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| 1. JOB IDENTIFICATION | Job Title | Maintenance Manager |
| Department(s)/Location | Estates Department NHS Tayside |
| Number of job holders |  |
| 2. JOB PURPOSETo assist the Estates Manager in maintaining all delegated NHS Tayside properties in full operational condition by, managing the departments planned preventative maintenance system including all reactive repair requests, ensuring prompt response to clients. The post holder shall support the Estates Manager and various senior managers on multi-skilled operational matters and will manage subordinate staff in the provision of cost effective maintenance and minor work services in compliance with statutory, safety, and environmental requirements.The post holder shall maintain the highest standard of patient and staff environment and service. |
| 3. ORGANISATIONAL POSITIONHead of EstatesEstates Manager**Maintenance Manager****This Post**Maintenance SupervisorMaintenance ChargehandAssistant Estates ManagerEstates Officer |
| 4. SCOPE AND RANGEThe Maintenance Manager is responsible for the provision and management of estates services to NHS Tayside, ensuring that these services meet the Boards financial and business needs in a cost effective manner and in compliance with Technical, financial and other agreed standards.The post holder shall be responsible for providing financial reports to Estates Manager and Officers regarding the provision of all delegated works. The post holder shall co-ordinate Supervisory staff in the provision of all delegated works. Has financial authorisation for goods and services invoices up to their delegated authority and is an authorised signatory for staff returns, mileage and invoicing.Ensuring completed work in line with SHTM SHBN SHFN and Approved Codes of Practice standard.Financial and budgetary responsibility of projects. Produce reports as required for the Estates Management team  |  |
| 5. MAIN DUTIES/RESPONSIBILITIES**Induction Standards & Code of Conduct**Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and the Code of Conduct for Healthcare Support Workers.Personal & People Development Manage, appraise and develop staff using the E - KSF toolProvide specialist management and technical support. Provide appropriate training and advice for staff in consultation with others for all new systems and equipment.Provide diagnostic technical support, advice and direction to line Management, NHS Staff and contractors. Advise Staff on Health & Safety Issues.Authorised Person to ensure compliance with all statutory SHTM, SHBN, SHFN and Approved Codes of Practice and CDM RegulationsAssist with the development, review and testing of Estates Department Emergency Plans and Departmental Contingency PlansParticipate in relevant continued Professional Development training for Authorised Person (s) Courses to ensure compliance with all statutory SHTM, SHBN, SHFN and Approved Codes of Practice and CDM Regulations. **Health, Safety & Security**Identify the risks involved in estates work activities, carry out risk assessments, mitigate risk/probability and implement control measures as required, audit as required. Ensure all control measures are complied with to ensure the health, safety & security of patients, the public, colleagues, contractors, visitors and workers from other organisations.Ensures compliance with all relevant local policies and procedures including those related to Health & Safety Legislation and Risk Management.Ensure attendance at mandatory training and awareness courses as required by NHS Tayside. Identify training needs, for self to ensure awareness of current health safety & security policy, procedure and legislation is maintained.Monitor activities to confirm that they maintain good health, safety and security practices and that they are adhered too. Monitor and report on aspects of the working environment to ensure they are safe and free from hazards.Where risks are identified, take necessary action which might include; accident or incident reporting; challenging people who put themselves or others at risk; contributing to maintaining and improving organisational policies and procedures; maintaining and improving the environment; supporting others to manage risks more effectively, as NHS Tayside policies and procedures.Identify the need for specialist advice and support.**Service Improvement**Discuss and agree within regular Estates Team Meetings the implications of direction, policies and strategies on; buildings, structures & grounds; equality & diversity; health safety & security; human resources; procurement and commissioning; relevant financial issues – SFI`s. Discuss and agree the changes that can be made within a team or as an individual by contributing at team meetings, identifying problems, planning and implementing changes to practice, establishing goals, sharing new ideas/concepts and developing existing practices.To lead or participate in working groups that is undertaken on an NHS Tayside wide basis in order to contribute to the successful management of the Estates Department and the delivery of its services.Demonstrate a positive attitude, effectively making agreed changes to own work within set timescale, leading by example and involving colleagues as necessary.Inform support and encourage colleagues during the process of agreed change, to ensure continuity of service. Evaluates own and others work when required to do so by carrying out audits/inspections and appraising own and team work practices and completing relevant documentation as necessary.Assists in ensuring compliance of the Estates Departments Quality Procedures and Standards and support the development of BSI Quality Systems to include a programme of continuous quality improvement in the Estates Department.Identify any issues which may conflict or have a detrimental effect and participate in providing information to maintain or improve service provision.**Quality** Compliance with all statutory and SHTM, SHBN, SHFN standards and any relevant Approved Codes of Practice including CDM Regulations to ensure that all risks are managed effectively.Ensure own knowledge is consistently being updated and improved upon to stay abreast of current developments and work changes and implementing change to ensure standards and best practice are maintained.Promotes and encourages sharing of best practice, innovation and development of ideas within the department and the wider estates team.Continually reappraising ever changing priorities within own and team workload and divert resources accordingly to maintain continuity of quality in service provision.Evaluate the quality of own and others work and raises quality issues and related risks with the relevant people, e.g.; complaints; health, safety & security; incidents; lack of knowledge or evidence on which to base the work; poor communication; resources; risks; workload.Ensure compilation and introduction of essential planned preventative maintenance and testing requirement for new equipment and systems.Supports the introduction and maintenance of quality systems and processes in own work area. Participate in the collection of feedback data/statistics as required. Takes appropriate action when quality issues arise by; alerting one’s own manager; alerting the manager/supervisor of the person concerned; issue alerts non conformances and default notices and investigate incidents.**Equality & Diversity** To ensure staff and self treat all persons with respect, courtesy and consideration, recognise the importance of people's rights and act in a way that is consistent with legislation, policies and procedures.**Financial Management**Coordinate and monitor delegated budgets on specific aspects of estates service provision and to provide regular expenditure reports (monthly) to the Estates Manager to ensure effective overall financial management within the SFI’s.Present recommendations to the Estates Manager, which will ensure activities within his/her control are consistent with legislation, policies and procedures.Develop, agree, schedule and manage aspects of the Estate Investment Programme budget to ensure expenditure is effectively controlled, value for money is obtained, and financial standing instructions are complied with and to ensure that the overall expenditure is contained within agreed budgets.Through effective budgetary control, identify actual or potential deviations and take or provide recommendations for corrective action to the Estates Manager.**Services & Project Management** Project management of Maintenance, Estates Investment and Minor Works from inception to completion. Ensure that all involved in delivering specific aspects of services and/or projects which he/she is managing has relevant information about the work and their role and relationship with others involved in the service/project by producing programmes, specifications, creating work orders, briefing and chairing meetings.Identify and assess services and or projects to contribute to the organisational aims and objectives with regards to building and environments, health, safety, security systems and equipment, including identifying potential risks, setting priorities and assessing the impact of legislation and policies.Provide advice and support to wards and departments on technical and other issues by following SHTM, SHBN, SHFN and Health & Safety Policy and all relevant guidance and provide sound professional information/advice.Gather information and monitor the delivery of the service/project by actioning audits, analysing feedback and promptly identifying, investigating and rectifying any problems or issues by highlighting deficiencies and inefficiencies in costs, resources energy and environmental impacts.Determines and implements appropriate ways of addressing issues by advising on adjustments to operational plans, developing the service/project to meet the needs of the user.To provide cost estimates, cost checks and to record expenditure on each Estates project using Estates Department financial control measures.**People Management**Highlight any resource requirements to best meet the needs of specific estates service provision.Participate in the selection process using NHST recruitment policy.Delegate or instruct specific aspects of services and/or projects to members of staff or contractors and encourage staff to be pro-active in their role.Prioritise specific activities within estate service provision to respond to ever changing circumstances and manage multiple activities.Ensure sufficient resources are available for specific Estate Service and/or project that have been delegated to a team, support specific team to achieve outcome and monitor against agreed outcomes.**Operational and (where required) Strategic Responsibilities** **All**Authorised Person to ensure compliance with all Statutory, SHTM, SHBN, SHFN and Approved Codes of Practice and CDM Regulations Systems Risk Assessor including FireAssist SCART Health & Safety / Statutory DeliveryEnvironmental & Energy Planning & Improvements Support and assist with Asset Management Assist with Estates Investment Assist with Development & Implementation of Policies & Procedures Permit to Work Systems Authorised Signatory (ie for the purchase or sign off of delegated budget)Green Code Assist with Contingency Plans Assist with Emergency Plans Minor Works & Capital Works Contact or Implementation (Delivery of minor works)Assist with EMART data recordingAssist the Duty Holder AsbestosNon Medical Gas Supplies |  |
| 6. COMMUNICATIONS AND RELATIONSHIPSThe ability to understand, communicate and negotiate complex information effectively to all NHS Tayside Staff, Contractors and external Professional Bodies, which often impacts across several departments and services.Project a positive, professional manner and attitude at all times.Be flexible, adaptable to change within the organisation and innovative.Provide complex technical advice and assistance as required to technical and non technical Staff.Liaise with and assist specialist contractors.Sensitively deal with confidential staff issues utilising NHST Policies. |
| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

  Will hold either a relevant professional or equivalent vocational qualification plus additional  knowledge (as per specific appointment) e.g. Electrical, Building or Engineering ensuring  compliance with relevant regulations, codes of practice and legislation. `Or  Will hold a relevant Degree (as per specific appointment) with relevant professional  knowledge.Specialist knowledge underpinned by theory and practice to ensure compliance with all Statutory, SHTM, SHBN, SHFN and Approved Codes of Practice and CDM Regulations.Apprenticeship in core discipline.OrEquivalent Knowledge or Training obtained through Continual Professional DevelopmentAble to provide diagnostic technical support and direction to trades staff and advice to all relevant NHS staff.Ability to understand and prepare financial reports required by the Senior Managers.Knowledge of all Health and Safety at Work Legislation, NHS Tayside General Health and Safety Policy, Fire Policy, Operational Procedures and Subsidiary Policies and Departmental health and Safety Procedures (after relevant access to policies and procedures).Relevant knowledge and experience in a largely autonomous environment. Previous knowledge and experience in a supervisory capacity |

ESSENTIAL ADDITIONAL INFORMATION

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| 1. SYSTEMS AND EQUIPMENT

**Systems, Vehicles & Equipment** Implement and co-ordinate regular on-going maintenance of building and engineering fabric and systems to ensure compliance with legislation, policies and procedures and ever changing building regulations and engineering statutes.Co-ordinate gathering of information on estates system's by testing, checking and monitoring performance and recording results.Through monitoring and investigation, identify and diagnose non-compliance of performance of estate systems.Source specialist advice and information to assist with investigation of non-compliance of estate systems.Assist in the monitoring, identification and reporting problems in specific areas of estates service and assist in remedial actions.Advise on the need for replacement system and/or equipment, calibration of equipment, carrying out repairs, decommissioning and disposing of systems and/or equipment.Delegate repair work to another member of the team, improving guidance, information and support to others, removing systems/equipment from use pending repair or replacement; requesting specialist assistance taking into account, compatibility, cost effectiveness, ease of implementation, environmental issues, needs and wishes of specific individuals and groups, resource and skill availability, service agreements/contracts, service impact, standards and time scales.Identify, produce and procure service contracts in conjunction with the Estates ManagerTake lead role in multi discipline procedures on Estate Systems and ensure client/users are fully conversant with their use.Gather information from users and implement, co-ordinate upgrade or repairs to estate system as required.Check/monitor PPM performance. Update PPM to match existing and new equipment.**Environments & Buildings** Specify, create, implement and review procedures and processes for the monitoring and maintenance of specific Estate Systems with regard to environments, buildings and equipment.Co-ordinate gathering of information through observations, records, tests and checks, users and the work team on specific estate's systems and compare to appropriate standards, analyse and identify any issues.Investigate the nature, cause and extent of issues highlighted through the gathering of information.Implement remedies to issues on specific estate systems by either/or; improving access to environments and buildings; improving guidance/information support to users; isolating the problem area from use pending further action; modifying environments, buildings and equipment; requesting and accessing specialist assistance; specifying improvements taking full cognisance of cost effectiveness; ease of use; needs and wishes of specific individuals and groups; standards and timescales.Carry out monitoring to specific estate systems to ensure the compliance with all relevant legislation policies and procedures.Using all relevant IT systems available to NHS Tayside.**Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| **9. PHYSICAL DEMANDS OF THE JOB**To be capable of managing an adverse incident over an extended period.The working environment is wide and varied. The post holder shall be based in administrative accommodation but will be required to visit all delegated NHS Tayside properties and other rented properties within the locality from which the Department provides Estates Services. This may involve visiting plant rooms, attics under buildings and other such confined and or contaminated spaces and may require the wearing, on the occasion, of personal protective equipment (PPE), which will be supplied by the Department.This post will require close adherence to tight time scales in order that a diverse range of matters can be drawn together timeously and effectively. This will place the post holder in a dynamic working environment. The post holder shall have to react positively and effectively to catastrophic and potentially catastrophic system and utility failures. These failures require extreme mental effort and may lead to highly stressful situations.The post holder may be required to deal effectively with Systems/Installations, which may have a direct impact on patient care.The post holder is required to have the following skills:-* Keyboard skills.
* Manual handling skills.

The post holder shall be required to deal effectively with Systems/Installations, which have a direct impact on patient care. |
| 1. **DECISIONS AND JUDGEMENTS**

The Maintenance Manager is responsible for the efficient and effective management of the budget and staff resources delegated to them and reporting any potential risks to the effective delivery of the Estates Service. Where exceptional expenditure, potentially dangerous or operationally adverse situations arise guidance shall be sought.The Maintenance Manager is expected to decide the most economical option when a repair is necessary. To review resources and identify whether in-house staff have the ability to deliver the work required or suitable skills to carry out the work and if not source suitable contractors.Judgements across a wide range of Estates issues taking into account legislation, H&S, conflicting demands- allocation of labour, complex fault finding. |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOBProviding a service which covers all aspects of Estates Maintenance ie Engineering / Electrical and Building services.To provide a maintenance service which meets the ever increasing needs and expectations of NHS Tayside, within the constraints of time, finance and staffing resources. To maintain and update professional and technical knowledge and skills in areas of rapidly changing technology, equipment, statutory requirements, Statutory Instruments, SHTMs, SHBNs, BS/ENs and approved Codes of Practice and ensure they are appropriately applied.To ensure maintenance risks are managed and kept to a minimum. |
| JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each post holder to whom the job description applies. |

**JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT**

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| **Post Title** | Maintenance Manager |
| **Reference Number** |  |

The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to seek further clarification on any issues contained within the documents. **Should this be necessary please identify an appropriate Manager and Post holder representative who can be contacted to provide this clarification. (This may be one of the undernoted post holders or a staff side representative who has been involved in agreeing the job description)**

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| **Responsible Manager** | Head of Estates (Mark Anderson) |
| **Contact No.** | 01382 632329 |
|  |  |
| **Post holder Representative** |  |
| **Contact No.** |  |

Revised indicative band to Mark Anderson