



Estates and Facilities Technical Manager 092964 Job Pack February 2022



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Welcome to NHS 24

Thank you for your interest in this position.

This information pack details information about both NHS 24 and this vacancy. I hope that you find this information useful and it helps inform your decision to apply to come and work with NHS 24.

Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person centred services to the public of Scotland.

We are proud to employ 1600 staff across our centres in Scotland. As the Director of Workforce, I am committed to ensuring that NHS 24 is a great place to work. Our staff are our greatest asset who deliver high quality safe and effective care to our patients.

I am committed to putting our staff at the centre of everything we do and to working to a common set of values to guide the work we do, the decisions we take and the way we treat each other. Our values are: care and compassion; dignity and respect; openness, honesty and responsibility; and quality and teamwork.

If you would like to be part of our team and feel you have the skills and share our values I would be delighted to hear from you and welcome your application.

Jacqui Hepburn
Director of Workforce, NHS 24

Reference Material

You can find more information about NHS 24 and our services at:

[About NHS 24](#)

[NHS 24 Services](#)

[Key Documentation](#)

Our Organisation

NHS 24 is the national provider of digital and telephone based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online.

We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

Our Services

Delivery of safe, effective and person centred care to the people of Scotland is the absolute priority for NHS 24. Our services are delivered across a range of channels including telephone, online, web chat, text, email and social media, on a 'Once for Scotland' basis to complement the face to face delivery of NHS Scotland's health and care services. Key services include the telephone triage service 111, our national health and care information service NHS inform, the Mental Health Hub, Breathing Space, Care Information Scotland and, more recently, providing an Urgent Care support service to the citizens of Scotland.

Our services are delivered by multi-disciplinary teams, which include a range of clinical and non-clinical skills sets, including nurses, pharmacists, physiotherapists, call handlers (all operate under clinical supervision), health information advisors and mental health counsellors.

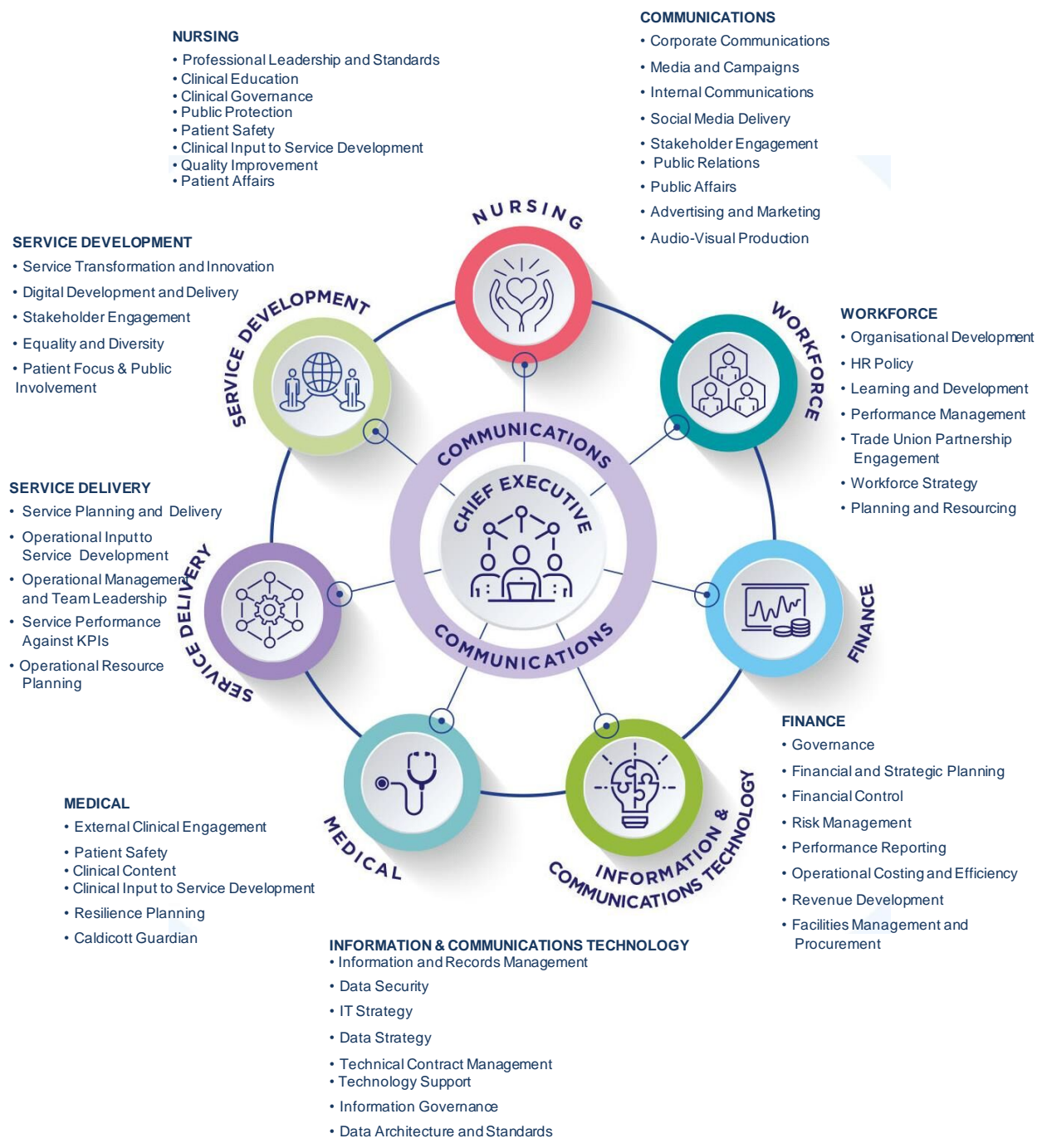
As an integral part of the NHS in Scotland, NHS 24 continues to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective digital and telephone based-health and care services.

For example:

- NHS 24 is the national provider of a range of digital and telephone services including 111, NHS inform and Breathing Space.
- Working with partners across the health and care sector, NHS 24 provides health and social care information and access to urgent and out of hours care for people across Scotland via a range of channels including telephone, website and webchat.
- In response to COVID-19, NHS 24 has utilised its national telephony and digital capability to support a national 24/7 COVID-19 pathway, provided through a 24/7 111 service that focuses on COVID patients only in the in hours period and supported by a non-clinical special 0800 helpline and the use of digital assets including NHS inform.
- In the first 11 months of 2019/20 (excluding March 2020 COVID-19 related activity), NHS 24 recorded a call demand of 1.4m calls to 111. In the same period, demand to the new Mental Health Hub service, accessed via 111, was 22,653.
- Throughout 2019/20, visits to NHS inform online averaged 4.4 million per month, however this has grown rapidly during the pandemic to over 2 million visits per week.

NHS 24 employs a range of staff across its locations, including clinical and non-clinical staff and essential support services staff.

Our Structure



Finance and Performance

The Finance Department manages a budget of around £100m per annum.

We have a small but dedicated team that are responsible for ensuring good governance and control over the funds allocated to NHS 24. This includes functions such as treasury, accounts payable/receivable, maintaining and adherence to standing financial instruction, counter fraud, budgeting and forecasting.

We work closely with all departments and are responsible for service level agreements for services such procurement and payroll. We work closely with internal auditors and provide assurance to committees and the board.

NHS 24 Estates and Facilities is aligned to the Finance and Performance Directorate. The department is responsible for the delivery of patient care by the provision of effective, efficient and safe operation and maintenance of estates services, systems and budgetary resource, in compliance with statutory requirements and mandatory NHS Healthcare standards and guidelines.

This post will help bolster the Estates and Facilities technical and compliance functions but be expected to provide general support across the organisation.

Our Centres

We have seven regional centres, four in the West, two in the East and one in the North of Scotland. We also have a number of local centres.

This post will be based at Caledonia House.

Cardonald Regional Centre

Caledonia House
Fifty Pitches Road
Cardonald Park
Glasgow
G51 4EB



The surrounding area benefits from exceptional public transport links, many of which directly serve Cardonald Park.

Cardonald has a dedicated railway station which is approximately a 10 minutes' walk from Caledonia House, providing regular services to Glasgow Central Railway Station, (7 minutes) and Paisley Gilmour Street Station (8 minutes) at 30 minute intervals.

There are numerous bus routes nearby which link Cardonald to Hillington, Braehead and Paisley as well as a number of the services linking direct to Glasgow city centre.

- Braehead Shopping Centre 5 mins
- Glasgow City Centre 8 mins
- Glasgow International Airport 10 mins
- Glasgow's West End 15 mins
- Edinburgh 60 mins

The Role –

Facilities and Estate Technical manager

Working within the finance directorate, the post holder is part of a small team who are professionally responsible for the day to day operational activities of the Estates and Facilities Department.

The role covers all NHS 24 sites together with those that are covered by arrangements with local Health Boards.

To deliver a high quality, cost effective, statutory compliant estate service. Develop business opportunities where new models can further the exploitation of innovation and intellectual property aligned to the core services of the estate department.



Skills

Excellent communication skills are required along with attention to detail.

The ability to take the lead to ensure compliance with regulations.

Positive attitude with drive to continuously improve processes with the ability to influence others directly or indirectly.

Proactive approach to engaging with suppliers and managers.

Ability to demonstrate being performance focused and results driven.

Highly organised, innovative with a practical approach to problem solving.

Qualifications

The post holder requires highly developed specialist knowledge across the range of work procedures and practices underpinned by theoretical knowledge and relevant practical experience, evidenced by academic qualification to an Engineering Degree or equivalent level in relevant technical subject with demonstrable experience of working in a healthcare or industrial/commercial building services environment, endorsed with a post graduate qualification in a supplementary discipline (e.g. Mechanical or Electrical or Building.)

Working patterns

37.5 hours, Monday to Friday.

This Opportunity

Job Reference:	092964
Position Title:	Estates and Facilities Technical Manager
Hours:	37.5 hours
Location:	Cardonald – Caledonia House
Band:	Band 7
Job Type:	Permanent
Salary:	£40,872 - £47,846 per annum (pro rata) and enrolment into SPPA pension scheme. Placement on salary scale is dependent on confirmation of previous relevant NHS service.

WHO ARE YOU?

Someone who is enthusiastic, focused, professional.

High experience of working within Estates and Facilities with a highly developed technical knowledge of complex plant, equipment and services.

Someone who enjoys working with others to improve performance and processes. You should be proactive, organised and happy with a degree of autonomy on how tasks are completed and prioritised.

A flexible individual with a strong work ethic.

OUR CENTRES & AVAILABLE HOURS

Successful applicants will be based at Cardonald – Caledonia House (see address above), however the successful candidate will be required to work from various locations across the NHS 24 Estate including a flexible approach to hybrid working that may include home-working.

This is an 'in hours' role for 37.5 hours per week, Monday to Friday covering 7.30am to 6.00pm.

TRAINING

NHS 24 provides a comprehensive training programme to all successful applicants. Initial training will typically last over 4 weeks, this will include visits to various sites across the NHS 24 Estate. Training will be bespoke to the role and will be considered as continuous development.

For successful internal candidates the training programme will differ to take into account their current experience.

Training will be conducted by various methods, face to face, and via teams when considered appropriate.

BENEFITS

NHS 24 offers a complete benefits package, with a permanent contract on Band 7 £40,872 - £47,846 (pro rata). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning and classroom based courses
- enhanced pay for working public holidays (if applicable)
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

INTERESTED?

For an informal discussion please contact Lynne Kane, Head of Estates and Facilities. Mobile Number 07773231765 or email Lynne.Kane@NHS24.scot.nhs.uk

Job Description

Job Title: Estates and Facilities Technical Manager

Reporting To: Head of Estates and Facilities

Department(s)/Location: Finance, HQ

Job Reference number (coded):

1. JOB PURPOSE

The post holder will have responsibility for providing technical support and leadership of the NHS 24 Estates services, ensuring the seamless delivery of Estates services enabling the provision of safe working environment and optimum building performance across the NHS 24 Estate.

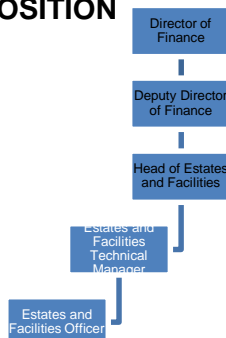
The post holder will be a key stakeholder in supporting NHS 24 meeting its key objectives, for the delivery of patient care by the provision of effective, efficient and safe operation and maintenance of estates services, systems and budgetary resource, in compliance with statutory requirements and mandatory NHS Healthcare standards and guidelines.

To support the tendering process, commissioning and managing external contractors for all Estate Service works including Capital new build and refurbishment works, working with all senior managers to develop innovative models of Estate service delivery that meet service financial targets and requirements.

The post holder will be responsible for the development, implementation and maintaining of policies and strategies that will achieve National Service wide environmental targets including the elements of Adaption, Energy, Carbon Footprint, Utilities, Waste and Sustainability.

This is a specialist post with a high level of expertise required to effectively deliver the service within a multi-discipline estate function.

2. ORGANISATIONAL POSITION



3. SCOPE AND RANGE

NHS 24 is the national provider of a range of telephone and digital services including 111, NHS inform and Breathing Space. Working with partners across the health and care sector, NHS 24 provides health and social care information and access to urgent and out of hours care for people across Scotland via a range of channels including telephone, website and web chat.

NHS 24 operates from 6 main contact centres (in Aberdeen, West of Scotland and South Queensferry) with local and remote sites across the country. NHS 24 is a 24 hour, 365 days per year service.

The post holder is part of a small team who are professionally responsible for the day to day operational activities of the Estates Department.

The role covers all NHS 24 sites together with those that are covered by arrangements with local Health Boards.

- To deliver a high quality, cost effective, statutory compliant estate service.
- Represent the Service in discussions with other NHS and non NHS organisations on matters relating to estates.
- Prepare reports for senior management group/committees/teams.
- Participate in various senior management strategy and focus groups within the Service and other NHS and non NHS bodies (other Emergency Services) pertinent to estates.
- Develop business opportunities where new models can further the exploitation of innovation and intellectual property aligned to the core services of the estate department.

4. MAIN DUTIES/RESPONSIBILITIES

Corporate

- To lead in the development of the strategic direction of the Service in Estates and Facilities matters to ensure all Estates Services meet the needs of the Service and staff, to facilitate the delivery of patient services.
- The post holder will be a key contributor in the review and development of the Service's Property Strategy to ensure the Estate operates effectively and efficiently and meets the needs of the Service and staff.
- To support the Head of Estates and Facilities in the development of complex master planning/development plans for larger sites relating to the optimum utilisation of the estate. For example, the post holder will liaise with service leads and ICT stakeholders to collate the necessary estate information to analyse the utilisation and functional suitability of the building to ensure key performance indicators are being achieved.
- To ensure that all areas of Estates have robust mechanisms for monitoring performance against national / local targets and highlight and support any shortfalls.
- To provide specialist technical knowledge in the monitoring, analysis and interpretation of NHS 24 Estate wide building/s performance data.
- To interpret national policy and procedures to ensure that NHS 24 is compliant with national standards and legislation. The post holder will develop and implement NHS

24 policies and standard operating procedures relevant to Estates.

Estates Infrastructure

- To manage the operation of a comprehensive electronic based estates and information systems, be capable of handling, analysing, manipulating and presenting estates and property information to assist management in the strategic planning of the estate, maximising the utilisation of accommodation, return of NHS Scotland property data and the provision of general information and data in response to inquiries from both within and external e.g. annual NHS Scotland Asset and Facilities reporting.
- To develop and maintain the Estate Asset Management System (EAMS), as an expert user develop procedures in connection with legislative, government and regulatory requirements and to develop internal operating procedures/policies in this regard.
- Overseeing the delivery of the range of Estates services ensuring consistent high quality provisions including management of engineering and building installations such as emergency power generation systems, MPHWS generating boilers, hot and cold water systems, Legionella prevention systems, roofs, windows, building fabric and for analysing maintenance options to ensure the continuity of systems.
- Resolution of operational challenges to ensure the seamless delivery of services including investigating incidents and hazards reported, assessment and compile expert reports on findings, judgments and Investigate, analyse and diagnose complex fault conditions electrical/mechanical systems and equipment. Provide expert technical support and guidance to staff and contractors.
- Ensure service provision compliance with all statutory and legislative standards, local and national estate policies, protocols and procedures and that all work is carried out in compliance with all appropriate statutory and mandatory guidance and legislation, including NHS Technical Memoranda and Health Building Notes, British Standards, and Technical Standards etc.
- As the 'Authorised Person', provide a highly specialised service management and system control as per STHM's for Board e.g. Low Voltage Electrical Systems, Water, Ventilation, to ensure compliance with Legislation, Safe Codes of Practice, Scottish Health Technical Memoranda (SHTM's). Undertake training, typically of two weeks duration, by independent accredited organisation, retraining and examination every 3 years to maintain AP registration.
- Maintain a high profile presence acting as the primary Estates interface on a day to day basis with colleagues, staff and external agencies etc.
- Contribute to the compilation of surveys of building and building services and feasibility reports as directed and ensuring maintenance of accurate computerised databases relating to various aspects of the department.
- Prepare specifications for new work, upgrades and modifications, utilising the Board's Standard Financial Instructions (SFI), tender or competitive quotation procedures. This may include obtaining Building Control/Planning approval, arranging pre-contract meetings and applying budgetary control.
- To provide and report estates service information that demonstrates risk and health and safety compliance with legislation and duty of care.
- Provide timely and robust information on Estates Services' performance and reporting on a regular basis key performance indicators.
- To develop and implement service specifications / SLAs with NHS or external

Partners.

- Develop and manage Service Contracts to achieve high quality, cost effective services for the Service.
- To represent Estates at, Area Health and Safety Committee, Sustainability Group, Building User Groups, Water, HVAC, Electrical/LV, Asbestos management groups, SCART user group, and any other group relevant to Estates.

Sustainability/Environment

- Responsible lead for sustainable use of energy, utilities and waste used by NHS 24 and to promote the Estates planning and delivery of the NHS Scotland Carbon Reduction Commitment by delivery of the Service's Carbon Reduction and Energy Efficiency Programme.
- To co-ordinate a rolling action plan for the effective management of Environmental issues, identify performance targets and put in place monitoring mechanisms against those targets.
- Champion the environmental / sustainability agenda, driving forward the NHS 24's green credentials.
- Lead the co-ordination of energy and environmental information acting as the Service point of contact for managing the collation, storage and retrieval of information and data, with specific responsibility for the analysis of such information and data and the production of a range of management reports.

Financial Management

- Deliver estates services as defined within contract agreements with other NHS Partners and third party providers, in accordance with current best practice and risk management techniques demonstrating value-for-money within resources available.
- Control, manage and authorise expenditure of the maintenance budget within delegated limits.
- **Revenue Budget** – The post holder impacts directly on this budget of approximately £4 million, as the post holder will act as an authorised purchaser/authorised signatory and will be required to order plant, materials and labour to allow the execution of maintenance activities, on the site all in accordance with Board SFI's.
- **Capital & Backlog Maintenance Budgets** – The post holder impacts directly & indirectly on these budgets, in the range £250k - £1 million. The post holder will have set budgetary limits in accordance with Board SFI's over the design, development and specification of new works, upgrades and modifications, as well as providing technical advice and support to works not directly controlled by the post holder, through interaction with the Head of Estates and Facilities, project manager, staff, technical consultants, design teams, contractors and specialists.
- **Capital Projects** – The post holder contributes to these projects, as the post holder will facilitate the integration of new projects to existing services and infrastructure, through interaction with the project manager, clinical and non-clinical staff, technical consultants, design teams, contractors and specialists.

Fire safety advice and training

- Working with the NHS 24 Fire Safety Advisor in the planning and implementation of the Service's Fire Strategy.

- Ensure that all Service buildings meet fire legislation, Firecode, HTMs and any other mandatory requirements.
- Ensure every building has a Fire Risk Assessment carried out in accordance with current relevant legislation.
- Ensure fire safety is incorporated into project briefs for all service developments and meets current fire safety regulations.
- Work with internal service support teams to ensure Fire Safety Policy implementation across each site.

Property Management

- Maintain estate records in accordance with best estate management practice, EAMS estate terrier, site and building plans.
- The post holder will be expected to develop close effective working relationships with other NHS Partners and other Emergency Services in order for the Service to continue the strategic objective of co-location in respect of sharing of property.
- Ensure all property occupied by the Service is covered by robust agreements appropriate to the nature of the occupancy, e.g. freehold, leasehold, licence, Memorandum of Occupation and that this is also applied to third party occupiers of Service property.
- Support the development of internal Service Level Agreements and monitor performance to ensure delivery is within agreed KPIs.

Leadership

- To line manage the Estates & Facilities Officer and support the Service Support Teams to create an open, supportive and positive culture and processes to maximise the potential of team members and ensure efficiency, effectiveness and high standards of contribution to the work of NHS 24.
- The post holder has overall responsibility for the recruitment, training, objective setting and disciplinary procedures for the Estates and Facilities Team and will manage all staff appraisals, personal development plans, attendance management and return to work interviews for all direct reports.
- To manage, motivate and develop staff within the Estates & Facilities Team to ensure that they are able to deliver the responsibilities of the NHS.
- The post holder will ensure organisational succession planning across estates and facilities and will develop staff within a specialist area and build capacity across NHS 24.
- To ensure Estates Services are continuously reviewed and developed to contribute positively to the overall performance of the Service. To lead, manage, motivate and develop staff and promote achievement of high standards and openness.
- To deputise for the Head of Estates and Facilities and represent the department at meetings when required.

5. _SYSTEMS AND EQUIPMENT

The post holder will require to have a good working knowledge of I.T applications in particular

- MS Word
- MS Excel spreadsheets
- PowerPoint presentations
- MS Outlook

There is a requirement to understand and/or utilise:

- The PECOS purchase order system
- EAMS – Estate Asset Management System
- EAMS - Estate Terrier EAMS – Risk Manager
- SCART – Statutory Compliance Audit Risk Tool
- NSAT – National Sustainability Assessment Tool
- EMS – Environmental Management System
- SSTS
- MASS System – NSS Helpdesk Facilities Management System. Data entry, reviewing and updating real time on building facility escalated faults – daily use.
- UPS Monitoring panel
- Air Conditioning Control Systems / individual controllers
- Lighting Management Systems
- Water Systems
- Fire Alarm Control Panels
- Security Control Panels
- Gas Leak Detection systems and equipment
- Water Leak Detection systems and equipment
- Generator, manual testing and fuel level check / control

Written Systems – Defined

<p>a) Safe Systems of work –</p>	<p>a) As formally appointed Authorised Person (A.P.) Implement formal Safety policy & procedure, by application of defined safe systems of work and associated safety documentation. Prepare risk assessments, safety programmes, and appropriate safety documentation for the safe management of works (i.e. Permits to Work, Sanction for Test, Live working permit) for control of the following critical services :</p> <ul style="list-style-type: none"> • High Voltage Systems: (Scottish Health Technical Memorandum SHTM 06-03) • Low Voltage Systems: (Scottish Health Technical Memorandum SHTM 06-02) • Technical Memorandum 02-01) Pt B: Operational Management • Hot works: Fire code: SHTM 85 • Excavations: HSE :HSG 185 • Confined spaces: Confined spaces regulations 1997. • Work at heights: Working @ height Regulations 2005. • Water Safety: ACoP L8 & SHTM04-01
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<p>b) Written Schemes: Statutory Inspections</p> <p>c) Written Systems: H&S</p> <p>d) Written Systems – H&S: COSHH</p> <p>e) Written Systems – H&S: Asbestos</p>	<p>Statutory written schemes are required for all pressure systems/equipment, passenger lifts, patient lifting aids & industrial/commercial lifting</p> <p>Statutory – Manage the commissioning of a suitably qualified and development of written scheme for high risk systems, including risk assessment for production of safety inspection schedules, status reporting and remedial action plans as required.</p> <p>c) Method Statements, Risk Assessments, etc. for assessing how works will be carried out and the degree of risk involved.</p> <p>d) Register for obtaining and providing advice on hazardous substances.</p> <p>e) Survey, test & register of all ACM's on site/s; to comply with legal requirements.</p>
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The post holder will require to use the following equipment:

- Laptop, Mouse, Docking Station
- Printer, Copier and Scanner
- Mobile Phone and making use of camera function as taking photos will be essential.
- Use of digital and manual measuring tools
- Video Conference Facilities, Microsoft Teams and similar screen sharing systems and equipment.
- Conference phones
- Cardax Security systems and equipment
- BMS – physical building management system/s

6. DECISIONS AND JUDGEMENTS

The post holder is required to work autonomously using their professional judgement to deliver the most effective service for the organisation. Whilst national legislation and guidance, organisational strategy and policy exists, the post holder is expected to interpret these and ensure the Estate Service function complies with overall strategy and policy. Therefore, the post holder is required to continually make decisions.

The post holder will report directly to the Head of Estates and Facilities and will agree objectives annually. The post holder will be guided by Building, Health and Safety and any other legislative regulation relevant to Estates. The post holder has responsibility/autonomy for the following:

- Day to day operation of the Estates and Facilities Technical Operation.
- To commission and manage external contractors/suppliers/professional advisers for all estate related works.
- Analysis of energy performance in relation to actual consumption against targets.
- To provide expert advice or guidance on technical estate related matters.
- To develop and implement National Estate Policies and Procedures.
- To make decisions taking account of requirements to comply with various elements of Legislation and Health and Safety whilst balancing the conflicting demands of service providers to ensure the continuous provision of improvement to the estate.
- To analyse the Service's estate performance on the NHS Asset Management System covering all 6 facets (physical condition, statutory compliance, functional suitability, space utilisation, environmental management and quality). Analysis is included in the Service's annual PAMS.
- To analyse the Service's Estate performance in sustainability – performance against target in CO2 reduction, waste and water management for inclusion in the annual sustainability report to SGHD.
- Responsible for the decision making process in selecting and appointing staff.

7. COMMUNICATIONS AND RELATIONSHIPS

- The post holder will require the ability to tailor their communication around technical solutions/ building management solutions to non-Estates and Facilities experts to ensure issues and the impact to the business are realised and understood. Regardless of the complexity of the issue, non-technical experts may only require a high-level overview of the issue to predominately understand the impact or risk to the business.
- The post holder requires to have well-developed written and oral communication skills, to allow clear and concise communications to take place with all levels of staff and external bodies, such as contractors. The post holder will explain the nature of estates activities – why the works are required, who will be affected, how the task(s) are to be carried out, the impact(s) these processes may have on the user(s) and their area(s) of responsibility.
- Email notifications will require to be issued to inform a wide range of people and co-located services for any Estates activities that may have a direct impact to service delivery and/or increase risk to Health & Safety. This can range from painting, carpet replacement, and deep cleaning programmes of work to the reconfiguration of work spaces, emergency light testing, and mains power interruptions, reactive and planned maintenance.
- The post holder will be required to organise and chair Estates and Facilities face to face and digital meetings. To work with all directorate leads, partnership and co-located service leads seeking agreements to proceed with works such as co-ordinated power interruptions, limited building access to site facilities. This extends to involving others in project meetings to agree workspace redesigns, accommodation challenges, addressing high level compliance risks including Health & Safety matters i.e. Fire, Water Management, Heating,

Ventilation and Cooling systems and taking a collaborative approach to synchronise works that are taking place simultaneously across NHS 24 and co-located services.

- Tact and diplomacy skills are required, particularly when dealing with sensitive information e.g. delaying building/power shutdowns because of specific service needs.
- The post holder is required to develop a close and productive working relationship with Estates Staff, both senior and subordinate in post. The post holder will participate in forums such as departmental meetings, core briefings, and motivate subordinate staff when required. Identify and organise training as required.
- The post holder must utilise developed negotiating skills in various circumstances with Estates staff, Service Support Teams, frontline, non-frontline staff and external contractors etc. to ensure the provision of an effective and efficient maintenance of health care premises.
- Communication with co-located services and external contractors in relation to building projects may necessitate contentious discussion on programme delays or poor performance. These discussions may become quite hostile, the post holder will be expected to influence these discussions showing good negotiating skills, tact and diplomacy to ensure the Service's needs are met.
- Communicate and develop effective working relationships with:
Executive Directors, Non-executive Directors, Senior Managers and specialist staff.

Internal

- Head of Estates and Facilities
- Deputy Director of Finance
- Executive Director of Finance (extending to all Executive Management Team and NHS 24 Board members)
- Associate Director of Operations and Nursing (extending to Heads of Clinical Services – entire Estate)
- Service Support Managers and Teams
- Contact Centre Front-Line Staff
- Training Department
- Head of Risk and Resilience and Teams (extending to National and Territorial Boards)
- IT
- Human Resources
- Central Resource Staff
- All NHS 24's PAs
- Scottish Ambulance Service (Operational, Estates and Health & Safety)
- Co-located boards (Operational and Estates)
- Staff side colleagues
- NHS 24 Procurement Team
- NHS 24 Communications Team – (ensuring staff engagement in particular surrounding organisational project plans).
- Project Managers and Project Co-ordinators

External

- Health Facilities Scotland
- National Services Scotland – (Estates & Facilities, Fire Safety)
- Scottish Futures Trust
- NHS Education for Scotland (NES)
- Territorial Boards and National Boards
- Facilities Contractors and suppliers i.e. lift Engineers, Heating, Ventilation and Air Conditioning Engineers, Electricians, Fire Alarm System and Security Contractors, Painters/Decorators, Floor layers & Roofing Contractors.

8. **_PHYSICAL DEMANDS OF JOB**

Physical Effort

Requirement for the post holder to travel frequently throughout Scotland and the islands.

Advanced keyboard skills are essential as speed and accuracy is required in the compilation and monitoring of budgets.

Requirement to conduct site visits both during construction and decommissioning phases of buildings. This may require ability to access confined spaces to check on construction matters or to establish that all required procedures have been completed in relation to vacation of a property or working during inclement weather conditions.

Mental Effort

The constant need to prioritise workload due to conflicting demands of the Estates programme to ensure projects are completed to timeframe. There are unpredictable aspects of the job due mainly to frequent interruption by Project staff including contractors or NHS 24 staff in relation to problems and issues stemming from individual projects, designs or drawings requiring explanation or updating, incidents on site are just a few examples.

The post holder must be able to continually switch focus and concentration from one Estate related discipline / problem to another over the course of a day.

The post holder must be able to quickly and effectively grasp and explain concepts, theories, Frameworks and models relating to complicated 'specialisms', change management and service operations delivery to a wide and varied audience.

Emotional Effort

The post holder requires the ability to deal with a number of competing priorities on a day to day basis. There is a need for a high level of accuracy and attention to detail as errors in communication could have significant consequences for the Service.

The post holder must be prepared to have detailed proposals challenged, rejected or put on hold. The post holder will, at times, have to deal with sensitive information that may cause formal actions to be taken by the Service on specific individuals / groups within the service. The post holder will at times be exposed to distressing or emotional circumstances in relation to adverse incidents.

9. **_MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- Explaining complex technical information to non-technical recipients e.g. persuading clinical and non-clinical colleagues to accept the necessity of interruptions to critical services to complete planned/unplanned essential maintenance and testing of

emergency backup systems.

- Ensuring compliance with the competing requirements of a wide range of legislation and codes of practice whilst balancing finite financial and human resources, against a background of heightened expectations.
- Reacting quickly to emergencies and unplanned events.

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

Training/Qualifications

- The post holder requires highly developed specialist knowledge across the range of work procedures and practices underpinned by theoretical knowledge and relevant practical experience, evidenced by academic qualification to an Engineering Degree or equivalent level in relevant technical subject with demonstrable experience of working in a healthcare or industrial/commercial building services environment, endorsed with a post graduate qualification in a supplementary discipline (e.g. Mechanical or Electrical or Building).
- Ideally the post holder is required to be an incorporated engineer member of a registered Engineering or Building Institute (e.g. Chartered Institute of Building Services Engineering, Institute of Electrical Engineers, Institute of Mechanical Engineering, Institute of Healthcare Engineering and Estates Management etc.)
- Highly developed technical knowledge of complex plant, equipment and services, acquired through academic development, experience and training courses and maintained through Continuous Professional Development (CPD).
- Post holder also has the ability, gained through experience to manage work priorities and emergency situations in a controlled fashion as they arise.
- A good working knowledge of statutory and mandatory guidance, e.g. Health and Safety Legislation, Scottish Health Technical Memoranda, Scottish Health Building Notes, Technical Standards etc. Normally obtained through experience and by attendance and study at internal and external training courses, duration ranging from one day to one week.
- A good working knowledge of local administrative procedures, e.g. Human Resources, Standing Financial Instructions, Fire safety and Response Procedures. Normally obtained through experience and by attendance and study at internal and external training courses.
- Highly specialist technical knowledge for 'Authorised Person' responsibilities, specifically responsible for statutory and mandatory issues such as, Pressure Systems, Legionella/Water Management, Ventilation Systems, Decontamination Services, Low and High Voltage Electrical Systems Management of asbestos, and passenger lifts.
- The post holder will require to attend nationally accredited external training programmes and successfully pass assessment by examinations as well as attending structured on-site training in the workplace. In addition undergo an assessment by an independent Chartered external assessor. All of the above is supported by extended self-study and continued professional development. This study must be repeated every 3 years to keep on any Professional registers.

To be selected to become an Authorised Person there is several prerequisites in

relation to Statutory Compliance and SHTM's, the post holder is required to have:

- A high level of experience in relation to the specific knowledge.
- A formal Engineering or Building qualification.
- To have attended structured training programmes on statutory regulations been trained in emergency First Aid and CPR procedures where required.

Experience

- Significant and relevant Estates operational management at senior level
- Planning and delivery of cost improvements
- Making difficult senior management decisions
- Implementation of Estates services strategies and action plans
- Modernisation and change management with ability to evidence
- Achievement of operational management objectives that delivers high performance and quality outcomes that are measurable
- Project Management experience
- Experience of effective partnership working with other organisations at senior level, preferably a mix of public, private and voluntary sectors.

Knowledge

- National healthcare strategies and how they relate to estates and associated services.
- A good working knowledge of statutory and mandatory guidance, e.g. Health and Safety Legislation, Scottish Health Technical Memoranda, Scottish Health Building Notes, Technical Standards etc.
- Benchmarking, market testing and value for money processes and exercises.
- Carbon management and sustainable development.

Skills

- Leadership and people management skills
- Financial budgetary management skills
- Report writing skills
- Ability to motivate and inspire to produce results
- Ability to collate and manage information, and present through a variety of mediums and audiences
- Ability to communicate and work with multi-disciplinary teams and individuals
- Able to demonstrate ability to work effectively as part of a team
- Ability to use own initiative, organise workloads and delegate duties
- Ability to influence others directly or indirectly
- Ability to demonstrate being performance focused and results driven
- A practical approach to problem solving
- Excellent IT skills

Recruitment Process

The NHS Scotland Everyone Matters 20:20 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values will guide the work staff do, the decisions that we take and the way we treat each other. Using a Values Based Approach to recruitment will ensure that NHS 24 staff members not only have the competencies required for the role, but they will live and breathe the values needed, to ensure that patients receive the best possible care, and that all staff are valued and treated well.

We will use a Values Based Approach in our selection process which will consist of the following assessments:

- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency based interview.
- **Interview / Assessment** – these competency based interviews have a focus on NHS 24 Values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

QUERIES:

For any queries in relation to this vacancy, please contact a member of the HR Business Support Team at recruitment24@nhs24.scot.nhs.uk

GENERAL:

Equality & Diversity:

NHS 24 is committed to equality & diversity:

<http://www.nhs24.scot/about-nhs-24/policies/equality-and-diversity/>

Working Time Directive:

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

APPLICATION DETAILS

If you think this is the career for you, then please submit an online application no later than midnight on **18/03/2021**.

The Candidate Application Guide included with this vacancy provides information on how to make the most of your application.

*Candidates submitted via Recruitment Agencies will not be considered for this post.