



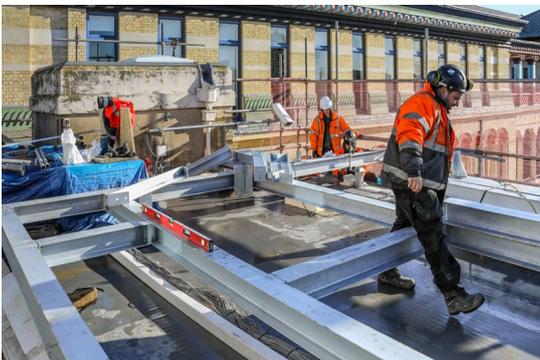
UNIVERSITY OF  
CAMBRIDGE

# Estate Business Partner

Estates Division  
Business Services

31<sup>st</sup> July 2025

Job Reference: XM46403



# Estate Business Partner

**Salary:**

£62,728 - £66,537 pa

**Contract:**

Permanent

**Location:**

Cambridge

**Department:**

Estates Division

**Responsible to:**

Tom Walston

**Working Pattern:**

Full Time

The University of Cambridge has a Hybrid Working Policy that aims to enable as many staff as possible to work in a hybrid way if they so wish, whilst recognising that some roles will include tasks that can only be performed on University premises.

**Purpose of the role**

The Estate Business Partner plays a key role in shaping and delivering estate strategies that meet the evolving needs of Schools and NSIs. Working closely with School Secretaries and other Business Partners, the postholder ensures alignment between local priorities and University-wide estate initiatives.

Acting as a strategic ambassador, the role facilitates effective communication between the Estates Division and stakeholders at School, Department, and Site levels. The postholder monitors service performance, resolves issues, and ensures smooth access to Estates services across all areas of activity.

As the single point of contact for complex strategic initiatives—such as Reshaping Our Estate, sustainability, and space utilisation—the role draws on deep knowledge of both Estates operations and stakeholder needs to influence planning and delivery.



# Key responsibilities

## Strategic Stakeholder Engagement

Forge strong, collaborative partnerships with School Secretaries, senior academic and administrative leaders, and user groups to:

- Co-develop long-term estate strategies that align with academic priorities and institutional goals.
- Build and sustain high-trust relationships with School Secretaries, Heads of Department, and senior academic and professional service leaders.
- Drive forward key initiatives and programmes, ensuring alignment with broader University objectives.
- Provide strategic oversight in prioritising estate works across the University and designated School, ensuring the timely delivery of essential projects while continuously evaluating the effectiveness and impact of ongoing estate initiatives to support institutional goals.
- Champion user feedback to inform continuous improvement of Estates Division services and building performance.
- Shape and influence service development, advocating for enhancements that reflect the evolving needs of Schools and Departments.
- Act as a strategic liaison, representing School interests within Estates Division planning and decision-making forums.
- Provide updates and training on Estate operational projects and the reshaping of the University estate. This includes training on systems and process.
- Facilitate collaborative planning processes that align estate development with teaching, research, and operational strategies.
- Coordinate and manage effective communication of estate-related works and updates to School Secretaries, ensuring timely dissemination of information, minimal disruption to school operations, and alignment with project timelines.

## Requirements Capture and Strategic Definition

Lead the structured capture and translation of academic and operational requirements into actionable estate solutions by:

- Lead the structured capture and prioritisation of estate-related requirements, including space planning, alterations, improvements, and relocations.
- Ensuring that all requirements are aligned with institutional priorities and are scalable for future growth and long-term estate development goals.
- Facilitating early-stage planning to ensure feasibility, compliance, and value for investment.
- Ensure estate works and projects are strategically aligned with the operational and academic priorities of the designated School or Institution, proactively mitigating disruption and maintaining continuity of core educational and administrative functions.
- Establish and champion a proactive, collaborative relationship with the designated School or Institution, setting a new standard for engagement by directly identifying and addressing reactive, operational, and strategic estate needs in alignment with institutional priorities.

## Service Performance and Operational Oversight

Oversee and continuously improve service delivery across the estate portfolio by:

- Designing and implementing performance frameworks to ensure KPI achievement and service accountability to enhance service delivery across the estate portfolio.
- Provide clear, data-informed reporting to stakeholders, ensuring transparency, accountability, and continuous improvement.
- Maintaining transparent, real-time tracking systems to provide stakeholders with clear, actionable updates.
- Collaborating with Estates Division service leads to resolve issues proactively, mitigate risks, and drive service innovation.

## Programme and Project Oversight

Provide strategic oversight and assurance across all Estates Division programmes and projects within the portfolio, including:

- Lifecycle maintenance, minor and major capital works, and the Re-shaping Our Estate programme.
- Delivering timely, data-driven updates to senior stakeholders, highlighting progress, risks, and mitigation strategies.
- Ensure projects are aligned with institutional priorities, deliver measurable value, and are communicated effectively to stakeholders.
- Identify and escalate risks, delays, or disruptions, and lead resolution strategies in collaboration with project teams and stakeholders.

## Space Utilisation and Strategic Intelligence

Leverage data and technology to deliver actionable insights into space usage by:

- Conducting regular reviews and analysis of occupancy and utilisation trends.
- Lead the analysis and interpretation of space utilisation data to inform strategic planning and resource optimisation.
- Translating complex data into strategic intelligence to inform estate planning and resource allocation.
- Present findings to Estates Division leadership and contribute to the development of long-term space strategies.

## Data Governance and Compliance Leadership

Safeguard the integrity and accuracy of estate data by:

- Ensuring that all portfolio records—including drawings, asset registers, and compliance documentation—are current and complete.
- Oversee the integration of third-party works (e.g. School-led alterations) into the Estates Division's core data systems, ensuring statutory compliance and data consistency.
- Embedding robust data governance practices to support operational efficiency, statutory compliance, and strategic planning.
- Champion best practices in data governance to support operational resilience, regulatory compliance, and strategic decision-making.

# Person Specification

Criteria	Essential	Desirable
<b>Experience</b>		
Experience in a technically focused discipline, such as Facilities Management, Surveying, Engineering, or a related field.	✓	
Proven success in a client- or user-facing role, with the ability to understand and respond to diverse stakeholder needs.	✓	
Experience managing teams and/or external suppliers, ensuring high-quality service delivery and performance.	✓	
A track record of delivering technical services across a varied and complex property portfolio.	✓	
Strategic advisory experience, providing high-level guidance and solutions on property and estates-related matters.		✓
Familiarity with customer satisfaction measurement, using feedback to drive service improvement and user engagement.		✓
Experience in change management and/or programme and project delivery, ideally within an estates or infrastructure context.		✓
Knowledge of space management and occupancy monitoring, with the ability to interpret data and inform strategic planning.		✓
<b>Skills</b>		
Outstanding communication skills, both verbal and non-verbal, with the ability to engage confidently with a wide range of stakeholders.	✓	
Excellent written and presentation abilities, capable of conveying complex information clearly and persuasively to diverse audiences.	✓	
Strong influencing and negotiation skills, with a proven ability to drive service delivery and performance through others.	✓	
Exceptional organisational skills, with the capacity to manage multiple priorities and deliver results across both short-term tasks and long-term strategic initiatives.	✓	
Solid project management capabilities, with experience in coordinating and delivering complex programmes or service improvements.		✓
Advanced data analysis skills, with the ability to interpret and present data to support evidence-based decision-making and strategic planning.		✓
<b>Additional Requirements</b>		
Must be willing and able to travel around the whole University Portfolio for meetings and cover for other members of the Team.	✓	

# Behavioural Attributes

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at what level and whether this is an essential or desirable requirement. Full definitions are at: <https://www.hr.admin.cam.ac.uk/policies-procedures/behavioural-attributes>

Please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

Attribute	Level
Valuing Diversity	A
Achieving Results	A
Communication	B
Innovation and Change	B
Negotiating and Influencing	B
People Development	B
Relationship Building	A
Strategic Focus	B

# Professional Services Values

Developed by professional services staff, our values underpin everything we do. By living the values in the work we do, we hope to foster an environment where staff feel empowered. The values encourage staff to; work together and share skills to create a sense of community, act with integrity, take an inclusive and fair approach and develop honest and open relationships that are underpinned by our shared values. We encourage applicants to consider these values within their application.



# Business Services Team

## Estates Operations

The Estates Operation function works to continuously provide safe, compliant, effective and efficient facilities and services enabling the University to contribute to society through the pursuit of education, learning and research at the highest international levels of excellence.

The team manages and maintains the University's buildings and land, including housing providing essential services to ensure that students, staff, and visitors have access to safe, well-maintained facilities and excellent services.

## Business Services

Business Services supports the Estates Division by providing a range of services including data and information management, IT support and change management expertise.

The team is responsible for the Estates Data Digital Strategy including defining and reviewing data requirements, data standards, data cleansing, data visualisation, platforms and curation and implementation.



# The Estates Division

Estates Division employees are responsible for the development, management and maintenance of one of the largest higher education estates in the UK.

Our vision for the University's estate is to support the University's academic mission by developing facilities and links that better connect people across our estate, within our sites, and inside our buildings.

By delivering higher quality and more welcoming places that encourage collaboration and that promotes an inter-connected community of scholars, we will improve academic outcomes in a way that also uses our estate more intensively.

This will create vibrant spaces that will improve both the staff and student experience and their wellbeing in a way that is more enjoyable and supportive for all our people, as well as being more biodiverse and sustainable, all at a lower cost, enabling reinvestment back into research and teaching.

We will achieve this by:

- Creating a more effective, efficient and environmentally sustainable estate by implementing a Strategic Estate Framework and 20+ year Capital Plan that supports the future development of the estate.
- Delivering world-class, safe and compliant teaching, research, and operational spaces across the University by operating and maintaining buildings and facilities to an exceptional standard.
- Enabling the University to deliver against its environmental commitments by leading the environmental sustainability agenda and improving the environmental performance of the estate and associated operations, covering carbon, energy, water, waste, transport, and biodiversity.
- Providing innovative and well-utilised spaces that deliver strong financial returns for the University by managing the commercial and residential estate including academic and business partnerships.

# Terms of Appointment

## Tenure and probation

Appointment will be made on a permanent. Appointments will be subject to satisfactory completion of a probationary period which will be set dependant on the length of tenure.

## Hours of Work and Working Pattern

The hours of work for the position are full-time 37 hours per, working Monday – Friday.

## Pension

You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a hybrid pension scheme. For further information please visit: [www.pensions.admin.cam.ac.uk/](http://www.pensions.admin.cam.ac.uk/).

## Annual leave

Full time employees are entitled to annual paid leave of 41 days inclusive of public holidays. For new part-time employees, annual leave will be pro rata'd based on days worked.

## General information

### Pre-employment checks

#### Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us.

If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

**Health declaration** Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

### Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

**References** - offers of appointment will be subject to the receipt of satisfactory references.

### Screening Checks:

This role requires a basic disclosure/ standard Disclosure and Barring Service (DBS) Check/an enhanced Disclosure and Barring Service (DBS) check/a security check. Any offer of employment we make to you will be conditional upon the satisfactory completion of this/these check(s); whether an outcome is satisfactory will be determined by the University. The nature of this role means that the successful candidate will also need to undergo a health assessment.

### Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants

to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment.

Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, the Department Administrator, who is responsible for recruitment to this position.

# The University

The University of Cambridge is consistently ranked one of the best universities in the world, achieving academic excellence through its Faculties, Departments and other Institutions, together with the 31 Colleges.

The University is renowned for its record of discovery and innovation. It is one of the great institutions, with a regional, national and global reach, attracting the very best and brightest minds. Our staff and students shape the world around us for the better: we attract and partner with like-minded people.

Whether contributing to the development of new anti-cancer drugs, adding to the understanding of how black holes are formed, revolutionising the study of ancient settlements, convening academic expertise to offer solutions to the climate crisis, or analysing public attitudes towards democracy around the world, the University's research is remarkable in its breadth, quality and impact. The University also sits at the heart of Europe's largest technology cluster and has catalysed more than 1,500 high-tech companies. And yet what inspires our 24,000 students and 13,000 staff is not what has already been achieved, but what is possible in the future.

The education and experience of our students, based on a partnership between the University's academic Departments and Faculties and the 31 Colleges, is second to none. Every student is a member of one of the Colleges, each a community of students, academics and staff drawn from across the University's comprehensive range of subject areas.



The University is a self-governing community, with a system for decision-making that provides a high degree of accountability and transparency to its members. Each Department and Faculty is part of one of six academic Schools, but each of them, and each individual academic, has a great deal of autonomy. The Colleges are independent and self-governing, working in a symbiotic relationship with the University.

The University has a number of Institutions that are independent of any Faculty or Department and are not part of the academic Schools. These include the Institute of Continuing Education (which provides high-quality education to adults throughout their lives), the Fitzwilliam Museum, Kettle's Yard (an historic house and gallery that holds important collections of modern art) and the University Library. In addition to their diverse contributions to University and public life, these non-School Institutions are also important centres of teaching and research.

Cambridge University Press & Assessment provides academic publishing, examinations and learning materials worldwide, supporting the dissemination of research, academic development at school and in higher education, and international student mobility. Legally, the Press & Assessment is a department of the University. It provides very important funds to invest in the academic purposes of the University.

The University has made truly remarkable contributions to the sum of human understanding, with breakthrough ideas and discoveries that have changed the way we understand ourselves, our planet, and the universe around us. Yet the global and national contexts in which it operates are fast-changing and increasingly filled with uncertainty. In a world that is becoming - politically, economically, socially, and technologically – ever more interconnected but even less equal, the University's mission – “to contribute to society through the pursuit of education, learning and research at the highest international levels of excellence” – has never been more relevant.



# About Us

**The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.**

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Through its outstanding education, research and innovation, the University of Cambridge has made – and continues to make – a lasting contribution to human knowledge and is flourishing. By working at the University of Cambridge, you will be joining a vibrant community of students, scholars and professional services staff committed to supporting and enhancing the University's mission to contribute to society.”

*Professor Deborah Prentice,  
Vice Chancellor 2023*



# Working at the University

**Working at Cambridge you will join a diverse, talented and innovative community, with more than 24,000 students and over 13,000 staff from all walks of life and corners of the world.**

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

The University offers a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

## Equality, Diversity and Inclusion

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here:

<http://www.equality.admin.cam.ac.uk/>

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a science and technology campus to the west of the city centre, and is expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with their continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and continues to redevelop its historic city centre sites demonstrating a clear determination to ensure that we can offer the best facilities and opportunities for our staff and students.



The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

# Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

If you prefer the faster pace of life, London is a 45-minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

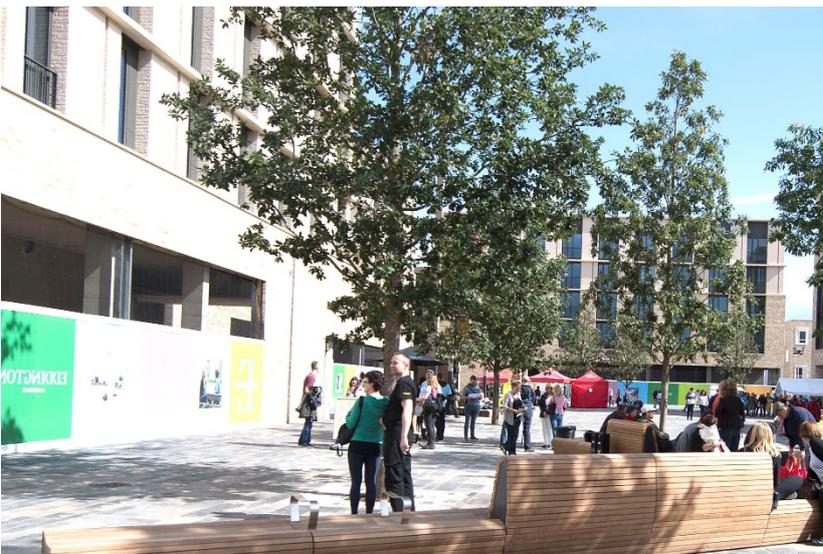
## Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of

## Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit:

<https://www.accommodation.cam.ac.uk/>



# What Cambridge can offer

**We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.**

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme](#) for academic and academic-related staff, with additional flexible working policies for all other staff.

## Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.



## CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens. CAMbens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



# What Cambridge can offer

## Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 26 weeks' full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high-quality holiday Playscheme are available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:

<https://www.childcare.admin.cam.ac.uk/>

The Newcomers and Visiting Scholars Group (<https://www.nvs.admin.cam.ac.uk/>) is an organisation within the University that welcomes the partners and families of visiting scholars and new members of the University. Run by volunteers, the group offers opportunities to visit interesting Cambridge venues, learn about the community, take part in social events and gain local knowledge while developing a strong support network of both residents and other newcomers.

## Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the [Cambridge Festival](#), which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

## Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



# How to apply

Applications should be submitted online via the University of Cambridge jobs page [www.jobs.cam.ac.uk](http://www.jobs.cam.ac.uk) by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

If you have any queries regarding the application process, please contact: **The ED HR Team at [EDR@admin.cam.ac.uk](mailto:EDR@admin.cam.ac.uk)**

The closing date for applications is: 31<sup>st</sup> July 2025

Interviews will be held between the 15th September - 3rd October 2025.

