NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

|  |  |  |  |
| --- | --- | --- | --- |
| 1. JOB IDENTIFICATION | Job Title | Assistant Estates Manager | |
| Department(s)/Location | NHS Tayside Estates | |
| Number of Job Holders |  | |
| JOB PURPOSEAssist the Estates Manager to meet the strategic and (where required) operational objectives of the service within NHS Tayside.Ensure compliance of service within agreed statutory, mandatory, safety, environmental, quality standards, policies and procedures.Design, Project Manage and implement Estates Investment Programme, Minor Works and Maintenance. | | | |
| ORGANISATION CHART Operational & Strategic  Estates Manager  **Assistant Estates Manager**  **This Post**  Estates Officer  Maintenance Manager | | | |
| SCOPE AND RANGE Assist the Estates Manager in the management of all resources.  Responsible for the delivery of delegated projects in HEI and HAI Inspections.  Responsible for the delivery of Estates Investment projects.  Responsible for design, obtaining tenders, liaison with contractors, consultants and  statutory bodies, agreeing standards and ensuring they are met.  Accepting completed work in line with HTM HBN standard.  Financial and budgetary responsibility of projects.    Produce reports as required for the Estates Management team | | | |
| 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 tool.  Provide 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 and direction to the Estates Manager regarding direct labour staff.  Support people who have issues with their work by discussing and agreeing training needs and/or requirements.  Advise staff on Health & Safety Issues.  Ensures compliance with all statutory SHTM, SHBN, SHFN and Approved Codes of Practice and CDM Regulations.  On going delivery and review of emergency plans  **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 all staff and self attend mandatory training and awareness courses as required by NHS Tayside. Identify training needs, for self and staff to ensure awareness of current health safety & security policy, procedure and legislation is maintained.  Monitor activities to confirm they maintain good health, safety and security practices 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.  Act as role model; identify the need for expert advice and support, e.g. CDM Co-ordinator, in-house specialist and consultants.  **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.  Ensures compliance of the Estates Departments Quality procedures and standards and support the development of ISO 9000/2008 to include a programme of continuous quality improvement in the Estates Department.  Facilitate a maintenance service, which meets the ever increasing expectations of the organisation within the constraints of available resources and the requirement to achieve efficiency savings while maintaining and improving the quality of the service.  **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.  To ensure that the in -house maintenance system database is maintained up to date and continually reviewed and adjusted to ensure maximum efficiency of plant systems and equipment accordance with the departments ISO9000/2008 quality manual.  Ensure compilation and introduction of essential planned maintenance and testing requirement for new equipment and systems.  To ensure that the statutory planned preventative maintenance inspection and testing programmes for all services are carried out and completed.  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.  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 warnings, non conformances and default notices and investigate incidents  To carry out the role of quality auditor.  **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 relevant people which will ensure activities within his/her control are consistent with legislation, policies and procedures and offer sound financial management.  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 appropriate person.  **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 maintenance project using Estates Department financial control measures.  **People Management**  Highlight issues of workforce 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 and encourage staff to be pro-active in their role.  Prioritise specific activities within estate services provision to respond to ever changing circumstances, manage multiple activities whilst enabling and encouraging staff to focus on their own specific objectives.  Ensure sufficient resources are available for specific estates service and/or project that have been delegated to a team, support specific team to achieve outcome and monitor against agreed outcomes.  Support and implement all HR activities as related to policies and procedures.  **Operational Responsibilities (As per specific appointment)**  Lead Technical Advisor M&E, Building and PPM System Planning  Systems Risk Assessment Coordinator  Infection Control Audits  Reviews & Actions  Contract Administrator & Preparation of Specialist Contractor  SCART Health & Safety / Statutory Delivery  Environmental & Energy Planning & Improvements  Asset Management (Condition Audits & Life Cycle Planning etc.)  Estates Investment Planning (Organisation and implementation of Major works)  Contact for Client Managers  Minor Works & Capital Works Contact or Implementation (Design & implementation of minor works)  AP – Authorised Person and or Nominated Person (Programme writing, second signatory for relevant SHTM’s and or Electrical, Medical Gases & Utility Gas, Water Legionella and Confined Spaces )  Specialist Services including Decontamination  Contingency Plans  Emergency Plans  Assist with Development & Implementation of Policies & Procedures  Quality Auditor  Environmental Auditor  Technical & Drawings Management  Permit to Work Systems  Authorised Signatory  Return to Work Interviews  EMART data recording  Green Code  Fire Risk Assessments  Duty Holder Asbestos  KPI data recording and monitoring  **Induction Standards & Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. | | |
| 6. COMMUNICATIONS AND RELATIONSHIPS The ability to understand and communicate complex information effectively to all NHS Tayside Staff, Contractors and external Professional Bodies.  Project a professional manner and attitude at all times.  Provide technical advice for estates staff.  Liaise with and assist specialist contractors.  Deal with confidential staff issues utilising NHST Policies. | | |
| **7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  Able 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.  Professional knowledge acquired through degree or equivalent, plus specialist knowledge acquired through post-graduate courses and experience to master’s level.  Specialist knowledge underpinned by theory and practise. | | |

ESSENTIAL ADDITIONAL INFORMATION

|  |
| --- |
| 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.  Implement and co-ordinate regular on-going maintenance of building and engineering fabric and systems to ensure statutory compliance with legislation, policies and procedures and ever changing building regulations and engineering statutes.  Co-ordinate the gathering of statutory and non-statutory 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 fault investigation and general maintenance of estate systems.  Take lead role to remedy problems in specific areas of estate service and/or project by either/or adjusting, modifying or upgrade to system.  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 work, 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.  Take lead role in multi discipline procedures on estate systems and ensure client/users are fully conversant with their use.  Identify, produce and procure service contracts in conjunction with the Maintenance Manager  Take lead role on projects  **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 time scales.  Carry out monitoring of maintenance to specific estate systems in a way which, causes minimum disruption to users, manage the risks to ensure the safety of the staff and patients.  Using all relevant IT systems available to NHS Tayside. |
| **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 maintenance duties.  This may involve visiting plant rooms, attics under buildings and other such confined possibility 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 Medical Gases which are prescribed medicines and have a direct impact on patient care.  The post holder is required to have the following skills:-   * Ability to travel * Keyboard skills. * Manual handling skills.   Frequent interruption to concentration to meet the needs of the Department. |
| **10. DECISIONS AND JUDGEMENTS**  The post holder is line managed by the Estates Manager.  The post holder is responsible for managing the budget delegated to them and instructed by them on all works instructed by them and reporting any irregularities or projected over spends.  The post holder is expected to decide the most economical path when a repair is necessary on items of plant. Assess in conjunction with the Maintenance Manager whether in-house staff have the expertise to carry out the work required and if not locate suitable contractors. |
| **11. MOST CHALLENGING PART OF YOUR JOB**  Meeting the wide range of skills and technical knowledge required to maintain and ensure that all plant, equipment, structures and fabric continues to function efficiently.  Reacting to and manage emergency situations.  Risk Assess estate and manage in a prioritised order to ensure a safe environment for patients, staff, visitors and contractors.  To be aware of and maintain through training and personal development advances in technology and legislation. |
| **12. 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**

|  |  |
| --- | --- |
| **Post Title** | Assistant Estates 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 under noted post holders or a staff side representative who has been involved in agreeing the job description)**

|  |  |
| --- | --- |
| **Responsible Manager** |  |
| **Contact No.** |  |
|  |  |
| **Post Holder Representative** |  |
| **Contact No.** |  |