

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, converting strategic space and design intent into actionable workplace plans, moves, standards, and performance reporting. The post holder will drive occupancy optimisation through data and user requirements ensure ergonomic and inclusive workspace standards, oversee furniture lifecycle management, and low-disruption workspace moves. They will provide the "intelligent client" interface for workplace changes, coordinating with Project Managers (PMs), Technology, Health and Safety (H&S), Security, and suppliers to deliver modern, safe, compliant, and cost-effective workplaces aligned to policing needs and the Estates Improvement Programme.</p> <p>In addition, the post holder will ensure alignment of Computer-Aided Design (CAD)/data updates and Computer-Aided Facility Management (CAFM) records through oversight of the CAD and Information function to maintain accurate, audit-ready workplace information.</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"> 1. Workspace Planning & Utilisation: Create baseline layouts, floor-by-floor occupancy plans, team allocations, proximity arrangements, and move strategies. Lead regular space audits and balance demand with supply. Use data to recommend changes that improve utilisation, wellbeing, and operational fit. 2. Move Management & Change Control: Plan and deliver relocations, churn and minor refurbishment works to time and budget; ensure design integrity and operational continuity. Coordinate dependencies with Technology, H&S, Security and local leadership; apply change control and lessons learned. 3. Standards, Furniture & Equipment: Create and Maintain BTP workplace standards and catalogues; specify ergonomic, inclusive solutions; manage orders, installations, lifecycle replacement and asset registers; enforce consistency of finishes, branding and signage. 4. Governance & Compliance: Ensure workplace solutions meet legislation and standards (H&S, fire safety, accessibility) and are audit-ready; contribute to project boards and estates governance with evidence-based recommendations. 	

5. **CAD/Data Oversight:** 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 & Information Coordinator's workload priorities.
6. **Stakeholder Engagement:** Act as the intelligent client for workspace planning with senior officers and departmental leads; translate operational needs into clear briefs; liaise with external partners (e.g., Network Rail, Transport for London (TfL) to coordinate deliveries in operational environments.
7. **Financials & Reporting:** Prepare business cases for workspace changes; track and report occupancy rates, desk/room utilisation, cost per sqm/desk, and delivery performance; feed Estates reporting and continuous improvement.
8. **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.
9. **Project Support:** Support BTP PMs to scope and deliver minor workplace works to time and budget; ensure design integrity and operational continuity.

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

Internal

- Directly report to the Space and Design Manager.
- Present project proposals to Estates Senior Leadership Team, internal and external stakeholders as required.
- Inter-departmental communication with Chief Officers, Heads of Departments, and officers and staff force wide to enable the delivery of the Transformation program.
- Influence and negotiate with stakeholders to align projects with the organisation's strategic aims.
- All police officers and staff including Budget Holders.
- BTPA Members.

External

External consultants, external companies, external customers and public bodies including key stakeholders in the rail industry and law enforcement.

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).
G Essential Criteria
Qualifications and Training:
<ul style="list-style-type: none"> Level 5 qualification or equivalent experience in a relevant field (Workplace/Facilities Management, Space Planning, Architecture, Design, Information Systems).
Experience:
<ul style="list-style-type: none"> Demonstrable experience in workplace planning, move management, and furniture lifecycle delivery within a complex, multi-site, regulated environment. Oversight of CAD/information workflows and estates data reporting. Proven engagement with governance structures and compliance/audit requirements.
Desirable
<ul style="list-style-type: none"> Previous involvement in governance structures and policy development within a public sector or regulated environment. Professional membership (e.g., IWFM/BIFM, CIAT, RICS) desirable; project management certification (e.g., APM).
Skills:
<ul style="list-style-type: none"> Strong analytical capability. Ability to manage multiple priorities. Proficient in problem solving, lateral thinking and decision making. Organised with strong attention to detail. Stakeholder engagement and influencing skills across internal/external audiences; clear written and verbal communication. Competence with AutoCAD (oversight), CAFM, Excel and data visualisation tools.
Knowledge:
<ul style="list-style-type: none"> 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:
Panel Approval: D Walker
Date: 06/01/2026