NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION | Job Title | Project Support Officer |
| Department(s)/ Location | NHS Tayside Estates Division |
| Number of job holders | 1 |
| JOB PURPOSE To provide the Property Department Estates Management Team and Head of Property with effective operational support across the full range of Estates Management activity including:   * The establishment, management and ongoing maintenance of a competent and well organised central support office service * Preparing reports for a range of forums on the work of the Estates Division. * Developing and implementing a range of communication structures. * Undertaking a full range of administrative/ Estates support duties as required. * Manage and record critical documents to evidence good governance. * Assist Senior Estates Manager to control activity through co-ordination, planning and organisation. * To assist in the preparation of tendering and contractual documentation. | | |
| ORGANISATIONAL POSITION Property Estates Division  **Project Support Officer (THIS POST)**  Head of Property  Property Department  Senior Estates Manager | | |
| SCOPE AND RANGE NHS Tayside’s Estates Division of the Property Department is responsible for the overall coordination, maintenance, governance and management of Property Estates assets for NHS Tayside.  The Property Estates Division is responsible for ensuring there is an adequate and effective system of Building and Engineering Maintenance management, control and governance in place. In addition to the support provided to the Senior Estates Manager, the Property Support Officer (PSO), will develop and support a range of systems for recording and managing communications including an effective electronic document filing system, Estates managed workplans, regular updates and communications regarding Estates Backlog Maintenance projects as well as developing new ways of communicating and engaging at both local and national level regarding all aspects of Estates management.  The post holder will be directly responsible to the Senior Estates Manager, but will work with Property Estates Division colleagues as well as the wider Property Department and NHS Tayside services for Estates related work to ensure that Estates requirements are fulfilled. The post holder will also be responsible for preparing reports to the Board, Finance and Resources, Capital Scrutiny and Scottish Government and other forums. | | |
| 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  The Post holder shall ensure that they are up to date with NHS Policies and Procedures and participate in induction and organisational development to ensure they are appropriately trained and have access to Learning and Development programs to meet the needs of the service. Everyone will be encouraged to take an active role in their own Personal Development Plan (PDP) to enhance their competencies with the aid of the Annual Development Review Process and the Personal Development Plan.  **Staff Welfare and Wellbeing**    "All NHS staff shall be encouraged to have a health and wellbeing conversation, and will be supported to develop a personalised wellbeing plan.    The Post holder shall hold wellbeing conversations with staff and offer support to their staff.    The Post holder shall have Supportive leadership and management behaviour training (SLMBT)    Participate in the Personal Development, Planning & Review of Staff to ensure that staff are appropriately trained and have access to Learning & Development to support their needs and the needs of the organization."  Main duties/responsibilities of the Property Estates Division Support Officer include:   * Develop and regularly review a reporting and recording structure which fulfils the requirement to have in place an effective governance system. * Produce regular and comprehensive reports with assistance from colleagues for NHS Tayside and Scottish Government detailing Backlog Maintenance requirements, Statutory Compliance and Key Performance Indicators, highlighting risks and risk status, and including ad hoc reports on specific issues, as well as emerging issues, which will enable them to carry out their responsibilities and be fully informed. * Prepare reports for the Head of Property and Senior Estates Manager as required. * Conduct background research for reports. * Produce regular status reports for NHS Tayside in relation to Estates management. * Produce covering reports for minutes to, Finance and Resources, and Governance Committees. * Coordinate, draft sections and edit content for the Property Asset Management Strategy Annual Report to Tayside NHS Board, to include Engineering Services Appraisal, Statutory Appraisal, Building Fabric Appraisal and Environmental Appraisal * Exercise judgment in identifying where and what type of support is required by individual Estates Management projects. * Analyse/critically appraise reports to ensure that appropriate support is provided timeously. * Prioritise workload in response to competing demands and organisational priorities. * Participate in ongoing ‘health checks’ of individual projects, assessing with senior managers the status of the project and additional support requirements. * Take responsibility to organise and coordinate Property Estates Division events including determining timing and location, selecting venues, liaising with individual Estates Personnel, preparing documents, spreadsheets and presentation material. Dealing with all enquiries about the events. * Inform with assistance from Property Estates Department colleagues a Property Estates Division web page for Staffnet, determine content and layout and review and update on a regular basis. * Gain an in-depth knowledge of individual Backog Maintenance projects and advise on scope for their application across NHS Tayside. * Write, produce and regularly review update reports on Estates Management. * Ensuring that timely and appropriate responses are provided to enquiries. * Coordinate the work of the office, including scheduling and arranging meetings, etc. * Ensure the training and development needs of the Estates Division are recorded and reviewed as required. * Manage and Coordinate the Calibration of Equipment Register, ensuring certification is within date, filed and there is an alert / tracker system in place to ensure equipment remains within calibration date. | | |
| COMMUNICATIONS AND RELATIONSHIPS There is a need for highly developed inter-personal skills to relate positively to the wide range of stakeholders with whom the Property Estates Division is required to interact continually. These include the Chief Executive, Directors and General Managers, individual Estates Personnel, project teams, and staff at all levels and disciplines as well as colleagues both nationally and locally within Local Authorities, Scottish Government and consultants.  Successful performance requires a clear personal commitment to collaborative team working with all stakeholders.  Communications are written and oral, formal and informal and are required to be both informative and authoritative.  Tact and diplomacy are required in order to work in partnership with all colleagues, departments, services and partnership colleagues. | | |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB The post holder will require a high level of interpersonal skills combined with a supportive style. He/she must possess the ability to earn confidence and respect from a wide range of stakeholders to effectively support the delivery of this major programme of work.  As a pivotal co-ordinating role this post requires a wide range of knowledge, skills and experience, including a broad knowledge of NHS Tayside priorities, systems and processes and the opportunities and challenges faced both at strategic and operational levels.  The post holder will be educated to degree level or possess equivalent skills, competencies,  and experience.  Excellent communication and administrative skills are pre-requisite, particularly written communication skills, as is a keen desire to stimulate innovation in self and others in order to identify/introduce more effective ways of working.  IT skills are essential, including an advanced understanding of Microsoft Word, Excel, and Power Point. Experience of project management/scheduling software and, in particular, web page construction would also be an advantage.  Proven expertise in analytical thinking and presentation skills with the ability to demonstrate integrity and effective management skills.  Ability to remain calm under pressure, provide guidance and make objective decisions in all situations whilst subjected to conflicting opinions. | | |

ESSENTIAL ADDITIONAL INFORMATION

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| 1. SYSTEMS AND EQUIPMENT   **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.  The post holder will be required to be proficient in the use of the full range of IT equipment for both personal and presentational purposes. This should include advanced IT skills in relation to Microsoft Word, Excel, Access, PowerPoint, etc. Experience of web page construction would be beneficial. |
| 1. PHYSICAL DEMANDS OF THE JOB   Whilst this is not a physical job the wide range of duties and extensive portfolio means that it is physically demanding, The normal workload is high but is also subject to frequent additional, unforeseen requirements for additional effort e.g. to deal with immediate problems or issues that require urgent attention.  Lengthy periods of time will be spent using a computer and this will require long periods of concentration and mental effort.  Ability to travel to multiple sites across NHS Tayside will be required. |
| DECISIONS AND JUDGEMENTS The post holder reports to the Property Estates Senior Manager where the agreement of objectives and review of performance will be aligned.  The post holder is expected to fulfil the role within the parameters of established programme priorities, policies and procedures.  The post holder is required to receive, collate and interpret a wide range of complex data and information across the Property Estates Department where judgement and sensitivity is required in how this is provided and presented.  Judgement is frequently required to determine issues which need to be escalated to the Property Estates Senior Manager and Head of Property. This judgement is based on the post holder’s political astuteness and information analysis. The post holder will require assisting in managing the expectations of the internal stakeholders identified within section 6. |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB The extensive nature of this post makes it highly challenging, however a major challenge is inevitably balancing the broad and extensive range of demands placed on the post holder whilst maintaining high standards of quality in carrying out all of the activities.  Effective prioritisation of competing demands to ensure delivery of support to a wide range of stakeholders. Building effective relationships and networks working collaboratively with the range of SBH project teams. Delivering programme information according to set deadlines, which are often challenging. |

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

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| **Post Title** | Support Officer Estates Division |
| **Reference Number** | SC06 – 4277CP2 |

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** | Senior Estates Manager |
| **Contact No.** |  |
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| **Post holder Representative** |  |
| **Contact No.** |  |

I/we the undersigned agree the attached document is an accurate reflection of the requirements of the post. The essential additional information provides accurate information of additional job related factors.

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| Signed :- (Manager) |  |

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| Staff Members: | |  |  |
| PAY NUMBER | NAME  (BLOCK CAPITALS PLEASE) | SIGNED | POST NO.  (office use only) |
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