



Royal Devon and Exeter
NHS Foundation Trust

“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”

JOB DETAILS	
Job Title	Steam Services Specialist
Reports to	Estates Officer (Production)
Band	Band 5
Department/Directorate	Estates & Facilities

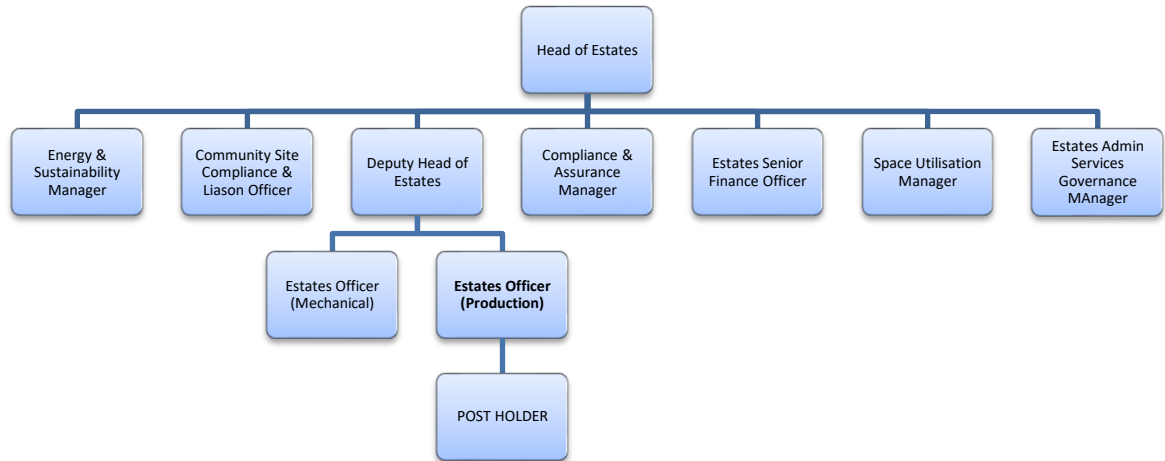
JOB PURPOSE
<p>To primarily maintain and manage the boiler, steam, HTHW and auxiliary systems of the Trust in line with statutory, mandatory and good practice guides ensuring no loss of service. This will include the management, maintenance and operation of both steam & HTHW boilers, associated pipe-work & equipment, and auxiliary systems.</p> <p>The post holder shall have sound mechanical and electrical knowledge and sufficient knowledge and experience to work with the minimum of supervision, and the ability to undertake maintenance, fault finding, repairs and installation work on all plant and equipment associated with the raising of steam and MTHW within a boiler house environment. This will include working on specialist systems, fault finding and repair, planned maintenance, hydraulic and pneumatic systems, compressed air and steam systems. Supervising specialist contractors, raising and control of relevant Permit to Works and liaison with Competent Persons as required under the Pressure Systems regulations.</p>

KEY WORKING RELATIONSHIPS	
<p>The post holder is required to forge effective working relationships 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 also develop effective working relationships with the wider healthcare community, external organisations, contractors and the public where necessary. This will include verbal, written and electronic media.</p> <p>Of particular importance are working relationships with:</p>	
Internal to the Trust	External to the Trust
<ul style="list-style-type: none">• Immediate work colleagues• Immediate Line Manager• Estates & Facilities Management Team• Estates Staff	<ul style="list-style-type: none">• Contractors• Specialist Contractors• Competent Persons• Assurance Inspectors

- Apprentices
- Local departmental areas affected by any change in service

- Consultants
- Appointed Engineers
- Members of the Public

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To undertake complex fault finding, testing, manufacturing, replacing, isolation, modifying, inspecting, improving, installing, maintaining and repairing of all mechanical services, plant and equipment in compliance with all good practice guides, operational maintenance manuals and statutory requirements. Be proactive with regard to all forms of maintenance, good site husbandry and security. Working to specifications and drawings, responsible for ensuring completion minimising waste within set dates and times.
- To be proficient in carrying out speedy, effective repairs and planned preventative maintenance on all types of plant, clinical, non-clinical and other equipment only found in a healthcare environment, including, air conditioning/ventilation, patient trolleys, electrical/mechanical hospital beds, operating tables, patient hoists, water mixing valves, gas installations, boilers, calorifiers, generators, heater batteries, pumps, bedpan washers, macerators, compactors, compressors, refrigeration machinery, chilled water systems, domestic water, fire fighting equipment, medical gases, AGSS & suction, equipment calibration, hydrotherapy pool, fuel systems, alarm and control systems, ward equipment etc.
- The primary area of work will be the management, maintenance and operational duties of both steam & HTHW boilers, associated pipe-work & equipment, and auxiliary systems in line with statutory, mandatory and good practice guides ensuring no loss of service.
- Monitor and maintain the boiler water and steam quality by regular chemical analysis, interpret results undertake necessary corrective action and ensuring that chemical levels and dosing are maintained.

- Assist and implement in the development of operational safety and maintenance procedures. Undertake safe system shutdown and start-up procedures as necessary for repair or examination.
- Manage and co-ordinate external contractors working on the systems for repair or preparation of routine examination including the use of permits to maintain safe working procedures.
- Monitor the WSE inspection programme ensuring inspections are arranged in a timely manner considering annual leave, staffing levels and business continuity.
- Prepare boilers for statutory Inspection and assist Insurance Inspector as required for statutory testing/examination of boilers and associated ancillary equipment.
- Carry out pre-inspection condition surveys before WSE inspection
- Carry out acceptance testing/witnessing of contractors work
- Observe and interpret readings on gauges/meters, accurately complete daily/weekly boiler logs and respond immediately to boiler alarms to ensure that boilers are operating correctly and efficiently.
- To operate and participate in various Permit-to-work scheme for the safe and effective operation within the boiler house.
- Record boiler operating information as required by the HSE and other interested parties
- Contribute in the production and upkeep of the Trust's Boiler Operating Policy/Procedures ensuring implementation and adherence
- Monitor stock levels, order spares, consumables including chemicals and salt ensuring business continuity in all areas of work.
- Ability to without immediate supervision, demonstrating trade techniques to apprentices, assisting other trades and contractors when required.
- When working with other tradespersons at a lower grade be responsible for the supervision of their work.
- To have the ability to carry out minor duties of other trades when required such as electrical, building and carpentry.
- Attend all training, lectures to enable duties to be carried in line with all requirements and to assist with continual and personal development.
- To adhere to the Estates Department code of dress being very well presented, wearing the supplied uniform at all times.
- To participate in the Estates Department Labour Performance Management Scheme.
- The postholder will be required to be part of a site wide 'on call' team and must respond to call outs. Also cover breakdowns, emergencies and shift rota, in and out of normal working hours when requested.

- Must remain professionally up to date with all statutory and legal requirements of the trade, attending all training offered by the Trust such as BOAS, Gas Safe registration, safe use of ladders/scaffold, confined spaces, COSHH, fire lectures, resuscitation and manual handling etc.
- To respond in a prompt, effective and polite manner to all emergency related reactive maintenance issues and requests.
- Carry Trust communication devices assisting in the immediate response to emergencies.
- To understand and adhere to the Trust Health and Safety at Work policy, Fire procedures, Manual handling, Health and Safety at Work Act, Control of Legionella, WRAS, scald prevention, Control of Infection, adherence to set Engineering standards in accordance with health and safety requirements, ensuring safe work practices and standard operating procedures are followed.
- To take part in regular performance appraisals.
- To contribute to and work within a safe working environment.
- To ensure onsite Quality Assurance procedures are adhered to in all respects, maintaining accurate records, documentation and signatory in areas of responsibility.
- Carry out statutory and recommended testing, documenting and record keeping.
- Any other duties in line with the grade as requested to facilitate the smooth running of the department.
- Understand and use computer-based building management systems, bespoke computer controls and monitoring.

COMMUNICATION/RELATIONSHIP SKILLS

- Work as a key member of the Estates and Facilities team to identify and implement service improvement projects using lean methodology and change management techniques.
- Communicate complex information to Estate officers and other departments during shutdowns, service failures and major incidents.
- Provide technical training and instruction to staff, apprentices and relevant contractors on all engineering operation and maintenance aspects associated with the Steam and MTHW boilers and associated equipment.
- Analyse specialist technical information and communicate clearly and authoritatively to both internal and external Stakeholders.
- Ensure high levels of confidentiality are maintained when dealing with staff and contractual information and issues which influence decision making
- 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.

- The post holder will have incidental contact with service users while duties are carried out within the hospital environments.
- Promote a team approach and encourage staff innovation, integration, involvement, change management and improvement at all levels including effective methods of communication.
- Work with Infection Control staff in the prevention and control of Healthcare Associated Infections through the maintenance of associated systems in accordance with the current Hygiene Code).

ANALYTICAL/JUDGEMENTAL SKILLS

- Ability to handle comparison and analysis of a range of facts and situations. Specifically, the ability to assess the safety of an operational situation, problem solve complex technical issues, undertake full analysis and fault diagnosis of complex, multi-faceted Steam & MTHW raising plant and equipment, associated systems and identifying and implementing the correct solutions.
- Interpreting technical issues and formulating technical solutions to improve performance and maintain delivery of service.

PLANNING/ORGANISATIONAL SKILLS

- Planning & organisation of complex interruptions and shut-downs, identifying alternative temporary measures to reduce the impact of any service deliverables, some of which may be at short notice.
- Coordinate work of contractors and directly employed trade staff.
- Specifically, plan and organise maintenance activity to ensure cost-effective outcomes, activities and/or programmes, prioritising emergency repair requests, ordering of spare/replacement of component parts and materials.
- Ensuring allocated work is undertaken and followed-through to completion and satisfaction of the service user.
- Contribute to contingency planning for critical services and the development of contingency plans and engineering emergency procedures for steam & MTHW raising plant, equipment and associated systems.

PHYSICAL SKILLS

- Ensure that appropriate tools are available to undertake your duties
- Required to assist other estates operatives as required.
- Manipulation of fine tools and equipment safely and with accuracy.
- Prior to the use of fine tools, machinery or equipment, visually inspect and carryout pre-use checks to meet safety requirements. Report any defects to your line manager.
- Ability to effectively and efficiently identify faults on Steam & MTHW boilers, equipment and associated systems and to professionally determine and complete the correct repair process.

PATIENT/CLIENT CARE

- Incidental contact with patients/ advises patients/ clients on use of equipment in a clinical setting as a significant aspect of the work.
- Compliance with the Trust Infection Control Policy.

POLICY/SERVICE DEVELOPMENT

- To follow policies and procedures for own role, commenting on changes which affect the Estates Department and Boiler House Operations.
- To support the implementation of departmental procedures and propose changes to protocols and procedures to improve service, quality and cost reduction.

FINANCIAL/PHYSICAL RESOURCES

- Identify, resource and procure components using in house bespoke software to ensure effective and speedy repair.
- Undertake maintenance and repair of Steam and MTHW Boilers, equipment, and associated systems, installing critical components in a safe and timely manner minimising downtime.
- Maintain and repair additional assets as required under service level agreements
- Authorise procurement invoices for payment of items procured through process.

HUMAN RESOURCES

- Required to supervise contractors as required to complete estates ppm, reactive and planned tasks.
- To be responsible for the guidance, instruction and learning when working with assigned apprentices on a day to day basis.
- Evaluate works and provide on-site training/instruction to other estates staff and contractors as required.
- To be responsible for the controlling of all boiler associated works, ensuring that work is undertaken in a safe and timely manner, controlled by permits as required, and completed to acceptable standards.

INFORMATION RESOURCES

- Post holder will be required to be familiar with and use PC/Laptop based computer software including Microsoft office, CAFM systems and other bespoke software to produce and create work activity, tasks and reports as required.
- Use of handheld PDA/tablet and mobile phone will be required to input maintenance and remedial work data.
- Ability to use PC/Laptop to raise procurement orders and authorise invoices, to update maintenance records, spreadsheets, timesheets, risk assessments, procedures, logbooks and other data bases.
- Use of electronic data to analyse trends and historic data

- Familiarity and use of the Building management system (Trend) as required.

RESEARCH AND DEVELOPMENT

- Ability to research appropriate regulations, standards, guidance and manufacturers literature appropriate to the work activity.
- Undertake condition surveys of boilers, associated equipment/systems as required throughout the lifecycle of the equipment highlighting where necessary any dilapidation that should be addressed.

FREEDOM TO ACT

- Maintain high professional standards and to explore opportunities to develop practice.
- Interpret policy, strategy, standards and relevant legislation and guidance related to boiler house practice and associated systems.
- Use professional and judgemental skills to analyse highly complex situations and formulate appropriate solutions/responses and course of action.
- Be responsible for organising own, workload, prioritising to meet the needs of the deliverable service and that of the Trust.
- Ensure appropriate risk control measures are in place with estates risks identified, managed, mitigated where possible, resolved or escalated.

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, 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 are expected to comply with all relevant and current Trust policies and values and behaviours.

THE TRUST- VISION AND VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity
Fairness,

**Inclusion & Collaboration
Respect & Dignity**

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

POST	Steam Services Specialist
BAND	Band 5

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
<ul style="list-style-type: none"> HND/HNC in a relevant estate discipline appropriate for this role or equivalent qualification and demonstrable acquired knowledge and experience. Water Approved Industry Plumber Qualification Certified Industrial Boiler Operator (BOAS), equivalent or demonstrable knowledge and experience. Legionella Competent. Working towards recognised professional qualification such as Associated/Incorporated Engineer and or working towards membership of one of the professional institutes that is recognised by the NHS. HTM 2030 (Clean Steam) Accredited qualification in management or demonstrable experience. Proven record of Continuing Professional Development in mechanical and electrical engineering Confined Space Trained 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p> <p>D</p> <p>D</p> <p>D</p>
KNOWLEDGE/SKILLS		

<ul style="list-style-type: none"> • A team player 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	
OTHER REQUIREMENTS <ul style="list-style-type: none"> • Commitment to NHS and public service values of accountability, probity, openness and equality of opportunity. • Able to demonstrate clarity of thinking, plan and organise • Concentration and mental effort for prolonged periods whilst reading documents and providing clear guidance as a result • Ability to travel to other locations as required • The job involves visiting and inspecting clinical and non-clinical departments • Able to deal with occasional distressing or emotional circumstances dealing with staff grievance, disputes or unwelcome news to be imparted to staff both on a collective or individual basis • Reliable and flexible approach to work • Full driving licence • Must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. 	E E E E E E E E E E	

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

