

# NHS GREATER GLASGOW

**JOB DESCRIPTION**

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| **1.** | **POST DETAILS** |
|  | **TITLE:** | **Project Support Officer** |
|  | **REPORTING TO:** | **Asset Manager** |
|  | **ACCOUNTABLE TO:** | **Head of Property & Asset Management** |
|  | **DEPARTMENT:** | **Property and Capital Planning** |

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| **2.** | **JOB PURPOSE** |
|  | As a member of the Property and Capital Planning team, the post will involve:Work across the Property & Capital Planning department to support integration of project and property asset information and records. The post holder will also liaise with colleagues across the Estates & Facilities Directorate.Provide project management, co-ordination and administrative support and advice to the Property and Capital Planning team.Contribute to the successful delivery of asset information for property and capital projects through feasibility, completion, and operation.Coordination of computer aided drawing information across Property and Capital Planning and liaising with Estates colleagues to ensure the Boards CAD Bureau is effectively managed and incorporated with national systems.Provide co-ordination and administrative support in the disposal of surplus NHS property and related property transactions, |

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| **3.** | **ORGANISATIONAL POSITION** |

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| **4.** | **SCOPE AND RANGE** |
|  | The post holder will support the maintenance and management of the Boards SAMS (Strategic Asset Management Systems) and AIMS (Assure Information Management System) and related Digital Estate functions. This will include developing standard process and procedures to best utilise software systems and also working with colleagues both internally and externally within NHS Assure and consultants to develop these further. The post holder will directly support the maintenance of the Board’s Asset Library which will be a co-ordinated digital centre for information on property and assets and CAD / BIM information on all of the estate utilised by the Board.All of the above covers an estate asset base in excess of circa 1.3 million square metres of accommodation which is a mixture of owned, PPP/PFI, leased or third party arrangements and has a net book value of circa £2.1 billion (2019) reflecting circa 121 operational sites.The post will include liaison across the organization but also with external consultants, adviser and contractors to maintain the asset library.  |

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| **5.** | **MAIN DUTIES/RESPONSIBILITIES** |
|  | Ensure that proper systems and audit trails are in place, maintained and constantly monitored in respect of project monitoring procedures and develop new ways of working to meet internal audit requirements.Provide co-ordination and administrative support to the project management structures established for Property , Capital Planning, Estates and external consultants, by the provision of asset data including drawings and subsequent management of project data on completion.Support the Asset Manager team in implementing the Project Information Plan and Asset Information Plan covering information structure across roles e.g. software platforms (all levels of supply chain) appropriate to meet Employer requirements and Project Team resources.Assist Asset Team members in assembling information for Estate performance monitoring.Assist in the development of the coordination and production of the Board’s annual Property and Asset Management Strategy (PAMS).Support processes to give guidance to the relevant NHSGGC staff ensuring master CAD/Revit plans are updated and accurate. Oversee the maintenance of the archived/historic plan information, including mechanical, electrical and floor plans, to be utilised as part of CDE roll out and ongoing development of these system.Ensure all Digital format plans are linked to Local and National Systems such as SAMS, AIMS, Asbestos management software, estates maintenance helpdesk and the Facilities Management Tool and any other Estate, Facilities or Property Management system used by the Board.Use of both CAD, Revit and asset management systems to develop better links between systems. To review and develop the services for which the post holder is responsible, to manage change and to achieve continuous accuracy.Undertake research and surveys relating to both specific capital projects and general exercises under the management and guidance of the Head of Property & Asset Management with whom the objectives are agreed and progressed.Analysis and Reporting of data from these surveys and research.Collaborate and work closely with other members of the Property and Capital Planning Team. |

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| 6. | SYSTEMS AND EQUIPMENT |
|  | The use of a wide range of Information Technology and Communications equipment including PC, laptop, mobile phone, scanners, photocopiers, digital cameras. National Strategic Asset Management System (SAMS), AIMS, BIM and GIS;Building Information Management Systems; Facilities Management Systems;Microsoft Office Packages: Word; Excel; Access; PowerPoint; Project; Publisher; Teams; Electronic data storage in Microsoft Office 365 Word; Excel; Access; PowerPoint;Project, and maintenance and retrieval of same;Understanding of the application of CAD, Revit, Laser Scanning, BIM and GIS property information systems;E-mail; internet and intranet;Electronic / data management filing system, and maintenance;Priority management work smart system; andGIS mapping. |
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| **7.** | **DECISIONS AND JUDGEMENTS** |
|  | Contribute to team decisions as well as taking decisions on a day-to-day basis around the delivery of allocated projects and tasks which will include technical and complex issues relating to the specific projects.To manage tasks and activities against the conflicting demands for time and prioritise accordingly on a daily basisInterpretation of NHSScotland Assure and Scottish Government Guidance.To use initiative to obtain and produce background information or documentation to assist Senior Managers in decision making when requiredJudgement is required when dealing with queries from external consultants and user groups on specific project issues on how and where these should be dealt with or referred. |

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| **8.** | **COMMUNICATIONS AND RELATIONSHIPS** |
|  | Communicate both verbally and in writing with the following during the course of a project at all levels within the NHS.Communications will include complex and technical project related issues which will require explanation, interpretation and decision taking:**Internal*** Property and Capital Planning Managers Clinical Groups;
* Divisional and Service Managers; and
* IT, Estates and Facilities Managers

**External*** Project Advisers-Technical, Legal and Financial, Property;
* Project Design Teams – Architects, Engineers, etc.;
* Scottish Government;
* Other NHS Organisations; and
* Local Authorities –Development and Regeneration Services, etc.
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| **9.** | **PHYSICAL DEMANDS OF THE JOB** |
|  | Frequent requirement for high level of concentration for long periods particularly when attending meetings for the purpose of recording proceedings and producing minutes.Keyboard Skills and regular requirement to use PC for long periods.  |

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| **10.** | **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
|  | Educated to HNC/HND level or hold an appropriate technical discipline. Sound knowledge and understanding of the NHS.Knowledge of Asset management and legislation around NHS Estate asset reporting tools (PAMS)Knowledge of Building Information Modelling software both 3D drawings and asset management functions.Strong planning and organisational skills.Well developed written and verbal communication skills. Ability to work on own initiative with a high degree of freedom and demonstrate sensitivity when dealing with confidential issues.Ability to deal with day to day workload while continuing to progress longer term objectives. Computer literacy including word processing, spreadsheets and databases.It is essential that the Post Holder is experienced and knowledgeable with AutoCAD Microsoft Office 365 suite of software programmes. Good knowledge and experience of the NHS Scotland Asset Management or Estates management  |

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| **11.** | **JOB DESCRIPTION AGREEMENT** |
|  | Job Holder’s Signature: | Date: |
|  | Senior Officer / Head of Department Signature: | Date: |