

## Job Description

A Post Details	
Job Title: Estates Workspace Manager	Grade: B003
Department: Estates	Division: A Division
Reports to: Space & Design Manager	Contract Type: Permanent
Level of Vetting: MV	Numbers in Post: 1
B Purpose of the Post	
<p>The Estates Workspace Manager will own the end-to-end operational management of workplace environments across BTP's estate, translating strategic space and design intent into actionable workplace planning, delivery and performance reporting. The post holder will drive occupancy optimisation through robust spatial data and user requirements, driving the governance, audit and continuous improvement of workplace information to ensure accuracy, compliance, and audit readiness across CAD, CAFM and related systems.</p> <p>They will deliver agreed workspace standards (including ergonomic and inclusive design), oversee furniture and asset lifecycle management, and co-ordinate efficient, low-disruption workspace moves and changes. Acting as the "intelligent client", the postholder will translate operational requirements in to clear briefs and coordinate with Project Managers (PMs), Technology, Health and Safety (H&amp;S), Security, and suppliers to deliver modern, safe, compliant, and cost-effective workplaces aligned to the BTP organisational strategy.</p> <p>The post holder will support data-driven insight and reporting to support governance, business cases, and decision-making, ensuring that workplace environments remain efficient, compliant, and responsive to organisational demand.</p>	
C Dimensions of the Post	
<p><u>Impact:</u> UK-wide impact across c.140 sites; interfaces with Operations, Projects, and Business workstreams.</p> <p><u>Direct reports:</u> Approximately 1 staff. (includes business areas: CAD, Information Management, furniture, etc)</p> <p><u>Budget influence:</u> No direct budget authority; significant influence via business cases for moves, furniture, minor works, and space optimisation; accountability for accurate reporting of occupancy KPIs and cost drivers.</p> <p><u>Suppliers:</u> Managing supplier resources such as multiple furniture and move vendors required to meet operational needs, programme deadlines and standards.</p>	
D Principal Accountabilities	
<ol style="list-style-type: none"> <li><b>Workspace Utilisation, Planning &amp; Management:</b> Ensure accuracy of spatial data to inform KPI reporting on space utilisation on BTP Estate, through regular space audits. Use spatial data to complete capacity assessments, assess potential efficiencies in space planning, balance operational demand with estate supply and recommend changes that improve utilisation, wellbeing and operational fit. Assess impact of workforce changes (e.g. uplifts, relocations) on spatial arrangements. Ensure workplace solutions meet legislation and standards (H&amp;S, fire safety, accessibility) and are audit-ready; contribute to project boards and estates governance with evidence-based recommendations.</li> <li><b>Spatial Data Management:</b> Lead on the collation of spatial data for BTP estate. Datasets managed will include: CAD information (baseline FFE layouts), space usage layouts, team (occupancy) allocations, proximity/dependency arrangements. Set briefs for drawing updates: Ensure version control, register completeness and alignment to approved layouts; Validate that CAD and estates information systems (e.g., CAFM, asset databases) accurately reflect workplace changes; Direct the CAD &amp; Information Coordinator's</li> </ol>	

workload priorities. Lead on management of spatial data for BTP estates, including secure management of data on agreed storage platform, managing requests for access. Design, embed and lead the space auditing process to validate spatial data. Design, embed and lead audits of property information data across team disciplines; designing relevant process and reporting mechanism for remedial work.

- 3. Furniture & Equipment Management:** Create and Maintain BTP workplace standards and catalogues in relation to furniture & non-technology equipment, including specifying ergonomic, inclusive solutions. Manage orders, installations, lifecycle replacement and asset registers. Enforce consistency of finishes, branding and signage.
- 4. Stakeholder Engagement & Management:** Act as Estates Lead for change requests to site layouts and for on-site teams regarding building issues which require resolution outside of the BTP TFM contract. Act as the intelligent client for workspace planning with external partners (e.g. Network Rail, Transport for London (TfL) to coordinate deliveries in operational environments; translating operational needs from senior officers and departmental leads into clear briefs.
- 5. Financials & Reporting:** Contribute to the preparation of business cases for workspace changes with accurate, auditable data provision. Track and report on agreed spatial data related KPI's e.g. occupancy rates, desk/room utilisation, cost per sqm/desk.
- 6. Continuous Improvement & Innovation:** Identify efficiency gains through standardisation, modular furniture, better decant methods, and data-driven insights; champion inclusive, sustainable design choices that reduce cost and support Net Zero objectives. Use data driven insights to identify trends in space utilisation & efficiency. Use bench-marking data to identify opportunities for efficiency gains in BTP Estate.
- 7. Project Support:** Work with Project Managers to plan and deliver logistical support in relation to relocations, churn and minor refurbishment works. Co-ordinate cross department dependencies (e.g. technology/H&S/Security) throughout design and construction project phases. Ensure design integrity throughout project works. Apply change control and lessons learnt processes and procedures.
- 8. Business Continuity:** Work with colleagues in relation to business continuity measures are in place for both planned project implementation and for unforeseen loss of estate assets.

## E Decision Making

**Autonomous problem solving:** Across workspace utilisation, move sequencing, and standards application; resolve issues balancing operational, cost and time constraints.

**System/process decisions:** Set workspace standards, move controls, and reporting schedules; escalate strategic changes to the Space and Design Manager.

**Budget influence:** Through business case recommendations and prioritisation of workspace initiatives; accountable for accurate, transparent reporting to governance.

**Significant say in decisions:** Project boards on space plans and workplace delivery priorities impacting project and programme outcomes.

## F Contact with Others

<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Directly report to the Space and Design Manager.</li> <li>• Present project proposals to Estates Senior Leadership Team, internal and external stakeholders as required.</li> <li>• Inter-departmental communication with Chief Officers, Heads of Departments, and officers and staff force wide to enable the delivery of the Transformation program.</li> <li>• Influence and negotiate with stakeholders to align projects with the organisation’s strategic aims.</li> <li>• All police officers and staff including Budget Holders.</li> <li>• BTPA Members.</li> </ul> <p><b>External</b></p> <p>External consultants, external companies, external customers and public bodies including key stakeholders in the rail industry and law enforcement.</p> <p>Includes Network Rail, Train Operating Companies, TfL including Places for London (Pfl), The Greater London Authority (GLA), Professional Institutions, External Consultants, Contractors and Suppliers, Department for Transport (DfT), Cabinet Office including Office of Government Property and the Government Property Agency, Home Office, Local Authorities and other Regulatory Bodies, including other Police Forces and the National Police Estates Group (NPEG).</p>
<p><b>G Essential Criteria</b></p>
<p>Qualifications and Training:</p>
<ul style="list-style-type: none"> <li>• Level 5 qualification or equivalent experience in a relevant field (Workplace/Facilities Management, Space Planning, Architecture, Design, Information Systems).</li> </ul>
<p>Experience:</p>
<ul style="list-style-type: none"> <li>• Demonstrable experience in workplace planning, move management, and furniture lifecycle delivery within a complex, multi-site, regulated environment.</li> <li>• Oversight of CAD/information workflows and estates data reporting.</li> <li>• Proven engagement with governance structures and compliance/audit requirements.</li> <li>• Proven experience of designing, implementing and managing an audit framework.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Previous involvement in governance structures and policy development within a public sector or regulated environment.</li> <li>• Professional membership (e.g., IWFM/BIFM, CIAT, RICS) desirable; project management certification (e.g., APM).</li> </ul>
<p>Skills:</p>
<ul style="list-style-type: none"> <li>• Strong analytical capability.</li> <li>• Ability to manage multiple priorities.</li> <li>• Proficient in problem solving, lateral thinking and decision making.</li> <li>• Organised with strong attention to detail.</li> <li>• Stakeholder engagement and influencing skills across internal/external audiences; clear written and verbal communication.</li> <li>• Competence with AutoCAD (oversight), CAFM, Excel and data visualisation tools.</li> </ul>
<p>Knowledge:</p>

- Workplace regulations and standards (H&S, fire safety, accessibility).
- RIBA stages awareness; estates governance and strategic planning frameworks.
- Information governance principles and secure handling of estates data.

## H Additional Information

This role is suitable for the post holder to be based throughout England, Scotland or Wales. BTP is a national Force and the role will require travel as needed.

**For Policy & Reward to complete only:**

**Policy & Reward Approval: D Walker**

**Date:02/06/2025**