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| **NATIONAL SERVICES SCOTLAND**  **JOB DESCRIPTION** |  |

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| 1. | JOB DETAILS |  | Job Number |  |  |  |  |  |  |  |
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|  | JOB TITLE | Estates Project Manager |  |  |  |  |  |  |  |  |
|  | IMMEDIATE SENIOR OFFICER | Head of Facilities |  |  |  |  |  |  |  |  |
|  | DEPARTMENT | Facilities Management |  |  |  |  |  |  |  |  |
|  | SBU | NHS Assure |  |  |  |  |  |  |  |  |
|  | LOCATION | Hybrid Working (Gyle or Meridian) |  |  | Date Job Evaluated | | | | | |
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| 2. | job purpose |  |
|  | To manage and co-ordinate the delivery of multiple and concurrent major property and related capital projects that support the implementation of the NSS Property and Asset Management Strategy and the delivery of NSS’s core business, ensuring that all projects are managed to service excellence standards, provide solutions which best meet customer needs and are delivered to agreed time, cost and quality parameters in accordance with all relevant statutory, legislative, project governance and professional standards |  |
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| 3. | DIMENSIONS |  |
|  | The NSS estate presently comprises 24 properties across Scotland providing buildings in the form of office, warehouse and laboratories. The NSS estate has a total annual revenue budget of circa £18m and a total asset value of circa £23m.  The post holder works within a professional estates team managed by the Estates Lead and led by the Associate Head of Estates & Facilities. The post holder has shared responsibility for the delivery of multi-million pound projects with sole responsibility for the delivery of specific components within each project and for other property related projects across the NSS property portfolio. Value of current projects ranges from £5 thousand to £10 million and include new builds, major refurbishment/upgrades of existing buildings in relation to building fabric, internal fit out and engineering/mechanical & electrical services.  The post holder will undertake work and attend meetings on behalf of the Head of Facilities as and when required.  The post holder has no direct reports, but receives project and administrative support from the Facilities Management administration and will allocate and review work of these individuals across a range of project tasks. |  |
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| **4.** | **ORGANISATION CHART** |  |
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| 5. | ROLE OF DEPARTMENT |  |
| NSS Estates & Facilities is part of NSS’s Procurement Commissioning and Facilities Strategic Business Unit (SBU) (incorporatingHealth Facilities Scotland & National Procurement).   * Our Vision is “*to be a valued Business Partner providing shared, specialist services to NSS and beyond”* * **Our Mission is**  *“to promote the talents of our people to drive excellent service delivery****”*** * Our Purpose is *“providing high quality FM  services that support our customers in the delivery of their core business”*   The department provides a portfolio of 24 distinct FM services to internal and external customers including NSS Strategic and Support Business Units and a number of NHS Scotland Special Health Boards. These services are variously provided by management and staff directly employed by NSS, contractors and suppliers appointed by NSS and third party landlords, their managing agents, NHS Scotland Health Boards and other providers of NSS accommodation. In providing our services FM is committed to:   * achieving service excellence in everything we do; * delivering a safe, sustainable and flexible estate which is affordable, fit for purpose and meets the business needs of our customers now and in the future; * sustaining our performance within financial constraints through continuous improvement and innovation in the deployment of our resources; * being recognised as a valued Business Partner who understands and meets customer needs; * valuing, developing and supporting our staff to realise their full potential.   NSS FM is also responsible for   * Developing and implementing innovative and effective strategic plans for the NSS estate which will provide a flexible and sustainable working environment for NSS operating Divisions, staff and other stakeholders;  1. Developing policy, setting standards, promoting and monitoring the professional management of the NSS estate and the delivery of FM services to stakeholders; 2. Ensuring that NSS accommodation is provided and maintained in a condition fully compliant with Health & Safety, environmental, building and all other statutory regulations, codes of practice, clinical and licensing requirements, SGHSC directives etc., in support of NSS Corporate, Staff and Clinical Governance obligations;   Providing a corporate “intelligent client” function that is the NSS centre of facilities management expertise in relation to strategic planning, estate management, engineering and accommodation services. | | |

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| 6. | KEY RESULT AREAS |  |
|  | Lead, develop and plan projects through the use of comprehensive project planning processes which ensure clear timescales and targets are established for project delivery and that the project is proactively managed and any deficiencies are identified and addressed timeously throughout the project lifecycle. |  | |
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|  | Assist with the identification of project budgets and subsequently manage project budgets through the implementation of robust budget monitoring systems to ensure financial projections are accurate, expenditure is managed and controlled to agreed financial targets in accordance with SGHD and NSS Standing Financial Instructions. |  | |
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|  | Lead the development and maintenance of appropriate project documentation for each project including development project governance, plans, risk registers, property reports to ensure all activity is fully aligned to NSS corporate processes and methodologies and these conform with all NHS/NSS estates and facilities related legislative and mandatory requirements, policies and professional standards. The post holder will also be required to provide support with the development of formal project implementation documentation and business cases. |  | |
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|  | Manage all projects in line with legislative and SGHD requirements including; CDM Regulations, Treasury Green Book, Scottish Capital Investment Manual, NHS Scotland Property Transaction Handbook, NHS Scotland Procode (NHSiS Guidance on Appointment of Design Consultants and Contractors), DTI Constructionline and NSS Standing Financial Instructions, to ensure compliance with all statutory, regulatory and mandatory requirements. In this regard, the post holder will maintain a high standard of professional competence and will keep up to date through regular research to ensure all current statutory, regulatory and mandatory compliance standards are applied. |  | |
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|  | Act as intelligent client responsible for actively engaging all staff and stakeholders in the development of the property design and providing professional advice and guidance to support and influence decisions on design and transition to ensure successful delivery of the project. In this regard the post holder is responsible for ensuring all involved focus on operational requirements and working practices and clearly understand the technical and capital equipment related matters. |  | |
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|  | Complete the procurement/tendering process for all property projects in consultation/collaboration with consultants/suppliers in line with and NSS Standing Financial Instructions to ensure best value for money and quality. In this regard the post holder will also be responsible for the establishment of a detailed design brief, the tendering and appointment of appropriate contractors, the issue of tender documentation and assessment of returns. |  | |
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|  | Identify and develop all aspects of fixtures, fittings and equipping for each property project and contribute to the development of space planning in collaboration with staff, stakeholders and consultants to ensure all operational requirements are identified and incorporated into the property design and development and to ultimately ensure the provision of accommodation which is fit for purpose, meets business requirements and reflects best practice in space utilisation and property design. |  | |
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|  | Provide advice and support to estates team on technical and other issues by following SHTM, SHBN, SHFN, SFG20 and Health & Safety Policy and all relevant guidance and provide sound professional information/advice. |  | |
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| 9.  10. | As a member of Facilities team, undertake the role of authorised person in either water, asbestos, HVAC or HVLV compliance subject matter areas. As a result, contribute to the continuous development compliance management and delivery of departmental safe objectives.  Support the development and implementation of the property asset management and sustainability strategy through robust management. Leading the estates work stream you will carry out key activities within the timescales set, reporting into the programme groups. |  | |
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| 7. | ASSIGNMENT AND REVIEW OF WORK AND DECISIONS AND JUDGEMENTS |  |
|  | Annual objectives are identified and agreed with the Associate Head of Estates & Facilities in accordance with Estates & Facilities and NSS strategies/business plans. Other work is generated by the post holder themselves and through responding to demands from internal stakeholders.  Within the parameters above, work is self-generated and prioritised, with the post holder taking responsibility for outcomes and setting timescales. The post holder is required to be proactive and self-disciplined in order to achieve results, and is expected to work on his/her own initiative.  Progress and results are reviewed by the Associate Head of Estates & Facilities through the NSS development review system, and on an ad-hoc informal basis as required. The post holder is responsible for their own development review plan. |  |

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| 8. | COMMUNICATIONS AND WORKING RELATIONSHIPS |  |
|  | The post holder communicates on a regular basis with a wide range of stakeholders and staff at all levels across NSS in relation to each estates project and represents the Estates Team at various forums.    The post holder is required to proactively engage staff and stakeholders involved in each estates project and to influence decision making and negotiate practical solutions where necessary to ensure the effective delivery of each property project.  The post holder will actively generate effective working relationships with the Healthy Working Lives team, NSS Fire Adviser and other sources of expertise to ensure all legislative and regulatory are integrated into each project. The post holder will also work closely with NSS IT (DaS) engineers to ensure all project related IT installations comply with the NSS DaS Strategy and any future technological advances.  The post holder provides information, advice and guidance to staff across the organisation ensuring that the complexities involved in each project in relation to construction, building design, technical information, regulations and compliance and space planning issues are understood. This requires the post holder to ensure technical terminology is translated into language which all individuals can understand.  Acts as intermediary between external professional consultants, contractors and internal stakeholders ensuring effective lines of communication and consultation are maintained throughout the lifecycle of each project.  Attends and presents information to stakeholders through organisational User Groups.  The post holder chairs meetings on behalf of the Associate Head of Estates & Facilities.  The post holder encounters resistance and contention whilst representing the estates team on various forums. Precise and accurate information must be communicated to ensure the position of the department with regard to each property project is clearly and effectively communicated/represented.  Regularly network with external individuals and organisations to keep abreast of current issues within construction/NHS/estates/facilities management thereby providing the highest level of current and best practice technical and professional advice to the department. |  |

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| 9. | MOST CHALLENGING PART OF THE JOB |  |
|  | Managing and co-ordinating the competing demands of a diverse and complex workload involving multiple and concurrent estates projects and ensuring that each is delivered on time and within budget, meets all legislative and regulatory requirements and provides accommodation which is fit for purpose, meets business needs and reflects customer/stakeholder agreed expectations.  Effectively and proactively engaging with and providing support to customers and stakeholders to ensure they are positively involved in the process to develop and deliver estates management.  To ensure Estates Services is fully compliant with all Statutory SHTM, SHBN, SHF, SFG20 and Approved Codes of Practice in a highly complex technical environment. |  |

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| 10. | SYSTEMS | |
|  | Use of standard forms of building contract under contract conditions with particular reference to the Scottish Minor Works Contract and NEC3/4.  Routine use of the RICS Building Cost Information Service in relation to specialist building and engineering cost estimation*.*  Extensive use of MS Project to develop and maintain appropriate project documentation and manage project progress and performance.  Extensive use of MS Office to write reports, letters and spreadsheets and email.  Use of PECOS for purchase authorisation  Routine use of SCART and SAMS compliance tool for estates audit and reporting. |  |

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| 11. | PHYSICAL, MENTAL, EMOTIONAL EFFORT | |
|  | Physical  There is a daily combination of sitting, standing and walking. There are frequent periods of constrained movement, sitting in a restricted position with a lack of physical activity, while using a computer and particularly whilst driving/travelling to and from sites. There is a frequent requirement to walk around entire sites for long periods. |  |
|  | Mental There is a frequent requirement for a prolonged high level of concentration when undertaking complex analytical work, developing project plans and programmes of work, chairing meetings, delivering presentations and drafting reports.  There is a frequent requirement to:   * respond to unpredictable and competing demands; * re-prioritise immediate and long term work plans; * meet competing deadlines and targets and address severe time constraints over a range   of issues, i.e. legislative, financial, regulatory, operational.  The post holder will be expected to have the mental ability to:   * manage several complex and diverse issues concurrently; * establish and maintain effective levels of communication with a variety of individuals and   groups in relation to potentially difficult/complex topics in a range of situations;   * analyse, develop and present knowledge and information to influence key decisions. |  |
|  | Emotional Effort  The post holder is required to employ discretion, tact and diplomacy when persuading and influencing outcomes in relation to project delivery, in handling of sensitive/confidential verbal and/or written material and in dealing with colleagues.  In dealing with competing demands and priorities the post holder is required to maintain a composed and constructive approach when dealing with colleagues, stakeholders and internal/external customers.  There is also occasional exposure to emotional circumstances arising from challenging behaviour from colleagues, conflicting professional opinion/approaches. There is a frequent requirement to deal effectively and diplomatically with conflicting views and opinions. |  |

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| 12. | ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT | |
|  | A requirement to use Display Screen Equipment throughout the day on most days  A frequent requirement to travel throughout Scotland to visit sites and attend meetings and to drive or use public transport.  A minimal requirement for overnight stays away from home.  Occasional exposure to confined spaces and to substances hazardous to health including microbiological agents.  Occasional requirement to wear protective clothing/equipment and to enter +4oc/-4oc/-41oc cold rooms, LN2 areas and electrical and mechanical plant rooms, boiler houses, animal facilities, +37oc hot rooms, clean rooms, wash up areas, construction sites and noisy areas where the wearing of hearing protection is mandatory. |  |

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| 13. | KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
|  | A qualified and highly competent individual educated to degree level in a relevant discipline and a recognised qualification in construction/ estates/ building surveying or equivalent.  Preferable to have or be working towards chartered level within the Royal Institute of Chartered Surveyors.  Appropriate, relevant experience of successfully delivering estates or construction projects and/or managing multiple and concurrent projects ideally within a large complex organisation at a senior management level and in an environment where there is a high level of interaction with a diverse range of stakeholders.  Highly developed, specialist knowledge of building design, development and construction and related project planning, management systems and processes that are reinforced by theory and experience.  Extensive technical and practical knowledge and experience encompassing property design, development and construction and related legislative and regulatory requirements, i.e. Scottish Building Regulations, Planning Application process, construction techniques including the potential causes of building and structural defects, Health and Safety (Construction, Design Management Regulations), Fire, Disability, Environmental Management.  Specialist knowledge underpinned by theory and practice to ensure compliance with all Statutory, SHTM, SHBN, SHFN, SFG20 and Approved Codes of Practice and CDM Regulations as per specific appointment.  A good understanding of standard forms of building contract and their application under contract conditions with particular reference to the Scottish Minor Works Contract.  Experience of capital works in compliance with Scottish Government Health Department guidance with particular reference to the Scottish Capital Investment Manual.  A record of achievement in relation to buildings, design, development, construction and project management.  Excellent analytical, communication, influencing, negotiating, facilitation and interpersonal skills and the ability to build strong working relationships with colleagues and other stakeholders.  Knowledge of Microsoft Office, Word and Excel and MS Project.  The post holder should possess a full current driving licence with a flexible and willing approach to necessary travel throughout Scotland, including overnight business stays. |  |

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| 14. | JOB DESCRIPTION AGREEMENT | |  | |
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|  | **Job Holder’s Signature:** | |  | |
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|  | **Senior Officer/Head of Department:** | |  | |
|  | Designation: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  | |
|  | Signature: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Date:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
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