
Westminster Abbey



Estates Manager

Job description and person specification



Job description

JOB TITLE: Estates Manager

DEPARTMENT: Works

POST REPORTS TO: Clerk of the Works and Head of Estates

JOB SUMMARY: The Estates Manager will be responsible for the effective management and delivery of cyclical, statutory, and responsive maintenance across the Abbey's historic estate. This includes ensuring that all works are carried out to the highest standard, in compliance with legal and heritage requirements, and within agreed budgets. The post-holder will play a key role in safeguarding the Abbey's fabric and facilities for future generations.

KEY RELATIONSHIPS: **Internal:** The Dean and Chapter, the Receiver General, Surveyor of the Fabric, Director of Finance, Office Manager and Project Coordinator (OMPC), Works Department, Head Conservator and Conservation Department, Events and Security Teams, Gardeners, Heads of Departments and members of Abbey staff, Health & Safety Officer.

External: Contractors and suppliers.

BACKGROUND Westminster Abbey is both a place of daily worship, and is one of the UK's leading visitor attractions, welcoming over one million visitors each year. A diverse and lively community work at the Abbey comprising around 300 employees and a similar number of volunteers.

MAIN DUTIES AND RESPONSIBILITIES

1. Cyclical Maintenance
 - Plan, schedule, and oversee all planned cyclical maintenance activities to preserve the Abbey's fabric and operational assets.
 - Liaise with specialist contractors for heritage-sensitive works.
 - Maintain accurate maintenance records and asset registers.
2. Statutory Maintenance
 - Ensure compliance with all statutory building, health & safety, and the environmental requirements.
 - Schedule and oversee inspections, testing, and certifications (e.g. fire systems, electrical, gas safety).
 - Maintain up-to-date statutory compliance documentation.

3. Responsive Maintenance
 - Respond to and manage urgent repairs, minimising disruption to Abbey operations.
 - Coordinate internal staff and external contractors to deliver timely and cost effective solutions.
 - Monitor and report on response times and quality of works.
4. Budget and Resource Management
 - Prepare, monitor, and control maintenance budgets using appropriate spreadsheets and reporting tools.
 - Obtain quotations, manage procurement processes, and ensure value for money.
 - Approve and track expenditure against budget.
5. Team and Contractor Management
 - Supervise Estates team members and manage relationships with contractors.
 - Conduct regular performance reviews and contractor assessments.
 - Ensure all works are carried out safely and in line with Abbey policies.
6. Communication and Reporting
 - Produce regular reports for senior management on maintenance performance, budgets, and compliance.
 - Liaise with clergy, staff, and stakeholders to coordinate maintenance activities.

Safeguarding

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training.

Person specification

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post.

Qualification / Training

- Formal qualification in building services, facilities management, or a related discipline (*Desirable*)

Knowledge / Skills

- Strong knowledge of cyclical, statutory, and responsive maintenance requirements
- Competence in budget management, with the ability to create and manage detailed spreadsheets
- Excellent organisational and scheduling skills
- Ability to interpret technical reports, drawings, and compliance documents
- Strong contractor management and negotiation skills
- Knowledge of relevant health & safety legislation, including CDM Regulations
- Familiarity with conservation techniques and heritage-specific maintenance (*Desirable*)

Experience

- Proven experience in estates or facilities management within a heritage, historic, or complex building environment (*Essential*)
- Experience working within a Grade I listed building or heritage site (*Desirable*)

Attributes

- Attention to detail and high standards of workmanship
- Excellent communication and interpersonal skills
- Calm under pressure and able to prioritise effectively
- Committed to the Abbey's values, history, and mission
- Flexible and adaptable to operational needs