

AGENDA FOR CHANGE NHS JOB EVALUATION SCHEME



JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	WORK CONTROL ADMINISTRATOR
Reports to:	SENIOR ADMINISTRATOR
Department, Ward or Section:	ESTATES
Operational Unit/Corporate Department:	FACILITIES
Job Reference:	DHFACIRAIGESTS62
No of Job Holders:	1
Last Update;	November 2015

2. JOB PURPOSE

To assist, through providing administrative services, as part of a team, to the Estates Department to ensure that an effective Estates service is provided throughout the NHS Highland area, including participation in the Estates Helpdesk function, and all associated aspects.

To assign Authorisations to Work (ATWs) for contractors and external suppliers as required, using appropriate electronic systems.

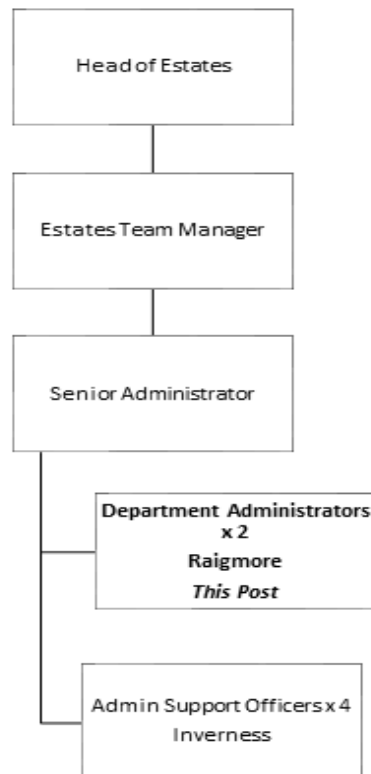
To assist in the management of the Estates vehicle fleet, by arranging servicing, repairs and MOTs, and in the specification and ordering of replacement vehicles and associated equipment.

To provide back-up in task of scheduling and dispatching work orders to estates teams across the NHS Highland area, using the computerised maintenance management system, scheduling and mobile software applications.

3. DIMENSIONS

- All departments within NHS Highland site supplied.
- Approximate number of Statutory Planned Maintenance (SPM) work orders generated per week – 700.
- Approximate number of Planned Maintenance (PM) work orders generated per week – 300.
- Approximate number of Reactive Maintenance (RM) work orders generated per week – 750. All of the above figures can fluctuate depending on additional minor works and project commitments.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Estates Department will provide a safe, effective and efficient service of estate maintenance, new build and refurbishment, complying with statutory and other standards within allocated budgets to NHS Highland.

The department is responsible for all operational building and engineering services for users of the estate. These services include planned preventative maintenance, breakdown maintenance (24 hours), irregular maintenance and improvement works to power, water, drainage, medical gases, communications systems, steam generation, emergency power generation services, hard and soft landscaping, building envelope and interiors, the maintenance of which has a direct and immediate bearing on standards of patient care.

The department undertakes in-house project works and contributes to the control and direction of contracted-in design teams, complying with Statutory Standards, Scottish Health Technical memoranda, HHB policies and procedures and within allocated budgets.

Develop and deliver a comprehensive Energy, Water and Environmental management service, set and manage budgets, also ensure the HEAT target for energy reduction and carbon reduction is met. This challenging target will require development of the NHS Carbon Reduction Strategy and will involve developing innovative 3rd party solutions for NHS Highland.

Set and manage the Council Tax and Non Domestic Rates budgets across NHS Highland and authorise payments. Lead on the 5 yearly Rating Revaluation appeals and deliver cost savings wherever possible including pursuing rebates associated with the Rating Disabled Person Act.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- To provide a complete secretarial and administrative service to Estates Department to enable the department to function effectively.
- To input Estates Department goods/services orders on to computerised maintenance management system to ensure accurate records of commitment are recorded on a day to day basis and to follow through to receiving stage to ensure expenditure is recorded accurately on a monthly basis.
- To deal with enquiries to the Estates Repair Helpdesk in order to ensure a swift and effective response to customer maintenance requests and to transmit urgent requests to the appropriate Maintenance Supervisor, or Estates Operations Manager, ensuring risk of further disruption is minimised.
- The post holder will provide data entry for the computerised maintenance management system to ensure accurate records of maintenance history are recorded.
- To provide cover for the Estates Helpdesk, and ID Badge Office as required.
- To schedule and dispatch electronic work orders to engineers across all estates teams within NHS Highland.

- To extract and manipulate data from scheduling and mobile system to produce reports for Operational Managers, Supervisors and teams.
- Produce reports for and participate in regular work planning meetings
- Manage mobile devices, ensuring replacements, repairs and updates are carried out efficiently and not to the detriment of the workflow.
- Manage contractors visiting Raigmore site by use of ATW system, ensuring all contractors have been inducted, issued with site pass and signed on to the ATW system.
- Preparation of ATW and Permits to Work for the NHS Highland area.
- Provide support in administration of estates vehicles ensuring MOT and Road Fund Licences are renewed. Ensure servicing is undertaken at appropriate intervals and tyres are replaced when required.
- To be aware of and comply with the requirements of the Health & Safety at Work Act (encompassing Risk Assessments, Method Statements and Permits to Work) associated Acts and subordinate regulations, to minimise risk and protect patients, staff and public from danger/harm and NHS Highland from litigation.
- To maintain department databases for approved contractors and oil deliveries.
- To carry out such other duties relating to the work of the department, as required by management.

7a. EQUIPMENT AND MACHINERY

- Computer and various printers
- Fax machine
- Photocopier
- Scanner
- Telephone & Answering machine
- Smartphone
- Tablet
- PDA
- USB Signature Pads
- Shredder
- Laminator
- Guillotine

- Binder
- 2-way Radio
- Vehicles

7b. SYSTEMS

- Computerised Maintenance Management System - Maximo
- Work Scheduling System
- Estates Databases
- Control of Contractors System - Gemsoft
- Detailed knowledge of Microsoft packages including Word, Access, Excel, Visio & Power Point
- Intranet & Internet
- Smartsheet

8. ASSIGNMENT AND REVIEW OF WORK

- 1) The post holder works within a framework established by NHS Highland's Standing Financial Instructions.
- 2) The post holder works under the supervision of the Senior Administrator, with input from the Estates Support Manager and Maintenance Manager.
- 3) The post holder receives work from the Senior Administrator, who prioritises and reviews the workload and checks a proportion of the completed work.
- 4) A degree of initiative is required in the ongoing review and monitoring of performance to identify areas of improvement or development to enhance the services provided.
- 5) A degree of initiative is also required in making decisions with regards to the sequence of tasks allocated depending on operational requirements, maintenance due dates and project deadlines.

9. DECISIONS AND JUDGEMENTS

The post holder exercises a degree of responsibility in dealing with contractors, suppliers and other NHS staff, scheduling work and producing work packs to ensure continuity in service delivery. In the absence of Senior Administrator/Estates Support Manager/Maintenance Manager, the post holder will make decisions with regard to work prioritisation. These decisions could have implications to healthcare delivery within NHS Highland properties.

In the absence of the Work Control Dispatcher the post holder will seek to ensure that all statutory maintenance is available for completion by teams across NHS Highland areas.

- 1) The post holder requires the ability to organise the sequence of tasks within any programme of work allocated to them and to use their judgement to deal effectively with new situations as they arise or recognise the need to seek assistance from their Supervisor/Manager.
- 2) Prioritise which jobs require an urgent response and contact Maintenance Supervisors or Operational Managers via telephone or 2-way radio to pass on this information.
- 3) The post holder is required to maintain a high level of discretion and confidentiality at all times.
- 4) Identifying conflicts in scheduled work and identifying alternative engineers to ensure continued completion of generated work.
- 5) Checking and confirming approvals on all Authorisations to Work (ATWs) prior to issue.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- 1) Effective time management abilities are required in order to deal with high volume of enquiries and workload, the effectiveness of the post holder having an impact on departments throughout the NHS Highland area.
- 2) Maintaining knowledge and awareness of new developments in I.T, mobile and software technology.
- 3) Notifying and update Maintenance Supervisors, Operational Managers and Trades Teams, of changes to planned work.
- 4) Attempting to satisfy unrealistic demands of Operational and Project Managers.
- 5) Resolving enquiries, requests for assistance (particularly those of an urgent nature) efficiently and in a timely fashion by using personal judgement in the absence of a manager or supervisor.
- 6) Maintaining a high standard of work, often in restricted conditions.
- 7) Dealing with customers' expectation of Estates Management's capacity to resolve problems, often in unrealistic timescales.
- 8) Ability to manage and prioritise a busy but diverse workload.
- 9) Ensuring dispatch of statutory and urgent work orders in accordance with planned

maintenance plan and service delivery requirements.

11. COMMUNICATIONS AND RELATIONSHIPS

Within own Department

With all members of the Estates Department (face to face and by telephone) on a daily basis to take instructions and facilitate communications. Also via e-mail and by walkie-talkie radio.

With other Departments/Divisions

Potentially with all NHS Highland staff, mainly by telephone and e-mail when dealing with their Estates Repair Helpdesk work requests/queries and invoice queries with the Finance Department. Also face to face when assisting with ID badge production and issue.

External to the Health Service

The range of functions, staff, manufacturers, contractors and suppliers dealt with means that the range of requisite work contacts is considerable, the scope of communication varying widely to encompass areas such as providing and receiving information, dealing with queries, chasing work orders and problem solving.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills

Keyboard skills

Driving

VDU

Physical Effort

Restricted position sitting or standing.

Mental Effort

Concentration required whilst inputting data to computerised maintenance management system.

Concentration required whilst scheduling and dispatching.

Concentration required when signing contractors in and out of ATW system.

Concentration required when operating ID badge system.

Frequent interruptions to concentration from phone calls and staff members.

Working with computers for varying periods.

High volume of work required to tight timescales.

Dealing on a day to day basis with demands of maintenance teams, contractors, and customers.

There will be limited cover for the post holder during periods of annual leave and sick leave, with the possibility of a backlog of work on return to post, which can prove mentally and emotionally draining.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- HNC/HND in Administration or SVQ3 Administration or equivalent.
- The post holder should have a working knowledge and experience of Microsoft Office, including Word, Excel, Access and PowerPoint.
- Experience of facilities maintenance workflows.
- Excellent communication skills including good telephone manner, tact and diplomacy.
- Excellent literacy and numeracy skills.
- Good interpersonal skills.
- Ability to prioritise and manage time, and work, using own initiative.
- Ability to analyse information and to communicate it in a straightforward manner.
- Geographical knowledge of area covered by department.

14. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Date:

Manager's Signature:

Date: