

Estates and Facilities Directorate

Job Title: Estates Manager (Operations)

Band: Band 7

Responsible To: Head of Estates

Accountable To: Director of Estates and Facilities

Location: The post holder may be required to work at any of the Trust establishments at any time throughout the duration of their contract.

1. Job Summary

The post holder will support the Head of Estates and the Directorate teams to ensure that the plans for the Directorate and service delivery of the **Estates Department** are planned and managed effectively and take the lead in the successful delivery of Statutory Compliance. The role will maintain a close and effective working relationship with the Estates and Facilities teams to ensure an effective integrated service is delivering a safe and compliant environment for patient's staff and visitors. This role is unique as it will lead on the management of the **Estates Department** and oversees staff, contractors or consultants working on schemes across the diverse estate of the Trust. The post holder will also provide expertise and technical advice to the Trust on issues relating to compliance with Health Technical Memoranda (HTM). The post will provide assurance that national and local standards and accreditations are in place and maintained; and that the function of the services is provided within budget. The post holder will work collaboratively with colleagues across the Directorate at the same level and act as the Trust's Authorised Person for a building engineering discipline in line with HTM.

The main accountabilities are:

- Take the lead on Statutory Compliance for the Estate Department
- Ensure the Trust has adequate Competent and Approved Persons to cover for the following; Ventilation, medical gas pipeline systems, Water, Low Voltage, Lifts, (and any other as requested)
- To act as Authorised Person for the following: MGPS, Water, Low Voltage, Ventilation, Lifts, in line with all HTMs
- Liaise with Local Authority agencies i.e. planning, building control or Local power distribution network operators (eg. Electricity Northwest Limited) when necessary.

- Contribute to Estates led committees such as ventilation, water safety, medical gases, Electrical Safety and asbestos management committees.
- Contribute to the Trust Premises Assurance Model and chair sub working groups as required.
- Provide specialist knowledge in relation to all site Electrical, Mechanical and Building services.
- Ensure statutory compliance and appropriate record keeping.
- Implement and review procedures to ensure waste is minimised in all forms, whilst keeping control of budgets, cost and compliance.
- Input into the Estates strategy to protect the Trust's future estate requirements and the fulfilment of that requirement.
- Manage the team's business support function including developing and managing the team's business plan progress and identifying and reporting risk using established governance processes.
- Liaise with appropriate stakeholders across the organisation.
- Manage all performance returns including business planning and workforce.
- Develop and implement service transformation and improvements.
- Management of the department's budget and annual release of Cost Improvement savings schemes
- Maintain service quality systems and procedures.
- Ensure annual training and development plans are completed.
- Undertake annual evaluation of service provision via stakeholders.
- Identify commercial opportunities for the areas within your scope of responsibility.
- Define service level agreement with all customers ensuring that education of service expectations are identified and are accepted
- High levels of customer and patient care are maintained.
- Market the services both internally and externally
- The above is only an outline of the tasks, responsibility, and outcomes of the role. The post holder will undertake any other duties as may reasonably be required by their line manager.
- The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the Directorate and Organisation

2. Key Working Relationships

- The post holder will be required to maintain productive relationships with a broad range of internal and external stakeholders including senior managers, HR Business Partners, Divisional Accountant, Business Managers across the Trust, and peers within other NHS Trusts and private contractors.
- Participate in relevant internal and external working groups/projects, service initiatives, to provide information and analytical advice and expertise.
- Develop and implement data collection systems that will provide accurate and timely data relevant to your services.
- Present information and issues, explaining highly complex issues, to a wide range of internal and external stakeholders.
- Liaise with other Managers to share best practice.
- Take part in the Estates on-call rota.

3. Functional Responsibility

3.1 Performance Management

- Continually keep up to date with all relevant HTMs to perform your role.
- Contribute to performance improvement during the annual review and set Key Performance Indicators for your areas of responsibility.
- Provide coordination of and participate in relevant internal and external working groups and provide project advice, expertise and support where requested.
- Provide relevant and timely specialist advice and guidance for estates services.
- Work with other members of the team to investigate the causes of any variance from target plans and proactively contribute to the implementation of solutions.
- Management of risk and issues within your scope of responsibility and providing proactive resolution and escalation
- Monthly completion of the Estates Dashboard and PAM

3.2 Financial and Physical Resources

- Provide monthly reporting on the targeting of resources and monitoring their implementation from a value for money perspective. Developing cost Improvement schemes to improve productivity and efficiency.
- Constantly seek to identify potential efficiencies in service delivery to maximise the effectiveness of the service and quality to the Trust.
- Provide management and monitoring of all aspects of service budgets and ensure cost improvement plans and phasing of savings are implemented.
- Management of cost improvement schemes to ensure delivery against agreed timescales.
- Manage transformational change within the department.

3.3 Staff Management

- Take the lead in the coordination of training, development and recruitment activity across the areas within your scope of responsibility.
- Manage staff, undertaking Personal development reviews, recruitment and progressing any employee relations or sickness absence issues as necessary in accordance with Trust policy.
- Make appropriate assessment of the performance development needs of the workforce and devise succession plans to ensure that the service is adequately resourced over the short, medium, and long term.
- Ensure the workforce meet on-going mandatory training requirements.

3.4 Information Management

- Own the management information of the service and use it to influence and reinforce business cases, service developments and efficiencies.
- Devise and provide improvements to current management information, analysing, reporting, and suggesting procedures to enhance the decision-making process.
- Ensure timely and accurate monthly performance information, analysis and mitigation to management.

3.4.1 Research and Development

- Contribute to the development of annual key performance indicators for the areas within the scope of your responsibility.
- Delegate aspects of research and development activities, collating information, analysing, and reporting findings
- Horizon scanning to ensure that new developments within your sphere of service provision are identified and implemented.

4. Operational Responsibilities

4.1 Planning and Organisation

- Contribute to the strategic business planning of the Directorate and the areas within the scope of your responsibility. Identify interdependencies across projects and functions, potential impacts on the wider organisation, resource requirements and building in contingency and adjustments as necessary.
- Contribute to the development of performance and governance strategies and the implementation of improvement programmes, in accordance with the Directorate priorities.
- Contribute to short-, medium- and long-term Directorate business plans, achieving quality outcomes.
- Ensure the service area has appropriate plans in place regarding emergency contingency, resourcing, and finances for the short and medium term.

4.2 Policy and Service Development

- Contribute to the review and development of existing information management systems and the development of an integrated approach to service or initiative management.
- Develop policies and procedures for the areas within the scope of your responsibility.
- Ensure local policies and procedures are in place to address service specific needs.

5. Infection Control

All employees have a personal responsibility for adhering to the control of infection policy. Further guidance can be sought from your line manager.

6. Risk Management

It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate action and reporting of all incidents, near misses and hazards.

7. Knowledge and Skills Framework / Personal Development Review

For your post you will receive a KSF job outline detailing knowledge and skills needed to undertake your role. You will be required to undertake an annual personal development review (PDR) which will give you the opportunity to discuss with your manager your progress in relation to your job outline.

Once progression has been agreed you will normally progress to the next incremental point on the pay band 12 months after the appointment to this post and to subsequent points every 12 months thereafter, subject to meeting the criteria for progression when you pass through the second gate way.

8. Accountabilities

The post holder is expected to:

- Attend training programmes, when necessary, e.g. fire lectures, moving and handling, safeguarding, equality and diversity and information governance.
- Compliance with trust policies and procedures e.g. Health and Safety at work fire drill procedures, confidentiality etc.
- Core Mandatory and statutory training.

9. Other Duties / Flexibility

Any duties not included in this job description, which the post holder may be required to carry out, will be allocated following discussion.

10. Standards of Conduct

Ensure that personal actions and conduct comply with the Trust policies and procedures e.g. Health and Safety, Tobacco control policy, equality and diversity, confidentiality, the data protection act (1998), moving and handling regulations.

Attending training courses as required e.g. induction and core mandatory training.

Conduct duties with regard to values underpinning the **Trust vision**:

To be widely recognised for providing safe, personal, and effective care

The trust has committed key operating principles, to which employees are expected to contribute. **Our objectives:**

- **Put safety and quality at the heart of everything we do.**
- **Invest in and develop our workforce.**
- **Work with key stakeholders to develop effective partnerships.**
- **Encourage innovation and pathway reform and deliver best practice.**
- **Become a successful foundation, Trust.**

Our Values

- **Put patients first.**
- **Respect the individual.**
- **Act with integrity.**
- **Serve the community.**
- **Promote positive change.**

Post holder is expected to work flexibly within their pay band. They should only be expected to carry out activities for which they are competent. Alternatively, they may carry out additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust Operates a Tobacco Control Policy and is a “smoke free” zone.

Name of Post Holder (please print clearly)

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National Insurance Number

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Date

Signature of Line Manger

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Person Specification Generic Band 7

Supporting Evidence

Factors	Description	Essential	Desirable	Assessment
Knowledge training and Experience	Educated to degree level in relevant subject or equivalent level qualifications or significant experience at a similar level in specialist area	✓		A/C
	Significant experience of successfully operating in a politically sensitive environment	✓		A/I
	Evidence of continued professional development at a similar level.	✓		A/I
	Demonstrated experience of management in complex and challenging environments	✓		A/I
	Experience of managing risks, reporting them, and risk mitigation.	✓		A/I
	Experience of drafting briefing papers business cases and correspondence at a senior level	✓		A/I
	Experience of monitoring budgets and business planning processes		✓	A/C
	Experience of managing and developing a team in a unionised environment.	✓		A/I
	Understanding of the public sector and NHS		✓	A/I
	Demonstrated experience in a healthcare		✓	A/I

	environment			
	An understanding of project principles, techniques and use of tools such as Microsoft Project		✓	A/I
	Comprehensive knowledge of Microsoft word and advanced user of Microsoft excel	✓		A/I
Communication	Ability to prepare produce concise yet insightful communications for dissemination to senior stakeholders and a broad range of stakeholders as required	✓		A/I
	Experience of creating and giving presentations to a varied group of internal and external stakeholders	✓		A/I
Analytical	Ability to analyse very complex issues where material is conflicting and drawn from multiple sources	✓		A/I
	Demonstrated capability to act upon incomplete information, using existing experience to make inferences and decision making	✓		A/I
	Numerate and able to understand complex financial issues combined with logical skills	✓		A/I
	Experience of setting up and implementing internal processes and procedures	✓		A/I

	Knowledge of financial systems e.g. monitoring budgets, processing invoices etc.	✓		A/I
Planning Skills	Demonstrated	✓		A/I

	capability to plan over short, medium and long term timescales and adjust plans and resource requirements accordingly			
	Experience of setting up and implementing internal processes and procedures	✓		A/I
Autonomy	Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales	✓		A/I
Equality and Diversity	The promotion of equality of opportunity and good working relations (providing practical leadership)	✓		A/I
Other	Experience of managing a team without direct line management	✓		A/I

A= Application Form

I = Interview

T= Test

C= Certificate

EFFORT FACTORS –

PHYSICAL EFFORT

What physical effort is required for the job?	How Often?	For How Long?	What weight is involved?	Any mechanical Aids?
Able to move, handle, lift and bend. Must be physically fit. Consistent and reliable attendance.	Daily	As required	Up to 10kg	Yes

Is the job holder expected to sit / stand in a restricted position?	How Often?	For How Long?	What activity is involved?
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Yes	Every shift	More than 20 mins On each occasion	<ul style="list-style-type: none"> • Walking the site, monitoring technical activities. • Inspecting specialist area/Estate. • Sitting at a desk for some activities.
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MENTAL EFFORT

Are there any duties requiring particular concentration?	How Often?	For How Long?
Yes – Developing Strategy, Policy, Project Plans, Action Plans, Budget Management, Report Writing, Organising Rota's and Shift Patterns, quality assurance and audits.	Daily	More than 20 mins On each occasion
Are there any duties of an unpredictable nature?	How Often?	For How Long?
Yes – meeting the demands of the services, which can be unpredictable due to volume of patients and outbreak/emergency requirements. Management of resources ensuring staffing levels to meet service demands.	Daily	More than 20 mins On each occasion

EMOTIONAL EFFORT

Does the job involve dealing with any distressing or emotional circumstances?	Direct / Indirect Exposure	How Often?
Yes – management of employee relations, distressing circumstances involving service/estate requirement.	Direct	Daily

WORKING CONDITIONS

Does the job involve exposure to unpleasant working conditions?	How Often?
Yes – Inspects and supports staff to ensure national standards, accreditation requirements, and statutory requirements.	Daily