

Estates Manager

RECRUITMENT PACK

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Estates Manager

Directorate	Operations
Department	Estates Management
Reporting to	Head of Estates
Salary	£42,864 per annum
Contract	Permanent
Working Hours	37 hours per week
Probation Duration	6 months
DBS Check Required	Basic
Holiday Entitlement	30 days plus public holidays
Location	Liverpool (Hybrid)
Closing Date & Time	Thursday 12 th February 2026 at 12 noon
Interviews	1 st Stage – Week commencing 2 nd March 2026 2 nd Stage – Week commencing 16 th March 2026

About the Role

Reporting to the Head of Estates, you will play a key leadership role in safeguarding the health, safety and wellbeing of all building users across National Museums Liverpool's estate. You will be responsible for the effective delivery of reactive maintenance and statutory compliance activities, ensuring all works are completed to the highest standards and within required timeframes.

You will also oversee the timely production and accuracy of maintenance reports, and ensure that all Planned Preventative Maintenance is scheduled, monitored and delivered in line with organisational, legal and industry requirements. Through proactive management and a strong focus on service quality, you will help maintain safe, secure and well-maintained environments across all NML sites.

Key Responsibilities

- **Ensure statutory compliance and Health & Safety standards**
Maintain safe systems of work, oversee compliance with CDM 2015 regulations, and act as the responsible person for statutory schemes (e.g. asbestos, legionella).
- **Manage estate maintenance and repairs**
Oversee planned and reactive maintenance programs, ensuring quality standards, timely delivery, and adherence to financial regulations.
- **Coordinate contractors and Facilities Management partners**
Manage external contractors and Facilities Management partners, monitor performance against SLAs, and ensure safe execution of works.
- **Monitor building condition and infrastructure**
Maintain accurate estate drawings and condition records, oversee inspections of building fabric and mechanical and electrical systems, and safeguard environmental standards for collections.
- **Lead compliance reporting and documentation**
Produce reports on maintenance progress, statutory compliance, and energy

consumption, in line with government requirements.

- **Support capital projects and estate development**

Contribute to design, delivery, and handover of major projects, advise on building extensions and conversions, and participate in a Soft Landings approach.

- **Manage budgets and resource allocation**

Control allocated budgets for repairs and maintenance, distribute work within the team, and ensure efficient use of resources.

- **Provide leadership and customer-focused service**

Oversee Estates help desk operations, participate in performance reviews, and ensure team training in Health & Safety and project management.

You'll Be Expected To

- Adhere to the standards expected of all public services as defined by the HM Treasury publication "Managing Public Money". Those standards are honesty, impartiality, accountability, openness, accuracy, reliability, transparency, objectivity, integrity and fairness.
- Assist in developing and implementing our commitment to Equality, Diversity & Inclusion and promote non-discriminatory practices in all aspects of work.
- Continue to grow your knowledge and skills through the undertaking of professional development, which is established with your manager through an annual performance development review.
- Fully understand and adhere to all of National Museums Liverpool's policies, procedures and guidelines in your day-to-day work, including Security, Health & Safety, Equality & Diversity and Safeguarding. You will also actively uphold the Museums Association Code of Ethics.
- Perform additional duties from time to time, as required.

People Management

- Oversee external subcontractors working on behalf of the Estates department and Operations directorate.
- Manage Facilities Managers across the estate.

Impact & Influence

- Ensure projects managed by the team meet the budget and programme agreed at the outset.
- Ensure all necessary Permits to Work are issued before work commences on-site.
- Work with the Head of Estates to manage the annual repairs and maintenance budget.
- Take part in agreeing the budget for capital works.
- Assist in managing the annual capital budget through the Capital Projects Steering Group.
- Be the named responsible person within the written scheme of control for statutory compliance purposes, including Legionella Management and Asbestos Management.
- Create a planned programme of maintenance works to ensure that a proactive, rather than reactive, approach is taken.

- Highlight any areas of concern in relation to statutory compliance.
- Performance-manage key maintenance service contracts to ensure that they are delivering in accordance with key performance indicators.
- Ensure the Facilities team are working in accordance with procurement guidelines.
- Support the Head of Estates in ensuring the Estates' budget for Facilities Management is tightly controlled, highlighting any areas where additional expenditure is required and requesting funding via the internal Project Initiation process.
- Attend monthly budget meetings with Finance colleagues and analyse budget reports to ensure accuracy.

Decision Making

- Provide guidance and input to shape Facilities Managers' workload and priorities.
- Help develop and refine the Estates budget.
- Help develop the capital project list.

Communication & Networking

- Deputise for the Head of Estates internally and externally, as required.
- Represent National Museums Liverpool at meetings with Building, Planning and Conservation Officers at Liverpool City Council and Wirral Council, as required.
- Provide professional advice on estate management and National Museums Liverpool to academics, colleagues within the profession, and students.
- Represent the Estates department at internal meetings.

Resource Management

- Manage the Facilities Management team to ensure reactive and compliance works are completed.

Qualifications

- No specific qualifications required.

Experience & Knowledge

- Proven experience in managing and leading a team.
- Experience working within a large, diverse and complex estate environment.
- Knowledge and experience of heritage buildings and their specific requirements.
- Strong understanding of building maintenance services, including mechanical and electrical systems, evidenced by Health & Safety certifications, such as IOSH or NEBOSH.
- Professional membership of a facilities management body (desirable).

Skills

- Experience using digital facilities management systems, including Planon, CAFM (Computer-Aided Facilities Management) platforms, and Integrated Workplace Management Systems (IWMS).
- Strong project management skills, including planning, coordination, and delivery.
- Proficient using Microsoft Office 365 applications, including Teams, Word, Outlook, Excel and PowerPoint.

Behaviours & Competencies

- Demonstrate the highest levels of integrity and maintain strict confidentiality in all duties.
- Comply with National Museums Liverpool's Health & Safety policies and actively contribute to a positive health and safety culture within the division.
- Participate in training and development activities to maintain and enhance professional knowledge and skills.

Additional Information

- Location: Hybrid working – including the use of in-venue hot desking and meeting facilities in venues within the Liverpool City Region, working on sites across the Liverpool City Region, and working from home.

We are a Disability Confident Committed Employer, committed to actively promoting and implementing equality of opportunity in all that we do. We value diversity and treat everyone fairly and equally. We ensure our recruitment process is inclusive and accessible, and we welcome applications from all backgrounds. We support our staff through unexpected life changes by providing an Employee Assistance Programme and reasonable adjustments that enable continued employment.

This job description is intended as a guide to the nature of the work required of the prospective employee. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that may be required in the future.

Employee Benefits

- Civil Service Pension Scheme
- 35% staff discount in all our Cafés
- 25% staff discount in all our Shops
- Employee Assistance Programme
- Employee Recognition Schemes (including Good Deed Feed)
- Employee Benefits Portal: High Street discounts, retailer discounts, locally negotiated discounts, Cycle to Work Scheme, Travel Loan Scheme, Eyecare Scheme, Smart Pay Scheme
- Access to The Charity for Civil Servants
- Access to the Civil Service Sports Council (CSSC)
- Comprehensive training and development
- Recognition of two Trade Unions

Staff Groups & Committees

- Equality Diversity & Inclusion (EDIG)
- Global Ethnic Majority (GEM)
- Disability & Mental Health
- Emeriti
- LGBTQ+
- THRIVE Engagement
- Ethics
- Environmental & Sustainability Task Force

How to Apply

If you're still interested in becoming part of National Museums Liverpool, then what are you waiting for? You can apply for this role through our online recruitment platform in before the closing date.

Don't forget to provide an up-to-date CV along with a supporting statement that outlines why you're suitable for this role – highlighting relevant experience, knowledge and skills in response to the requirements set out in the recruitment pack above.

If you require an alternative method of application, or assistance with our online recruitment platform, please contact the People Team at Recruitment@liverpoolmuseums.org.uk.

Get to Know Us

Our people are at the heart of National Museums Liverpool, and each employee makes a difference every day. Together we create memorable experiences for everyone and challenge expectations.

We pride ourselves on being a place for everyone, where we can be our true selves in a supportive environment and do our best work. We are always aiming higher, aspiring to be more representative of the communities we serve. Through our people, we are building a culture that embeds trust, respect and inclusion, helping us to evolve as an organisation every day.

With seven extraordinary museums and galleries housing and caring for over 4 million objects of international importance, exciting exhibitions, exquisite events and imagination-inspiring learning, we are certainly never dull. We hold in trust and safeguard some of the world's greatest museum collections, which are universal in their range – covering everything from archaeology and ethnology to natural and physical sciences, fine and decorative arts, maritime, social and industrial history.

Whether you work in our shops and cafés, at our events, in our visitor experience, engagement, producing and communicating teams, or curating and caring for our collections, you can be sure of an interesting, engaging and encouraging environment in which to thrive and be proud.

You should find everything you need in this recruitment pack to help you decide whether you share our values and possess the right skills, experience and knowledge to be successful in this role. Don't forget to explore liverpoolmuseums.org.uk, where you'll find a whole host of other information that will help you discover more about who we are and what we do.

We look forward to receiving your application.

Laura Pye
Director

Mission

To create memorable experiences, for everyone, challenging expectations.

Vision

National Museums Liverpool is a group of very different and wide-ranging museums and galleries. Established more than 150 years ago as a complement and counterbalance to the museums in London, it was brought together in 1986 as a nationally funded group, as a symbol of hope and regeneration and because of the global importance of our collections.

We are seven exceptional museums and galleries, sharing important stories from ancient times to today through our more than four million objects.

As an organisation we are **Welcoming, Honest and Educational**, and as a team we are **Trustworthy, Respectful and Inclusive**.

By 2030, we want to be the best museum “league” in the world. A league recognised as the best of the best—like the Champions League, the NFL, or the Premiership—we want our museums and galleries to be places that everyone wants to see and that all stakeholders want to be associated with. In our buildings and online, we will have world-class displays and engagement programmes that make everyone feel welcome. “Off the pitch”, our world-class collections and colleagues will be supported to be their best and given great facilities. We will embrace the fact that each “team” in our league is unique, with its own fan base and individual stars. Collectively, we want to be a league that all museums will aspire to be part of and that is recognised externally as a leading example.

In delivering this vision by 2030...

- we will have the most representative audience and colleague profiles within the museums sector in the UK.
- we will engage over ten million people each year: more than four million visitors to our museums and galleries and a further six million through digital engagement, touring exhibitions and outreach.

- we will be a place where people want to work, are happy to work and proud to work together.
- we will generate over £50,000 a day, more than half our turnover, through commercial business, grants and gifts.
- we will ensure that we provide great facilities to look after our valuable collections and colleagues, with accommodation fit for the next 30 years.
- we will encourage all schools in the Liverpool City Region to visit at least one of our museums and galleries each year.
- we will celebrate the unique identities and collections of our museums and galleries, play to their strengths and delight their different audiences.
- we will be recognised as a valued leader of cultural and economic growth for the city, the city region and the north of England, and as one of the world’s finest museum groups.

Aims

To achieve our mission and vision we will focus on six strategic aims:

- Be more representative
- Be more self-sufficient
- Provide memorable experiences
- Partner and influence
- Engage and empower
- Be more sustainable

We recommend reading our Strategic Plan to find out more about our ambition.

Useful Links

- [Our Story](#)
- [Our Venues](#)
- [Strategic Plan & Annual Performance](#)
- [Senior Staff](#)
- [Board of Trustees](#)
- [RESPECT Group](#)
- [Partnerships](#)
- [Reports & Policies](#)