Plan that assimilates IWM's future and current needs.

- Management and maintenance of IWM's internal EMS that enables optimal inter-departmental user access. To ensure the final model is quick to adapt and react to business demand. To always be considerate to business objective changes and create a future proofed, dynamic and user-friendly transferable model to which the rights are owned internally.
- To maintain a central 'hub' of estate related information and safeguard its respective level of sensitivity. QR
- Oversee and monitor the implementation of a new 'Lettings Management System' in accordance with the Commercial Lettings Policy. Seek to understand the museums current position, test and snag the new system, and utilise any outstanding commercial opportunities.
- Oversee and manage the asset related contractual duties of the incumbent FM service provider. Assist on IWM sites with asset surveying and verify the resultant records.
- Maintain and manage an impartial record of audit/compliance reports across the estate. Ensure all periodic checklists are recorded and uploaded to EMS.
- Ensure high levels of estate presentation are achieved and recognised.

Continuous Development

Our four values guide us in our day-to-day work but they also set principles for how we expect all of us to behave:



This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

Person Specification: Estate Asset Manager

	Essential criteria	How this will be assessed
1	Have a track record of high achievement attributed to an energetic and resourceful approach	Application Form & Interview
2	Understanding of personal and corporate H&S, working with contractors and in-house resources	Application Form & Interview
3	Good IT proficiency (e.g. Microsoft Word, Excel, Access and CAD.); training will be given in our specialised software.	Application Form & Interview
4	Good communicator at all levels	Application Form & Interview
5	Have a good track record of asset management and project management	Application Form & Interview
	Key competencies	
6	Proactive Change (C) Takes an active role in encouraging and implementing new ideas. Demonstrates a creative and flexible approach. Uses delegation and coaching to help others to develop new skills	Application Form & Interview
7	Planning & Results Drive (C) Identifies priorities and consistently achieves key targets. Takes practical steps to overcome obstacles to personal and team goals. Tackles tasks in a systematic, efficient and logical manner. Demonstrates a persistent and determined attitude in the face of difficulties.	Application Form & Interview
8	Encouraging Collaboration (C) Develops positive and productive relationships with colleagues at IWM and other organisations. Encourages the team to consult with and listen to others. Uses collaboration to deliver more effective solutions.	Application Form & Interview
9	Meeting Customer Needs (C) Applies excellent two-way communication skills in order to fully understand customer needs and expectations. Values all types of customers and is genuinely committed to providing them with a positive experience of the organisation.	Application Form & Interview
10	Developing Diversity (C) Encourages the team to develop a better understanding of customers and staff from non-traditional backgrounds. Demonstrates a personal commitment to fairness and equality of opportunity. Decisively tackles approaches or attitudes that are biased.	Application Form & Interview
11	Commercial Acumen (C) Complements their technical and professional expertise with business skills. Understand the realities and complexities of running a cost-effective service. Manages resources responsibly.	Application Form & Interview
	Desirable	
12	Member of an appropriate professional institution (IWFM, CIPD, CILT, APMP, IAM etc)	Application Form & Interview
13	Experience of providing asset/facilities management services in an environment open to the public.	Application Form & Interview
14	AutoCAD, Microsoft Access developer proficient.	Application Form & Interview

Additional Information

Benefits

The benefits listed below are discretionary and IWM reserves the right, with due notice, to vary or withdraw them at any time. All such benefits apply during the course of your employment only.

- Our generous full-time equivalent annual leave allowance is 25 days per annum plus public holidays rising to 30 days after 5 years.
- Access to our Company Group Pension Plan with competitive Employer Contributions.
- 20% discount in all IWM's on-site shops.
- A 25% discount in IWM's cafes.
- Free entry to a large number of other museums & galleries and their exhibitions which we have reciprocal arrangements with.
- Enhanced maternity and paternity benefits dependent on length of service.
- Access to our in-house training programmes and development
- Access to an interest free season ticket loan scheme after three months service.
- Access to a Ride 2 Work Scheme
- Access to our Employee Assistance Programme, and Career Development Advice.
- IWM staff also have access to The Charity for Civil Servants services and support.
- Eligibility to join the Civil Service Sports Club, securing additional discounts and benefits.
- Access to social events run by groups with IWM.

Selection

The candidates who appear from their application to best meet the essential criteria will be invited to interview. It is thus essential that your application form gives a full but concise description of the nature, extent and level of the responsibilities you have held. The short listing criteria are detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed on your application form. Applications by CV only will not be accepted.

To Apply

Apply online via our website www.iwm.org.uk/corporate/jobs

Please note we do not accept only CV's, you will be required to fill in an online application form and you should also state your salary expectation and preferred location to work, either IWM London or IWM Duxford.

If you have any queries please contact us at recruit@iwm.org.uk

The closing date for receipt of applications is 9 am, Monday 4 July 2022

Interviews will be held on Monday 11 July 2022. Please note that the interview date has been specifically chosen according to the availability of the panel. You are advised to keep this date free if you are interested in this vacancy. We are unable to reschedule interviews.

We regret that if you have not heard from us within three weeks of the closing date your application, in this instance, has been unsuccessful.

IWM is committed to a policy of Equal Opportunities.

We miss out when people feel IWM isn't for them, and are committed to removing and reducing barriers to

make IWM open to everyone.

Our Access and Inclusion strategy has been developed to promote openness, equal opportunities to access, inclusivity and encourage diversity in everything that we do, from employment practices, the services we provide to our visitors to the facilities we make available to public.

At IWM we seek to address the need for greater diversity within our workforce as well as the wider museum and heritage sector. In all our practices we embrace diversity and promote equality of opportunity and we welcome applications from suitable candidates of all backgrounds.

IWM is committed to safe recruitment and all necessary disclosure and barring checks are mandatory, with higher level checks including Barred Lists for all sensitive roles.