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| **1. JOB IDENTIFICATION**  |
|  | **Job Title:**  | **Estates Technical Officer**  |  |
| **Responsible to:**  | **Site Manager Operational Estates (SMOE)**  |
| **Department:**  | **Estates**  |
| **Directorate:**  | **Property, Procurement and Facilities Management**  |
| **CAJE NO:**  | **N1328REV**  |
| **2. JOB PURPOSE**  |
|  The post holder will have responsibility for ensuring the seamless delivery of Estates services enabling the provision of safe quality patient care.  The post holder is part of a team of Estates managers who are professionally responsible for meeting the organisations key objectives, for the delivery of patient care by the provision of effective, efficient and safe operation & maintenance of estates services, systems and budgetary resource, in compliance with statutory requirements & mandatory NHS Healthcare standards & guidelines, for the day to day operational activities of the Estates Department, technical & managerial control of directly employed and specialist contract staff, and to manage delegated capital projects.  This is a highly specialist post with a high level of expertise is required to effectively deliver the service within a multi-discipline estate function.   |
| **3. ROLE OF DEPARTMENT**  |
|  The Estates Department facilitate the delivery of uninterrupted quality healthcare by providing a 24 hour, 7 day a week safe comfortable & statutory compliant built environment which supports the effective provision of high quality clinical care for our patients.  This is achieved by maintaining and delivering an effective Planned Preventive Maintenance programme and reactive repair service as well as executing installation and commissioning works of critical plant and equipment to support the delivery of all clinical services.  The Department also provide an integral contribution to the continual management & control of Health Associated Infection with respect to the built environment, in compliance with national HAI SCRIBE, Health Environment Inspectorate (HEI) & Healthcare Associated Infections Task Force audits and Facilities Management Tool (FMT).  Along with providing technical support & expert guidance in the design and implementation of clinical service developments, including development support in the writing of specification & preparation of tender documents through to awarding contracts, planning & organising the projects.               |

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| **4. ORGANISATIONAL POSITION**  |
|  Sector Estates Manager Site Manager Operational Estates  Estates Manager Coordinating Supervisor Technicians Craftsman/Builder Maintenance Assistant Higher Level Maintenance Assistant Estates Technical Officer    |
| **5. SCOPE AND RANGE**  |
|  The post holder is a manager employed by NHS GG&C, which comprises four sectors as detailed below, The post holder is based within one of these named sectors.  1. South Sector
2. Clyde Sector
3. North East and West Sector
4. Partnerships Sector including HSCP

 **Maintenance/Revenue Budget** – The post holder impacts directly on this budget of approximately £2 million, as the post-holder will act as an authorised purchaser/authorised signatory and will be required to order plant, materials & labour to allow the execution of maintenance activities, on the site at a delegated level of authority and 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 has limited project control within set budgetary limits in accordance with Board SFI’s over the design, development & specification of local new works to support service development.  **Capital Projects** – The post holder contributes to these projects, as the post-holder will support the estates manager to facilitate the integration of new projects to existing services & infrastructure, through inter-action with the project manager, clinical & non-clinical staff, technical consultants, design teams, contractors & specialists and by ensuring ALL records/drawings/manuals etc are received by the department.  **Staff resource** –The post-holder interacts with office staff and technical clerks, on a regular basis.  Out with normal working hours the post-holder communicates directly with Shift Staff, Maintenance Technicians, Clinical & Non-Clinical Staff based on-site and on-call staff, receiving information and co- |

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| ordinating works via telephone and attending site when required.  **External Contractors** – The post holder also regularly utilises the services of external contractors, both on a fixed term contract basis and an ad-hoc basis. Examples here include, Medical Gas Specialists, Lift Engineers, Nurse Call System Contractors, Heating Engineers, Electricians (Ad-Hoc Contractors), Fire Alarm System Contractors, Painters/Decorators, Floor layers (Fixed-term contarctors) & Roofing Contractors.  Outwith normal working hours the post-holder has complete autonomy to utilise the services of external contractors on an emergency response basis, whilst being mindful of budgetary & resource limitations for situations such as burst water mains, major electrical faults, heating breakdowns etc as and when required and when carrying out pre-planned works, such as electrical shutdowns, water main diversions, heating alterations etc.   |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES**  |
|  Key duties will include, but not be limited to:-  1. Overseeing the collection and inputting of technical data supporting all new and modified assets
	1. into the Boardwide Computer aided Facilities management (CaFM) Sytem: ie FMFirst
2. Support the estates manager in the delivery of minor works to support service development by scoping out requirements and employing local contractors from frameworks (or specialist nonframework) to carry out the works. This could include small projects such as shelf fitting or an electrical socket installation to small room upgrades.
3. Ensure all CAD drawing relevant to the site are up to date, accurate and relevant. Manage these drawings in a controlled manner.
4. Ensure all Pre-planned preventative maintenance schedules to support full statutory compliance are in the Fmfirst system and are kept up to date as possible. This will include the utilisation of SFG20 (industrial standard for maintenance) as required.
5. Ensure services provision compliance with all statutory & legislative standards and local & national policy, protocol and procedure and that all work is carried out in compliance with all appropriate statutory & mandatory guidance & legislation, including NHS Technical Memoranda & Health Buildin Notes, British Standards, Technical Standards etc;
6. Maintain a high profile presence supporting the estates manager on a day to day basis with
	1. Facilities colleagues, clinical staff, patients and visitors.
7. Support the estates manager to effectively manage a preventative and reactive building and
	1. grounds maintenance and repair service, for the benefit of patients, staff, and visitors and public
	2. including liaising with each of the audit teams in the efficient management of HAI/HEI & FMT
	3. Health Associated Infection issues, processed via the FmFirst Computer aided Facilities
	4. Management (CaFM) systems generated works reports.
8. Control, manage and authorise limited expenditure of the maintenance budget within delegated limits.
9. Work closely with Estates colleagues, Ward Managers, external contractors & consultants on a day to day basis and providing specialist Estates related technical advice where required or requested;
10. Support the estates manager in managing service interruptions, in co-ordination with other clinical & non-clinical staff within the hospital, verifying where instructed by the estates manager that contingencies have been identified & covered, supported by Risk Assessments, Method Statements & Permit to Work Systems;
11. Provide as ‘Authorised Person’ a highly specialised service management and system control as per STHM’s for Board e.g. for High Voltage Electrical Systems, Low Voltage Electrical Systems, Medical

Gas Piped Systems (MGPS), Water, Ventilation, to ensure compliance with Legislation, Safe Codes  |

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| 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. 1. Support the estates manager in contributing 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.
2. Prepare simple specifications for new work to support service development as required and overseen by the estates manage.
3. Reacting, as part of a co-ordinated Estates response to unforeseen emergencies/events, such as power supply failure, flood, water supply loss or as part of the hospital’s fire response team where technical advice is given to the fire service on isolation of critical services in the event of a fire.
4. Support the estates manager in laising with each of the audit teams in the efficient management of HAI/HEI & DMT Health Associated Infection issues, processed via the FmFirst Computer aided Facilities Management (CaFM) systems generated works reports.

 This list is not intended to be exhaustive and other duties commensurate with the grade of post will be expected of the postholder.  |
| **7a. EQUIPMENT AND MACHINERY**  |
| Please describe any equipment & machinery used in the job:  1. Office equipment:

 1. I.T. Equipment:

     1. Photo Equipment :

 1. Specialist tools & equipment – measurement

   | Give brief description of use of each item used:   Telephones, faxes, photocopiers, laminators.  Personal Computers, * Printers,
* Scanners,
* A4 – A0 size Plan\drawing copiers\scanners
* PDA’s

 digital camera  Electronic\PC\software based testing and monitoring equipment, used for measurement, calibration, verification and assessment\ surveys. Required specialist knowledge and experience to operate, calibrate, fine tune, analyse, interpret and record results on the following complex utilities, building services, Plant & equipment, including Air volume & speed measurement, Building fabric Thermal losses & U values, Energy & power quality monitoring, Thermal measurement  |
| **7b. SYSTEMS**  |
| Please describe any systems used in the job:   1. Building Management System

 1. FMFirst Computer aided facilities management (Cafm) system

   | Give brief description of use of each item used:   1. Monitor site services and plant conditions and adjust controls to maintain continuity of service.

 1. Review planned preventive maintenance schedule and reported defect tasks/repair actions, priorities, and allocate to maximise efficient use of available staff resources and
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|    1. FMFirst Statutory records system

 1. Permit to work Systems
	1. Low voltage
	2. Medical Gas
	3. Pressure Systems
	4. Confined Spaces
	5. Working at heights
	6. Excavations
2. Microsoft office suite.

  1. Utilisation of PECOS
 | achieve SLA targets.  1. Record statutory works and inspections to

access, input and update of compliance registers 1. Ensure formal safe systems of work are adhered to, carry out risk assessment, safety programmes. Maintain log book & issue of Safe Permits to Work (PTW).

   1. Register for obtaining and providing advice on The post holder is required to use the Microsoft suite of programmes for the production of forms, reports, schedules, tables, spreadsheets, graphs, outlook e- mail communications.

 1. Procurement data base and ordering system

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| **9. COMMUNICATIONS AND RELATIONSHIPS**  |
| The post-holder requires to have well-developed written & oral communication skills, to allow clear & concise communications to take place with all levels of hospital staff & 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) & their area(s) of responsibility.  Good tact & diplomacy skills are required, particularly when dealing with sensitive information concerning patients, e.g. delaying shutdowns because of specific patient needs, & staff, e.g. refusal of annual leave request to allow for service contingencies.  The post-holder is required to develop a close & productive working relationship with Estates Staff, both senior & subordinate in post. The post-holder will participate in forums such as departmental meetings, & core briefings, motivate subordinate staff when required. Identify & organise training as required.  The post holder must utilise extensive negotiating skills in various circumstances with Estates staff, medical staff and external contractors etc. to ensure the provision of an effective and efficient maintenance of health care premises.  |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**  |
|  Physical demands include: Occasionally reacting to emergency situation, working in confined and uncomfortable spaces, climbing laddes and scaffolds, working in inclement weather.  Post requires highly developed skills where accuracy is important including keyboard skills, generation of computer based spreadsheets and log sheets, operation of computer aided design and manual handling skills  Normal day to day physical demands include walking, standing, climbing and sitting for prolonged periods.   |

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| Emotional Demands Emotionally demanding aspects of the job include pressures on times to meet conflicting demands of the post, pressures when arranging shut-downs of core services, in particular time and procedural pressures from clinical & non-clinical staff, working both within & out with normal working hours in emergency situations, having to concentrate for prolonged and intense periods of time when dealing with unforeseen service disruptions & being constantly aware of limitations on resources & time when executing both day to day & extraordinary tasks.The degree of complexity involved in the pos holders duties means that operational incidents which are unpredictable or have serious consequences requires a high degree of concentration and the ability to make decisions quickly and to deal with them and be confident in the decision taken.  Mental Demands Short time scales and competing demands during preparation of tender documentation and provision of information to external design teams/contractors. Planning and coordination of interruptions to life critical services whilst ensuring that back-up facilities are in place to minimise the disruption to the patient care. Writing safety programmes and permits to ensure the safety of individuals working on installations such as high voltage, medical gases etc and carrying the responsibility that poor decisions or judgements have the potential to result in serious injury or financial loss.   |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  |
| * Explaining complex technical information to non technical recipients e.g. persuading clinical and Explaining non-clinical colleagues to accept the necessity of interruptions to critical services to perm essential maintenance and testing of emergency back up 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

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| **12, KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  |
| The Post Holder is managed reporting to Site Manager Operational Estates (SMOE)Estates Manager, has a degree of discretion in relation to purchasing spares and placing orders within the financial restrictions of the departmental budget in-line with Board (SFI’s). The post holder is also an authorised signatory for store requisition forms.  The post holder will be a minimum of HNC qualified in a technical subject or working towards that qualification.  The post holder is the first point of contact for the local minor service improvements projects and may have to deal with a number of competing technical issues at the same time.  The post holder Analyses and prioritises the allocation of resources to provide a cost effective and efficient service while achieving targets set under set KPI’s and SLA’s, including:  * Co-ordination of major service interruptions. To facilitate the uninterrupted provision of patient Care.

 * Judgement on compliance with Technical Standards and Construction, Design and Management Regulations (CDM)

 * Consult with other departments to ensure that any problems they have are evaluated and recommendations put forward to expedite a satisfactory resolution to the problem.
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|  * The post holder will support the estates manager in managing shift rotas & annual leave requests to meet the exigencies of the department.

 * When the Estates Manager is unavailable it is normally required that the post holder deputises in his absence. This is a regular and frequent occurrence.

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| **14. JOB DESCRIPTION AGREEMENT**  |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.   Job Holder’s Signature: Date:   Head of Department Signature: Date:  |