

JOB DESCRIPTION

JOB DETAILS	
Job Title	Estates Maintenance Team Leader (Building)
Reports to	Estates Officer (Building)
Band	Band 5
Department/Directorate	Estates, Estates & Facilities Division

JOB PURPOSE
The post holder, under guidance from an Estates Officer, has managerial, professional and technical responsibility for the day-to-day operational management of a comprehensive building maintenance service, including maintenance, new works and delegated capital projects being undertaken by directly employed labour or contractors for all Trust premises and those covered by service level agreements with other trusts. Reporting directly to the Estates Officer (Building), this post has professional responsibility for the Building Services on the whole Trust Estate and for providing specialist and professional advice to staff, peers, senior managers and contractors on matters relating to Trust building services. The post holder will be required to work as part of the Estates Operational Team and together with the Electrical & Mechanical Teams specifically responsible for the provision of the Estates Service to RDUH and all associated Trust properties.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- The post holder is responsible for the provision of effective operational estates services in accordance with current best practice and risk management techniques, and within available resources. - Manage Estates operations and maintenance services across the Trust and other organisations under service level agreements. This will include management of a wide range of services including: - Maintenance of the Trust's Estate. - Emergency, contingency and continuity planning. - Statutory and mandatory compliance. - Health and safety, and risk management - Technical services. - Building Services & Equipment - Take an active and responsible role to develop sufficient skills through supervision, mentorship and training to become a named Authorised/Competent Person (where relevant) for: - HTM 05 Fire Safety - HTM 00 Building Fabric and Structure - HTM 07 Environment and Sustainability - HTM 04 Water Ingress/ Drainage - Building Regulations and Approved Documents - Trend Building Management System - Respond to out of normal hours emergency calls and ensure that the appropriate follow-up action is taken as soon as possible. - Responsible for appropriate input on relevant estate aspects of meeting the PLACE targets and the quality of the patient's environment. - Advise on building works concerning any problematic areas, non-compliance with statutory or mandatory regulations and risks to business continuity in respect of the estate.

- Assist in the management and the development of technical and manpower resources for the building team to achieve satisfactory and effective Estates and Facilities services management, and to stand in where required.
- Investigate and respond to complaints received from patients, visitors, staff and members of the public, regarding building estates services and prepare formal responses as required, including Datix actions and responses.
- Responsible delegated tasks to ensure the estates function operates within relevant statutory and Trust policies, procedures and regulations relating to health & safety at work issues and risk management; and that sound internal controls, safe processes, working practices to safeguard the Trust and its assets for all relevant responsibilities.
- Ensure relevant and effective risk management procedures and protocols are developed and implemented. Contribute to risk management where necessary within the Trust.
- Responsible for delegated building services in terms of directing, managing and monitoring activities to ensure compliance with statutory and legislative requirements, in accordance with HTM guidance and best practice.
- Manage minor and delegated major capital projects as and when required by the Trust, in accordance with relevant guidance and best practice.
- Identify maintenance and improvement needs for inclusion in the Estate Investment Plan.
- Work with Nursing and Infection Control staff in the prevention and control of Healthcare Associated Infections through the maintenance of the building systems in accordance with the Health Act 2006 (The Hygiene Code).

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Building Services

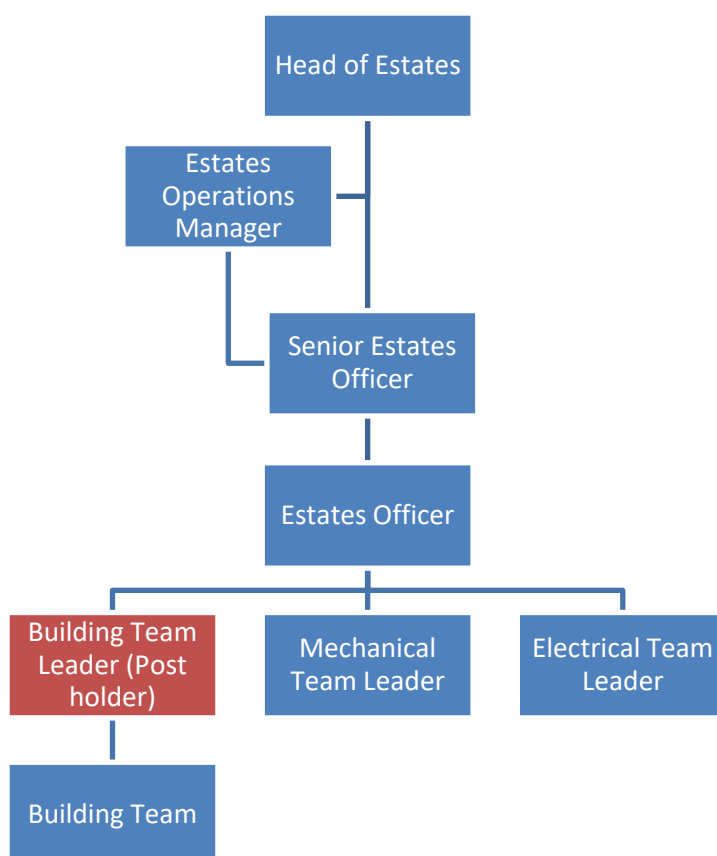
No. of Staff reporting to this role: 11

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Divisional Directors • Clinical Directors • Senior Managers • Clinicians • Patient Representatives • Comms Team • Finance • Estates • Staff Representatives • Hospital Staff	• NHS property services • Other NHS Trusts/ providers • The Health and Social Care Information Centre • Local Planning Departments • Property and Design Consultants • Contractors • Government Agencies • Local Enforcement Agencies (HSE/ EHO)

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works autonomously within delegated levels of authority.
- Maintain high professional standards and explore opportunities to develop practice.
- Interpret broad occupational policy, strategy, standards and legislation related to clinical accommodation.
- Be responsible for organising own workload and that of the team, prioritising to meet the needs of the Trust.

COMMUNICATION/RELATIONSHIP SKILLS

- Ensure high levels of confidentiality are maintained when dealing with staff, commercially sensitive contractual information and issues which influence decision making.
- Conduct negotiations with other departments, contractors and suppliers. For example, agreeing programme dates, access arrangements, costs and scope of works to ensure projects are delivered effectively.
- Maintain a good working relationship with other team members within the wider organisation and have the ability to share and advise on complex technical issues.
- Promote a team approach and encourage staff innovation, integration, involvement, change management and improvement at all levels including effective methods of communication.
- Establish mechanisms for communications with both internal and external stakeholders for implementing effective communication strategy for all allocated minor works projects.
- Working as part of a multi-disciplinary team, support the development of robust and compelling business improvement ideas.
- Liaise with statutory external authorities and specialists regarding estate services.

ANALYTICAL/JUDGEMENTAL SKILLS

- Ensure that robust mechanisms are in place to regularly monitor and report performance for all estate's activities within the building department with regular reports for DEL quality, performance and compliance.

- Analyse and interpret a range of complex contracts, cost schedules and reports and develop comparison options for best delivery route and outcomes taking into account legislation, regulations and guidance.
- Manage operational estates records including as-fitted drawings, maintenance manuals, service records, performance reports, controlled documents, logbooks, policies and procedures.
- Use managerial and judgemental skills to analyse situations and formulate appropriate solutions/responses with support from senior management.
- Ensure appropriate risk control measures are in place with estates risks identified, managed, mitigated where possible, resolved or escalated.
- Work as a key member of the Estates and Facilities operations management team to identify and implement service improvement projects using lean methodology and change management techniques.
- Analyse specialist technical information and communicate clearly and authoritatively to both internal and external Stakeholders.
- Provide advice on all aspects of infrastructure investment in relation to electrical services, providing feasible and viable solutions.

PLANNING/ORGANISATIONAL SKILLS

- Manage, monitor and co-ordinate building operations and maintenance activities with appropriate arrangements in place for the delivery of responsive and effective estates services including building 'out of hours' on-call service and emergency contingency plans in support of patient care.
- Plan, organise, manage and monitor the work of the Building Team. This often involves coordinating staff, contractors, materials, equipment and resources, with the flexibility to allocate and reallocate tasks, priorities and resources on a daily basis to meet changing organisational requirements.
- Deliver against objectives, achieve quality outcomes and work to tight deadlines.

PATIENT/CLIENT CARE

- The post holder will have incidental contact with service users while duties are carried out within the hospital and day centre environments.

POLICY/SERVICE DEVELOPMENT

- Responsible for implementing a range of policies and proposing changes to working practices / procedures for own work area, in connection with estate maintenance options or minor new works aligned to the Trust's clinical strategy.
- Support the shaping and development of the Trust's estate strategy including site development taking account of all dependencies and infrastructure.
- Assist in the development of building quality assurance and working towards continuously improving the quality of estates services.

FINANCIAL/PHYSICAL RESOURCES

- Manage and monitor the operational delegated budget maintaining effective budgetary control within approved allocations and expenditure in compliance with the Trust's Standing Financial Instructions.
- Manage and monitor the operational delegated budgets maintaining effective budgetary control within approved allocations to deliver a balanced budget annually.
- Management of the delegated budget, planning and forecasting expenditure, producing costs savings and improving value for money in line with the Trusts Standing Financial Instructions.
- Identify and deliver efficiencies for the CIP programme and monitor progress against agreed targets.
- Responsible for all delegated matters affecting the control, procurement and management of estate services.
- Develop and assist in the management of building estate staff, revenue resources and stores within the available funding and delegated works ensuring that maintenance, minor works and any

delegated capital works meet safety standards, statutory compliance and that activities are carried out in the most cost effective and efficient way either through in-house staff or external contract.

- Ensure the Trust's estate and assets are maintained to best practice as indicated in Health Building Notes and Health Technical Memoranda and actively contribute to the Trust's delivery of the key strategic priorities and objectives.

HUMAN RESOURCES

- Day to day management, recruitment and retention of team members in the building team, professional and technical development of staff, monitoring, annual training development plans, succession planning and undertaking individual performance and development reviews.
- Coach, develop and support members of the building department, including apprentices, delivering new and innovative practice across teams to ensure the continuous improvement in efficiency and effectiveness and the development of high standards.
- Provide cover when required for the operational teams.
- Be a part of the leadership and management of a highly effective and responsive operational building team promoting a culture that recognises all users as customers through teamwork, staff innovation, flexibility, involvement, change management and improvement at all levels including effective methods of communication, team briefing (two-way) and liaison with other staff groups at all levels.
- Provide clear leadership, be a positive role model and actively promote the Trust's vision, strategic aims and values ensuring that all estates services are patient focused, high quality and meet the needs of nursing staff and user departments.

INFORMATION RESOURCES

- Provide regular information to support estate services via computer software systems (MICAD) for schedules of accommodation, programmes, performance, processes and procedures.
- Provide information for inclusion within ERIC returns, the Model Hospital, and for the Trust Premises Assurance Model (PAM).
- Ensure that data collected is analysed, reported by the team as appropriate and monitor the processing of data and information.
- Produce occasional performance and status reports ensuring that the building department achieve key performance indicators (KPIs) including budgets, emergency call outs, maintenance response times, statutory compliance, etc.
- Produce documentation in a timely manner for contract management, maintenance management reporting and assessment of specifications.

RESEARCH AND DEVELOPMENT

- Carry out regular research and development, linking with professional and industry bodies to ensure that latest thinking and best practice is being introduced and delivered to optimise operational estate management within the building team.
- Investigate and implement new innovative materials, concepts, products and systems for maintenance services advising on suitability and value.

PHYSICAL SKILLS

- Advanced keyboard and computer skills to support the use of AutoCAD and other sensitive measurement tools and technology.

PHYSICAL EFFORT

- Frequent walking, standing and stair climbing throughout the working day to inspect buildings, attend meetings, respond to operational issues and undertake site visits across multiple locations.
- Rare lifting and moving of equipment and materials weighing over 10kg.
- Ability to undertake occasional manual handling activities, including lifting and moving equipment, materials and tools, in accordance with trust manual handling policy and safe systems of work.

MENTAL EFFORT

- Frequent requirement for concentration, for example reviewing reports and analysing data. Work pattern is unpredictable due to the need to respond to urgent maintenance issues, emergency repairs, clinical priorities and other operational issues, requiring immediate changes to planned activities.
- Frequent prolonged concentration (often exceeding half of the working day) is required when managing maintenance issues, planned works, investigating incidents and preparing reports.

EMOTIONAL EFFORT

- Occasional exposure to distressing or emotional circumstances when dealing with staff grievance, disciplinary matters, disputes or unwelcome news to be imparted to staff both on a collective or individual basis.

WORKING CONDITIONS

- Occasional exposure to unpleasant working conditions, dust, dirt, noise.
- Occasional exposure to blood and bodily fluids when responding to drainage and sewerage issues, working in clinical environments or handling maintenance activities where clinical waste contamination may be present, with appropriate PPE and safe systems of work in place.
- VDU user.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1s / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Estates Maintenance Team Leader (Building)
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING - A Level 4 HND/HNC in a relevant estate discipline appropriate for this role or equivalent qualification, or equivalent knowledge and experience - Working towards recognised professional qualification and or working towards membership of one of the professional institutes that is recognised by the NHS - Accredited qualification in management or demonstrable experience - Proven record of Continuing Professional Development including specialisation to the operational healthcare estate	E E	 D D
KNOWLEDGE/SKILLS - Knowledge and understanding of operational estate management across all disciplines and functions. - Knowledge of health and safety matters relating to the estate and a broad understanding of statutory and mandatory requirements and procedures. - Knowledge of legislation relating to estates services. - Ability to assimilate complex information and disseminate clearly and concisely. - Effective communicator with good written and verbal communication skills at all levels, and good negotiation skills. - A knowledge and application of NHS technical documents (HTMs, HBNs, etc.), British Standards, regulations, legislation, and best practice guidance. - Knowledge and understanding of Health & Safety legislation and the need for risk assessments and application in the context of managing risk. - Knowledge of maintenance planning and organisation (PPM, reactive, contract, etc). - Knowledge of trade principles and practice. - High level of building knowledge, techniques, systems and standards.	E E E E E E E	 D D D
EXPERIENCE - Experience of building/ estates maintenance - Experience of managing Trust properties and associated estates services - Budgetary control, planning and forecasting - Experience of implementing quality controls, processes and procedures - Risk assessment and critical path analysis. - Experience of supervising estates teams and managing associated estates services	E E	 D D D D
PERSONAL ATTRIBUTES Strong leadership, negotiation, communication and influencing skills.	E	

• Team player with collegial working style and willingness to share responsibility. • Exemplary personal standards of conduct and behaviour. • Self-motivated, with high work standards for self and others with drive and resilience. • Able to develop cost effective and straight forward systems to convey complex messages simply • A person who is resourceful, with the ability to drive change, inspiring and leading by example • Be able to work on own initiative with drive and enthusiasm	E E E E E E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required.	E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y		X		
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y	X			
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	Y		X		
Noise (over 80dBA)	Y	X			
Hand held vibration tools (=>2.5 m/s2)	Y	X			
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y	X			
Driving	Y		X		
Food handling	N				
Night working	Y	X			
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y		X		